



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



Head, ATM Management at a financial services firm with 1,001-5,000 employees

Abiodun Adebajo

WHAT IS MOST VALUABLE?

Reporting Alerts Network map view Netpath Interface monitoring

HOW HAS IT HELPED MY ORGANIZATION?

With reporting, we are able to spool ISP WAN links availability for the month and make necessary deductions based on the service level agreement we signed with the service providers. Alerts have also helped us to improve network performance, keeping everyone on their toes in resolving downtime before it is escalated.

WHAT NEEDS IMPROVEMENT?

I would like to see continuous improvement on the reporting and graphical views of customized portals.

FOR HOW LONG HAVE I USED THE SOLUTION?

We have been using the solution for ten years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

I did not encounter any issues with stability.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

We encountered an inability to display graphical views of some customized reports.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

I would give technical support a rating of 8/10.



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

We previously used WhatsUp Gold.

HOW WAS THE INITIAL SETUP?

The setup is straightforward if you follow the OEM administrative guides and the server specifications and deployment.

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

Pricing is quite competitive. Licensing should be based on projected organizational growth.

WHICH OTHER SOLUTIONS DID I EVALUATE?

We evaluated WhatsUp Gold and Entuity Network Management solutions.

WHAT OTHER ADVICE DO I HAVE?

Anyone planning to implement NPM or other SolarWinds products should download the evaluation versions which give you a 30-day, free trial. This will help you make an informed decision. This should also be evaluated with other network monitoring solutions.

Learn more: [Read 13 reviews of SolarWinds NPM](#)