



ITRS Geneos

Review From A Customer



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From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

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Market Data Engineer/Support at a tech company with 501-1,000 employees

it_user456453

WHAT IS MOST VALUABLE?

The Toolkit module which allows flexible scripts to be created and inserted into Geneos without having to log onto the server.

HOW HAS IT HELPED MY ORGANIZATION?

We now get more detail about the servers than before and thus it helps us to maintain a good service for our customers.

WHAT NEEDS IMPROVEMENT?

I would like it to have a better Dashboard viewer for report building. Having something like Crystal Reports embedded with the Active Console or active console would help to build reports.

FOR HOW LONG HAVE I USED THE SOLUTION?

I've used this solution for years.

WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

There were no issues with the deployment.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

We had no issues with the performance.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

I had issues scaling it and ended up having to distribute the load over seven gateways.



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HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

6/10

WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?

We used Sentinel which was awesome but it did not provide metric views.

HOW WAS THE INITIAL SETUP?

It's straightforward. You take it out of the box and it's simply plug and play, but it really depends on what you would like to use the product for. My advice before setting up would be to plan on what you want to achieve the product, what you would like to view without logging on to the server, what you need to know from the server, and what your customer would expect from you.

WHAT ABOUT THE IMPLEMENTATION TEAM?

We did the implementation in-house.

WHAT OTHER ADVICE DO I HAVE?

It's a great and powerful tool. You can input anything you like into the tool, including a database for analysis.

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