



SCOM

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



Hemendra Singh

Advanced Systems Engineer - 3 at a retailer
with 10,001+ employees

VALUABLE FEATURES

Agent based monitoring Agentless monitoring VSAE Rules Monitors SLA Server monitoring

IMPROVEMENTS TO MY ORGANIZATION

All our environments are automated to automatically install the SCOM agents across different domains which helps us to check the health of the server, to get the server details like IIS, app pools, Performance counters like CPU, Memory, Disk usage, etc.

ROOM FOR IMPROVEMENT

SCOM needs improvement in phasing out the Silverlight based web platform and instead provide web access for all browsers using HTML5 probably. The API and the knowledge base needs to be improved by Microsoft.

USE OF SOLUTION

I've used it for two years.

DEPLOYMENT ISSUES

We've had no issues with deployment.

STABILITY ISSUES

SCOM server needs periodic maintenance to make sure the disk/database has enough space and a lot of alerts across a big environment might come fairly quickly. At times it needs server and service restarts.

SCALABILITY ISSUES

We've had no issues with scalability.

[Read 10 reviews of SCOM](#)

CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: 5/10 Technical Support: 5/10

PREVIOUS SOLUTIONS

I implemented SCOM on my own. You can use SCOM C# SDK or VSAE or GUI to implement SCOM management packs. This was the first monitoring solution we used, but we have moved out the URL monitoring away from SCOM to StatusCake and VictorOps as StatusCake has an easy REST based endpoint for monitoring and VictorOps provides us on call support. We are continuing with SCOM as we need agent based monitoring for our SAAS solutions.

INITIAL SETUP

The initial setup is fairly simple if you read the installation documents beforehand and install all the prerequisites properly, otherwise it can be a fairly long task.

IMPLEMENTATION TEAM

I implemented SCOM on my own. You can use SCOM C# SDK or VSAE or GUI to implement SCOM management packs.

ROI

It has a good **ROI**.

PRICING, SETUP COST AND LICENSING

Pricing and licensing is fairly OK. If you have a MSDN license, then your dev environments can be set up for free as you can get a dev SCOM license from MSDN. You only have to pay for production SCOM server if you have a MSDN license.

OTHER ADVICE

Implement a prototype management pack on the dev environment and analyze all the pros and cons before buying the product. You can get a free six months trial on this also.

[Read 10 reviews of SCOM](#)