



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



Senior Manager - Global Network Ops with
1,001-5,000 employees

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VALUABLE FEATURES

NPM, NCM, NTA and VNQM.

IMPROVEMENTS TO MY ORGANIZATION

Implementing this product has given us detailed visibility and understanding of our network. Small teams are able to manage large enterprise with this tool.

ROOM FOR IMPROVEMENT

EOC.

USE OF SOLUTION

2 years

DEPLOYMENT ISSUES

Not much. Where we did we were able to avail support from vendor.

STABILITY ISSUES

None except for EOC.

SCALABILITY ISSUES

We have deployed it in distributed model with EOC. EOC has been a pain. We are keen to move to Centralized Deployment which we are yet to test and see if it overcomes limitations of EOC.



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CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: Customer service is very good. Technical Support: Good technical support. There is an active online community too.

PREVIOUS SOLUTIONS

We have used PRTG, MRTG. However Solarwinds is a more integrated suite to tools for the enterprise or provider.

INITIAL SETUP

Installation needs reasonable understanding of Windows Servers, SQL Servers, Services and Group Policies (in enterprise). Customization might need good knowledge of SQL programming.

IMPLEMENTATION TEAM

In-house.

ROI

Good.

OTHER ADVICE

The product is highly recommended. I am yet to understand how it stands against the competitions.

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