



New Relic APM

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



Sr Application Ops Engineer at a tech company with 201-500 employees

it_user163218

WHAT IS MOST VALUABLE?

Ease of installation/maintenance.

HOW HAS IT HELPED MY ORGANIZATION?

Makes it a lot easier to troubleshoot application issues.

FOR HOW LONG HAVE I USED THE SOLUTION?

1.5 years.

WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

We use a deployment solution so after we set it up once we could package up the deployment and go from there. Administratively, it's really easy since it's an SaaS application.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

Haven't encountered as issues with stability.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

Haven't encountered as issues with scalability.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Customer Service: Excellent. Technical Support: Excellent.



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

I had not used another solution. Others in the company have. Switch was due to feature set, ease of use, and less administrative overhead.

HOW WAS THE INITIAL SETUP?

I had to read the instruction page but other than that, it's easy.

WHAT ABOUT THE IMPLEMENTATION TEAM?

We did not implement through a vendor.

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

I do not know. The licenses were purchased and I installed Java and server agents.

WHICH OTHER SOLUTIONS DID I EVALUATE?

I was not involved in the choice/purchase of this product.

WHAT OTHER ADVICE DO I HAVE?

Have your dev team read the information about the product: it's capabilities and how to implement them. That will help a lot in the long run.

Learn more: [Read 16 reviews of New Relic APM](#)