



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



Co-Founder at a software R&D company

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WHAT IS MOST VALUABLE?

App server monitoring Response time Error Rates

HOW HAS IT HELPED MY ORGANIZATION?

We used to get lots of complaints from clients on app slowness. Using New Relic we are able to solve the slowness issues based on traffic and server response metrics.

WHAT NEEDS IMPROVEMENT?

Errors insights have room for improvement especially error analysis part which is somewhat less compared to similar tool Splunk.

FOR HOW LONG HAVE I USED THE SOLUTION?

Over 2 years.

WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

No issues encountered.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

None encountered. It's quite stable.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

No issues encountered.



HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Customer Service: 9 out of 10. They have a great support team. Technical Support: 9 out of 10.

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

No but we are using Splunk and New Relic along with Stackdriver Simultaneously [Don't want to depend on one and use the features of all].

HOW WAS THE INITIAL SETUP?

We followed their documentation and it was good enough to set it up.

WHAT ABOUT THE IMPLEMENTATION TEAM?

In house team.

WHAT WAS OUR ROI?

About 50-60%.

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

We spend around \$100 per month.

WHICH OTHER SOLUTIONS DID I EVALUATE?

We analyzed AppDynamics as well but found New Relic better suited for us.

WHAT OTHER ADVICE DO I HAVE?

Please go ahead and try this and you won't regret having it.

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