



SolarWinds NPM

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



Consultant at a tech services company with 5,001-10,000 employees

it_user7548

VALUABLE FEATURES

* Link utilization graphs * Top-10 charts * Node/link status monitoring and alerting * Historical reports

IMPROVEMENTS TO MY ORGANIZATION

This product was used by our 24/7 NOC engineers and helped them in quick response to network status changes, investigation and narrowing down of performance degradation incidents. It was also used to report customer bandwidth utilization and provide evidence in customer queries and claims.

ROOM FOR IMPROVEMENT

Better support and integration for vendors other than Cisco.

USE OF SOLUTION

4 years experience with two different employers and both Internet hosting companies.

DEPLOYMENT ISSUES

No issues encountered.

STABILITY ISSUES

No issues encountered.

SCALABILITY ISSUES

No issues encountered.



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CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: Excellent support Technical Support: Excellent support

PREVIOUS SOLUTIONS

Setup is straightforward and smooth, just need to follow the installation wizard. Having worked with various open source and vendor specific NMS solutions, among vendor independent solutions such as WhatsUP, OpManager and Solarwinds NPM I always preferred NPM.

INITIAL SETUP

Setup is straightforward and smooth just need to follow the installation wizard.

IMPLEMENTATION TEAM

In-house team.

OTHER SOLUTIONS CONSIDERED

I have seen various products over the years from open source (Cacti, Nagios, Zenoss) and commercial (whatsup, Manageengine, etc) but Solarwinds NPM was always the one that could check most of the monitoring requirements.

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