



# PRTG Network Monitor

## Review From A Customer



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

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## Review by a Real User

Verified by IT Central Station



ShankarHN

IT Strategy, Management Consulting, Training and Development at a comms service provider with 1,001-5,000 employees

### WHAT IS OUR PRIMARY USE CASE?

We sell the product to customers and handle their problems. From every problem that we handle, we learn from it. As a company, we deploy WiFi network in major hotels (four or five star level). The guests who come to stay in those hotels are very sensitive to availability and performance. So, we have to monitor the bandwidth high availability, as well as the basic infrastructure, such as checking the system and all the IT infrastructure in those hotels. Today, we have a lot of customers, hundreds in India and neighboring countries, Sri Lanka and Bangladesh. Some of our customers have taken us to Malaysia because they did business with us in India. We also work with two countries in Africa, Congo and Nigeria.

### HOW HAS IT HELPED MY ORGANIZATION?

We use the product internally. Because we are a networking company, we are able to diagnose customer's network problems so our customers are happy. We go to the customer telling them that we are not here to sell the product. If you don't like it, don't buy it. If we have an unhappy customer, we can't sleep.

### WHAT IS MOST VALUABLE?

The product is simple and easy to implement. The licensing is quick and simple. I can create my own program sensor. This means I can add extra monitoring capabilities into the already fundamentally strong foundation. I can write a few pieces of code in the partial capture. It helps the entire organization become digitally enabled. PRTG is very good to do business with. The contract is simple. They are very responsive.

### WHAT NEEDS IMPROVEMENT?

We would like to monitor certain aspects of the user experience. We should be able to analyze the cause of end user experience, bad or good, so we can do some research and development on our own. In a very few cases, customers want more detailed reports, which we cannot meet.



**FOR HOW LONG HAVE I USED THE SOLUTION?**

More than five years.

**WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

PRTG has another level of scaling. There are XL1 and XL5. XL1 has one core and XL5 has four cores. If your network is big, you can distribute the database and reporting load on five different servers. You can have a common view of the entire global network using the enterprise console. It is scalable. We have yet to hit a ceiling.

**HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

95% of the problems or more that we get from customers are solved locally.

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

When you buy PRTG, everything comes in one bundle. Licensing is very easy. It is not like SolarWinds or Ops Manager, where I can buy pieces separately if I want high availability or Syslog. It becomes painful. The basic version looks cheap, but NetFlow has to be bought separately on SolarWinds. In PRTG, there are no questions asked, and everything comes together. SolarWinds is a bit complex, so the customer may have to buy the product license and have to pay a little extra for training and deployment of the license. In the case of PRTG, the product is so easy that we give the customer three online sessions, and they are happy since we don't charge them for that.

**WHAT OTHER ADVICE DO I HAVE?**

Don't believe what you see in writing. Deploy it, then test it. It is easy to deploy and cost-effective. Most important criteria when selecting a vendor: Easy to do business with. Responsiveness. The vendor should be committed.

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