



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



Sr. IT Infrastructure Specialist at a tech company with 10,001+ employees

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WHAT IS MOST VALUABLE?

At the time, we did not have a central repository for network mapping. This product help us with this and allowed us to drill down on the elements in the maps to get more detailed information.

HOW HAS IT HELPED MY ORGANIZATION?

It provided visibility into network performance, which at the time we really did not have.

WHAT NEEDS IMPROVEMENT?

Reporting: Generating reports could be improved. NOTE: This is related to the version 9.5. I believe they are on version 12.1 and this may have been addressed.

FOR HOW LONG HAVE I USED THE SOLUTION?

I have used SolarWinds for 10 years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

I did have some issues with the stability of the database, but that was due to issues whereby nightly maintenance of the database was not running.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

I had some performance issues but they were due to the need for additional pollers.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Technical support is average. Sometimes it took days to get responses and the responses were via email.



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

I was using an open-source solution that was not scalable.

HOW WAS THE INITIAL SETUP?

Setup is very straightforward and easy to install.

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

For the price, I would purchase the unlimited version especially for medium-size companies.

WHICH OTHER SOLUTIONS DID I EVALUATE?

We looked at eHealth, CiscoWorks, and HPE OpenView.

WHAT OTHER ADVICE DO I HAVE?

Make sure you plan the implementation of the product; i.e., resources such as the number of pollers, add-on modules/product, etc.

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