



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



Lead IT Engineer with 51-200 employees

it_user258954

WHAT IS MOST VALUABLE?

I find the error monitoring of IIS web applications to be extremely useful. Being able to filter errors by URL, server, and period of time has been extremely helpful in quickly isolating and fixing problems. Being able to see a list of slow transactions is also very helpful in identifying the root cause of application performance problems.

HOW HAS IT HELPED MY ORGANIZATION?

In one case, a developer had an end-user report a recurring issue with a web application after a new release. I was able to use New Relic to find the error and provide the developer with the exact line of code that was causing the error within minutes of the issues being reported.

WHAT NEEDS IMPROVEMENT?

I can't say as I haven't used all of the features.

FOR HOW LONG HAVE I USED THE SOLUTION?

I've used it for one year.

WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

No issues encountered.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

No issues encountered.



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WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

No issues encountered.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Customer Service: I haven't had to contact customer service. Technical Support: I haven't had to contact technical support.

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

We didn't have a solution in place prior to deploying New Relic.

HOW WAS THE INITIAL SETUP?

It was straightforward.

WHAT ABOUT THE IMPLEMENTATION TEAM?

We didn't install it through a vendor.

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