

Nagios

Nagios XI

Review From A Customer

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

Review by a Real User

Verified by IT Central Station



CIO at a financial services firm with 10,001+ employees

KODZOVI Loïc

WHAT IS OUR PRIMARY USE CASE?

We use the solution in order to collect large amounts of data to monitor our network, switches, and firewall.

HOW HAS IT HELPED MY ORGANIZATION?

It provides an easy and powerful solution to network monitoring so I can pay attention to other concerns.

WHAT IS MOST VALUABLE?

The most valuable feature is the setup wizard. The wizard just asks you for simple details and automatically starts collecting logs. It will give you some hints to configure your login on remote devices.

WHAT NEEDS IMPROVEMENT?

For enterprise users, the product would be better if it came with dedicated plugins. It has an online store for plugins and additional features, but most of the plugins we have are mostly open source. These open source plugins do not have a lot of documentation. We have to try to figure out how to use them on our own. They have good documentation for their own products and because of that, we have details to easily use their product as they have a guide. There is no documentation on the plugin site. They need more documentation for the plugins. Besides that, there's nothing more that I would add as the product covers my current needs. Maybe I would like a lower price. That is maybe a problem they could fix.

FOR HOW LONG HAVE I USED THE SOLUTION?

We have been using the product for two years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

We have absolutely no problem with the stability of the solution. I have no problem with the system or the setup. I want to do more to master the system and harness its capability, but that is my limitation.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Technical support is very good but is very expensive. It is becoming more and more expensive just like the upgrade. The incredibly high prices are a very bad move on their part. I know everything is got to go up but this seems too much at a time. They also have some requirements for the support licensing that is very complicated. You have to have a password and you pay for a limited number of calls. For the price they are selling it, It should be okay to call them anytime.

HOW WAS THE INITIAL SETUP?

The setup was very straightforward. We did not have to create a complicated strategy. We just installed the server and add the devices that were most urgent for me to monitor. I just added the devices and it was as simple as that.

WHAT ABOUT THE IMPLEMENTATION TEAM?

We implemented it on our own in a very short period of time.

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

The license and support are very expensive. You pay separately for each and the licensing is a little complicated. With a company like Cisco which may be expensive, the support is included. This product costs more than even Cisco. The support is not as easy to contact.

WHICH OTHER SOLUTIONS DID I EVALUATE?

It is hard not to consider other solutions now because of the advice of other CIOs and their experience with open source products that save them a lot of money. It may not always save time because they can be more difficult to use. That can be a trade-off.

WHAT OTHER ADVICE DO I HAVE?

The price of the licensing is very high, even for a big company. There are good open source products in the market that we could use for free and other companies I know are using them because of the price. Mostly because of the price of the product and the cost of tech support, I would rate this an eight out of ten. The product itself is very good.