INFO~TECH
RESEARCH GROUP

Category Report
Network Monitoring

NUMBER OF REVIEWS
501

NUMBER OF VENDORS EVALUATED
10

REPORT GENERATED
September 2018

- CA Network Monitoring Solutions
- Cisco Prime Infrastructure
- ConnectWise Automate
- Corvil Analytics
- IBM Tivoli Monitoring
- ManageEngine OpManager
- Microsoft Systems Center Operations Manager
- Nagios XI
- Network Operations Management
- SolarWinds Network Performance Monitor

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How to Use the Report

Info-Tech's Category Reports provide a comprehensive evaluation of popular products in the Network Monitoring market. This buyer's guide is designed to help prospective purchasers make better decisions by leveraging the experiences of real users.

The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other vendors in their category to create a holistic, unbiased view of the product landscape.

Use this report to determine which product is right for your organization. For highly detailed reports on individual products, see Info-Tech's Product Scorecard.

Software Directory

NETWORK MONITORING SOFTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software vendors in a particular category. Use this page to create the right vendor shortlist by exploring all of the options available to your organization.

Network Monitoring Software

- 5View Netflow
- ActiveXperts Network Monitor
- Adrem NetCrunch
- AKiPS
- Anturis
- Apcon Network Monitoring
- Automic Streamcore
- BMC TrueSight Pulse
- CA Network Monitoring Solutions
- Cisco Prime Infrastructure
- Colasoft nChronos
- ConnectWise Automate
- Corvil Analytics
- Datadog
- Domotz
- Entuity Network Management
- EventSentry
- Exinda Network Orchestrator
- ExtraHop Platform
- Flowmon
- GFI LanGuard
- HelpSystems InterMapper
- IBM Tivoli Monitoring
- IPHost Network Monitor
- IPSentry
- IpSwitch WhatsUp Gold
- Kaseya Traverse
- LiveNX
- LogicMonitor Platform
- LogRhythm Network Monitoring
- ManageEngine OpManager
- Megamon
- Microsoft Systems Center Operations Manager
- Mindarray Minder
- Monitis
- Nagios XI

Software Directory

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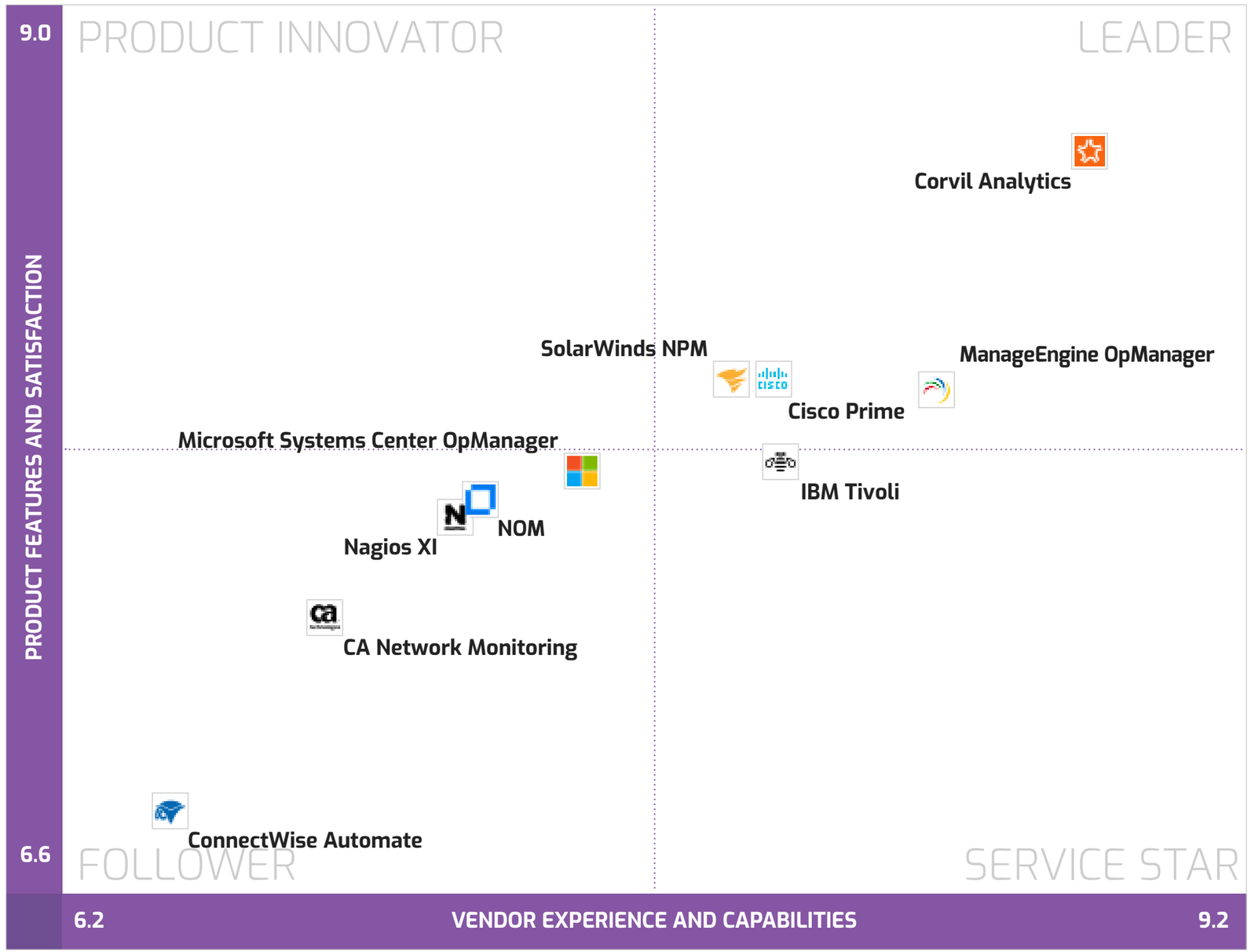
Network Monitoring Software

- Ne.Mo. Network Monitoring
- NetBrain
- NetFort LANGuardian
- Netmon
- Netreo OmniCenter
- NetScout TruView
- NetVizura NetFlow Analyzer
- Network Operations Management
- Network Performance Monitoring
- NMSaaS Network Monitoring
- Omnipliance
- Op5 Monitor
- OpenNMS Platform
- Opsview Monitor
- Paessler PRTG
- Panopta
- Pulseway
- Real User Monitoring
- RG System
- Riverbed SteelCentral Network Performance Management (NPM)
- SEM Fault Management Suite (FMS)
- SevOne Platform
- Softinventive Lab Total Network Monitor 2
- SolarWinds Network Performance Monitor
- SpiceWorks Network Monitor
- Statseeker
- ThousandEyes Endpoint Agent
- Viavi Observer Analyzer
- WhatsUp Gold
- Zabbix
- Zenoss Service Dynamics
- Zoho Site24x7 Network Monitoring

SOFTWARE REVIEWS
Data Quadrant

INFO~TECH RESEARCH GROUP
SoftwareReviews

Assess vendor and product performance at a glance and use the Software Reviews Data Quadrant to identify which products and vendors are leadings the pack and which are trailing.



Network Monitoring

The Software Reviews Data Quadrant evaluates and ranks products based on feedback from IT and business professionals. The placement of a software in the Data Quadrant indicates its relative ranking as well as its categorization.

The Complete Software Experience

When distilled down, the software experience is shaped by both the experience with the software and the relationship with the vendor. Evaluating enterprise software along these two dimensions provides a comprehensive understanding of the product and helps identify vendors that can deliver on both.

Product Features and Satisfaction

The satisfaction is captured in the overall satisfaction score, which is driven by the likelihood of users to recommend the software, combined with user satisfaction across top product features.

Vendor Experience and Capabilities

The vendor relationship is calculated in a weighted average of the satisfaction scores tied to vendor capabilities (e.g. software implementation, training, customer support, product roadmap) as well as emotional response ratings toward the vendor (e.g. trustworthy, respectful, fair).

Note: The axes ranges are dynamically adjusted based on minimum and maximum values in the dataset.

Category Overview

This page provides a high level summary of product performance within the Network Monitoring category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Use this data to get a sense of the field, and to see how the products you're considering stack up.

RANK	VENDOR	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
	Corvil Analytics	9.1/10	+96	-- NEGATIVE 96% POSITIVE	84%	85%	96%	20
	ManageEngine OpManager	8.4/10	+90	1% NEGATIVE 91% POSITIVE	79%	78%	84%	36
	Cisco Prime Infrastructure	8.1/10	+78	6% NEGATIVE 84% POSITIVE	77%	79%	85%	34
	SolarWinds Network Performance	8.1/10	+78	4% NEGATIVE 82% POSITIVE	77%	80%	83%	29
	IBM Tivoli Monitoring	8.0/10	+79	5% NEGATIVE 84% POSITIVE	74%	76%	82%	46
6	Operations Manager	7.7/10	+77	5% NEGATIVE 82% POSITIVE	76%	75%	82%	76
7	Network Operations Management	7.5/10	+75	5% NEGATIVE 80% POSITIVE	74%	75%	80%	32
8	Nagios XI	7.4/10	+75	6% NEGATIVE 81% POSITIVE	72%	75%	78%	64
9	CA Network Monitoring Solutions	7.0/10	+71	6% NEGATIVE 77% POSITIVE	74%	74%	72%	52
10	ConnectWise Automate	6.4/10	+61	11% NEGATIVE 72% POSITIVE	68%	46%	85%	56
AVERAGE SCORES		7.8/10	+78	5% NEGATIVE 83% POSITIVE	75%	74%	83%	45

Vendor Capability Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

VENDOR	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF IT ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
Corvil Analytics	84%	90%	85%	81%	89%	74%	91%	82%	81%	80%	94%	78%
ManageEngine OpManager	79%	74%	77%	79%	80%	81%	81%	79%	82%	76%	81%	81%
Cisco Prime Infrastructure	77%	80%	77%	80%	74%	74%	77%	80%	79%	72%	75%	79%
SolarWinds Network Performance Monitor	77%	80%	76%	79%	82%	78%	74%	76%	83%	71%	70%	74%
Microsoft Systems Center Operations Manager	76%	76%	76%	78%	72%	76%	74%	77%	80%	75%	71%	78%
Network Operations Management	74%	73%	74%	75%	73%	73%	80%	72%	73%	73%	73%	73%
IBM Tivoli Monitoring	74%	74%	72%	74%	71%	78%	73%	77%	78%	69%	69%	75%
CA Network Monitoring Solutions	74%	76%	70%	72%	71%	73%	74%	77%	71%	74%	72%	79%
Nagios XI	72%	70%	76%	74%	71%	70%	73%	72%	73%	75%	68%	73%
ConnectWise Automate	68%	78%	83%	63%	66%	60%	59%	76%	73%	72%	65%	58%
CATEGORY AVERAGE	75%	77%	77%	76%	75%	74%	76%	77%	77%	74%	74%	75%

VENDORS WITH INSUFFICIENT DATA

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Vendor Capabilities

This table lists and briefly describes all vendor capabilities that are evaluated in the Network Monitoring software category. For your convenience, you will also find longer descriptions of the capabilities under the capability subheadings in the subsequent pages.

Business Value Created	The ability to bring value to the organization.
Breadth of Features	The ability to perform a wide variety of tasks.
Quality of Features	The ability to perform at or above industry standards.
Product Strategy and Rate of Improvement	The ability to adapt to market change.
Usability and Intuitiveness	The ability to reduce training due to intuitive design.
Vendor Support	The ability to receive timely and sufficient support.
Ease of Data Integration	The ability to seamlessly integrate data.
Ease of IT Administration	Ease of use of the backend user interface.
Ease of Customization	The ability to scale the solution to a business' unique needs.
Availability and Quality of Training	Quality training allows employees to take full advantage of the software.
Ease of Implementation	The ability to implement the solution without unnecessary disruption.

Business Value Created

The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.

Corvil

CORVIL ANALYTICS

TOP PRODUCT

Delights	60%
Highly Satisfies	40%
Almost Satisfies	--
Disappoints	--

90% Business Value Created

2	SolarWinds Network Performance Monitor	80%
3	Cisco Prime Infrastructure	80%
4	ConnectWise Automate	78%
5	Microsoft Systems Center Operations Manager	76%
6	CA Network Monitoring Solutions	76%
7	IBM Tivoli Monitoring	74%
8	ManageEngine OpManager	74%
9	Network Operations Management	73%
10	Nagios XI	70%
	CATEGORY AVERAGE	77%

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Breadth of Features

Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.

Corvil
CORVIL ANALYTICS
TOP PRODUCT

Delights	50%
Highly Satisfies	40%
Almost Satisfies	10%
Disappoints	--

85% Breadth of Features

2	ConnectWise Automate	83%
3	Cisco Prime Infrastructure	77%
4	ManageEngine OpManager	77%
5	Microsoft Systems Center Operations Manager	76%
6	SolarWinds Network Performance Monitor	76%
7	Nagios XI	76%
8	Network Operations Management	74%
9	IBM Tivoli Monitoring	72%
10	CA Network Monitoring Solutions	70%
	CATEGORY AVERAGE	77%

Quality of Features

Feature quality is just as important as quantity. Software needs to do what you're purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.

Corvil
CORVIL ANALYTICS
TOP PRODUCT

Delights	35%
Highly Satisfies	55%
Almost Satisfies	10%
Disappoints	--

81% Quality of Features

2	Cisco Prime Infrastructure	80%
3	SolarWinds Network Performance Monitor	79%
4	ManageEngine OpManager	79%
5	Microsoft Systems Center Operations Manager	78%
6	Network Operations Management	75%
7	IBM Tivoli Monitoring	74%
8	Nagios XI	74%
9	CA Network Monitoring Solutions	72%
10	ConnectWise Automate	63%
	CATEGORY AVERAGE	76%

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Product Strategy and Rate of Improvement

Purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use the data in this section to separate innovators from imposters.

Corvil
CORVIL ANALYTICS
TOP PRODUCT

Delights	63%
Highly Satisfies	32%
Almost Satisfies	5%
Disappoints	--

89% Product Strategy and Rate of Improvement

2	SolarWinds Network Performance Monitor	82%
3	ManageEngine OpManager	80%
4	Cisco Prime Infrastructure	74%
5	Network Operations Management	73%
6	Microsoft Systems Center Operations Manager	72%
7	Nagios XI	71%
8	IBM Tivoli Monitoring	71%
9	CA Network Monitoring Solutions	71%
10	ConnectWise Automate	66%
	CATEGORY AVERAGE	75%

Usability and Intuitiveness

End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.

ManageEngine OpManager
MANAGEENGINE OPMANAGER
TOP PRODUCT

Delights	33%
Highly Satisfies	56%
Almost Satisfies	11%
Disappoints	--

81% Usability and Intuitiveness

2	IBM Tivoli Monitoring	78%
3	SolarWinds Network Performance Monitor	78%
4	Microsoft Systems Center Operations Manager	76%
5	Corvil Analytics	74%
6	Cisco Prime Infrastructure	74%
7	Network Operations Management	73%
8	CA Network Monitoring Solutions	73%
9	Nagios XI	70%
10	ConnectWise Automate	60%
	CATEGORY AVERAGE	74%

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Vendor Support

The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-service their product and which will offer quality support.

Corvil
CORVIL ANALYTICS
TOP PRODUCT

Delights	70%
Highly Satisfies	25%
Almost Satisfies	5%
Disappoints	--

91% Vendor Support

2	ManageEngine OpManager		81%
3	Network Operations Management		80%
4	Cisco Prime Infrastructure		77%
5	SolarWinds Network Performance Monitor		74%
6	CA Network Monitoring Solutions		74%
7	Microsoft Systems Center Operations Manager		74%
8	Nagios XI		73%
9	IBM Tivoli Monitoring		73%
10	ConnectWise Automate		59%
		CATEGORY AVERAGE	76%

Ease of Data Integration

The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.

Corvil
CORVIL ANALYTICS
TOP PRODUCT

Delights	37%
Highly Satisfies	53%
Almost Satisfies	11%
Disappoints	--

82% Ease of Data Integration

2	Cisco Prime Infrastructure		80%
3	ManageEngine OpManager		79%
4	Microsoft Systems Center Operations Manager		77%
5	IBM Tivoli Monitoring		77%
6	CA Network Monitoring Solutions		77%
7	ConnectWise Automate		76%
8	SolarWinds Network Performance Monitor		76%
9	Nagios XI		72%
10	Network Operations Management		72%
		CATEGORY AVERAGE	77%

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of IT Administration

Administrative interfaces don't get the same attention as those built for end users, but they shouldn't be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.

SOLARWINDS NETWORK PERFORMANCE MONITOR
TOP PRODUCT

Delights	46%
Highly Satisfies	46%
Almost Satisfies	4%
Disappoints	4%

83% Ease of IT Administration

2	ManageEngine OpManager	82%
3	Corvil Analytics	81%
4	Microsoft Systems Center Operations Manager	80%
5	Cisco Prime Infrastructure	79%
6	IBM Tivoli Monitoring	78%
7	Nagios XI	73%
8	ConnectWise Automate	73%
9	Network Operations Management	73%
10	CA Network Monitoring Solutions	71%
	CATEGORY AVERAGE	77%

Ease of Customization

Out-of-the-box functionality often isn't enough, especially for niche or industry-specific software, and the reason you're buying rather than building is to save time and money in the first place. Don't get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.

CORVIL ANALYTICS
TOP PRODUCT

Delights	40%
Highly Satisfies	50%
Almost Satisfies	5%
Disappoints	5%

80% Ease of Customization

2	ManageEngine OpManager	76%
3	Microsoft Systems Center Operations Manager	75%
4	Nagios XI	75%
5	CA Network Monitoring Solutions	74%
6	Network Operations Management	73%
7	Cisco Prime Infrastructure	72%
8	ConnectWise Automate	72%
9	SolarWinds Network Performance Monitor	71%
10	IBM Tivoli Monitoring	69%
	CATEGORY AVERAGE	74%

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Availability and Quality of Training

Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.

Corvil
CORVIL ANALYTICS
TOP PRODUCT

Delights	80%
Highly Satisfies	15%
Almost Satisfies	5%
Disappoints	--

94% Availability and Quality of Training

2	ManageEngine OpManager	81%
3	Cisco Prime Infrastructure	75%
4	Network Operations Management	73%
5	CA Network Monitoring Solutions	72%
6	Microsoft Systems Center Operations Manager	71%
7	SolarWinds Network Performance Monitor	70%
8	IBM Tivoli Monitoring	69%
9	Nagios XI	68%
10	ConnectWise Automate	65%
	CATEGORY AVERAGE	74%

Ease of Implementation

Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.

ManageEngine
OpManager
MANAGEENGINE OPMANAGER
TOP PRODUCT

Delights	39%
Highly Satisfies	44%
Almost Satisfies	17%
Disappoints	--

81% Ease of Implementation

2	CA Network Monitoring Solutions	79%
3	Cisco Prime Infrastructure	79%
4	Microsoft Systems Center Operations Manager	78%
5	Corvil Analytics	78%
6	IBM Tivoli Monitoring	75%
7	SolarWinds Network Performance Monitor	74%
8	Nagios XI	73%
9	Network Operations Management	73%
10	ConnectWise Automate	58%
	CATEGORY AVERAGE	75%

Product **Feature** Summary

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

VENDOR	OVERALL FEATURE SATISFACTION	FAULT MANAGEMENT	NETWORK ANALYTICS	NETWORK COMPLIANCE MANAGEMENT	NETWORK CONFIGURATION MANAGEMENT	NETWORK ENVIRONMENT MONITORING	NETWORK MAPPING	NETWORK PERFORMANCE MANAGEMENT	NETWORK QUALITY OF SERVICE	NETWORK REPORTING	OPERATIONAL DASHBOARD	TRAFFIC MONITORING
Corvil Analytics	85%	86%	83%	82%	80%	82%	76%	92%	88%	85%	85%	90%
SolarWinds Network Performance Monitor	80%	78%	78%	70%	77%	88%	83%	84%	78%	78%	80%	83%
Cisco Prime Infrastructure	79%	78%	75%	79%	83%	79%	77%	78%	79%	77%	80%	82%
ManageEngine OpManager	78%	77%	76%	73%	81%	77%	77%	82%	77%	78%	80%	82%
IBM Tivoli Monitoring	76%	76%	76%	73%	76%	76%	74%	74%	78%	78%	76%	76%
Microsoft Systems Center Operations Manager	75%	71%	75%	75%	74%	75%	74%	77%	72%	73%	80%	77%
Nagios XI	75%	72%	77%	74%	72%	75%	77%	74%	73%	79%	74%	77%
Network Operations Management	75%	73%	77%	72%	79%	73%	72%	73%	78%	75%	80%	70%
CA Network Monitoring Solutions	74%	72%	74%	74%	75%	72%	72%	74%	75%	71%	77%	77%
ConnectWise Automate	46%	63%	39%	47%	45%	48%	49%	39%	39%	43%	57%	38%
CATEGORY AVERAGE	74%	74%	74%	73%	75%	75%	74%	76%	74%	74%	77%	76%

Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Product Features

This table lists and describes all the features that are evaluated in the Network Monitoring software category. For your convenience, these descriptions are repeated under the feature subheadings in the subsequent pages.

Fault Management	Includes logs, threat detection, root-cause analysis, and technical support and troubleshooting.
Network Analytics	Drive towards intelligent network operations by combining the power of automation and monitoring data
Network Compliance Management	Includes compliance controls, compliance rules engine, and compliance monitoring and remediation
Network Configuration Management	Includes change management, configuration logging, configuration backup, and configuration policy checking.
Network Environment Monitoring	Includes hardware sensors, water sensors, temperature monitoring, and motion sensors, and other non-SNMP devices.
Network Mapping	Includes auto network discovery, network visualization and visibility, and network topology.
Network Performance Management	Includes network performance analysis, bandwidth monitoring, and capacity planning.
Network Quality of Service	Includes quality of service (QoS) monitoring, and performance checks.
Network Reporting	Includes dashboard visualizations and detailed summary reporting for data analysis.
Operational Dashboard	Includes alerts and notifications, KPIs, visual analytics, and interactive features.
Traffic Monitoring	Includes traffic flow analysis, network traffic capturing and recording, and network traffic sensors.

Fault Management

Includes logs, threat detection, root-cause analysis, and technical support and troubleshooting.

Corvil

CORVIL ANALYTICS

TOP PRODUCT

Delights	53%
Highly Satisfies	37%
Almost Satisfies	11%
Disappoints	--

86% Fault Management

2	Cisco Prime Infrastructure	78%
3	SolarWinds Network Performance Monitor	78%
4	ManageEngine OpManager	77%
5	IBM Tivoli Monitoring	76%
6	Network Operations Management	73%
7	Nagios XI	72%
8	CA Network Monitoring Solutions	72%
9	Microsoft Systems Center Operations Manager	71%
10	ConnectWise Automate	63%
	CATEGORY AVERAGE	74%

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

Network Analytics

Drive towards intelligent network operations by combining the power of automation and monitoring data

Corvil

CORVIL ANALYTICS
TOP PRODUCT

Delights	45%
Highly Satisfies	40%
Almost Satisfies	15%
Disappoints	--

83% Network Analytics

2	SolarWinds Network Performance Monitor	78%
3	Network Operations Management	77%
4	Nagios XI	77%
5	IBM Tivoli Monitoring	76%
6	ManageEngine OpManager	76%
7	Microsoft Systems Center Operations Manager	75%
8	Cisco Prime Infrastructure	75%
9	CA Network Monitoring Solutions	74%
10	ConnectWise Automate	39%
	CATEGORY AVERAGE	74%

Network Compliance Management

Includes compliance controls, compliance rules engine, and compliance monitoring and remediation

Corvil

CORVIL ANALYTICS
TOP PRODUCT

Delights	47%
Highly Satisfies	33%
Almost Satisfies	20%
Disappoints	--

82% Network Compliance Management

2	Cisco Prime Infrastructure	79%
3	Microsoft Systems Center Operations Manager	75%
4	Nagios XI	74%
5	CA Network Monitoring Solutions	74%
6	IBM Tivoli Monitoring	73%
7	ManageEngine OpManager	73%
8	Network Operations Management	72%
9	SolarWinds Network Performance Monitor	70%
10	ConnectWise Automate	47%
	CATEGORY AVERAGE	73%

Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

Network Configuration Management

Includes change management, configuration logging, configuration backup, and configuration policy checking.

CISCO PRIME INFRASTRUCTURE
TOP PRODUCT

Delights	38%
Highly Satisfies	56%
Almost Satisfies	6%
Disappoints	--

83% Network Configuration Management

2	ManageEngine OpManager	81%
3	Corvil Analytics	80%
4	Network Operations Management	79%
5	SolarWinds Network Performance Monitor	77%
6	IBM Tivoli Monitoring	76%
7	CA Network Monitoring Solutions	75%
8	Microsoft Systems Center Operations Manager	74%
9	Nagios XI	72%
10	ConnectWise Automate	45%
	CATEGORY AVERAGE	75%

Network Environment Monitoring

Includes hardware sensors, water sensors, temperature monitoring, and motion sensors, and other non-SNMP devices.

SOLARWINDS NETWORK PERFORMANCE MONITOR
TOP PRODUCT

Delights	54%
Highly Satisfies	43%
Almost Satisfies	4%
Disappoints	--

88% Network Environment Monitoring

2	Corvil Analytics	82%
3	Cisco Prime Infrastructure	79%
4	ManageEngine OpManager	77%
5	IBM Tivoli Monitoring	76%
6	Nagios XI	75%
7	Microsoft Systems Center Operations Manager	75%
8	Network Operations Management	73%
9	CA Network Monitoring Solutions	72%
10	ConnectWise Automate	48%
	CATEGORY AVERAGE	75%

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

Network Mapping

Includes auto network discovery, network visualization and visibility, and network topology.

solarwinds

SOLARWINDS NETWORK PERFORMANCE MONITOR

TOP PRODUCT

Delights	46%
Highly Satisfies	39%
Almost Satisfies	14%
Disappoints	--

83% Network Mapping

2	Nagios XI	77%
3	Cisco Prime Infrastructure	77%
4	ManageEngine OpManager	77%
5	Corvil Analytics	76%
6	IBM Tivoli Monitoring	74%
7	Microsoft Systems Center Operations Manager	74%
8	CA Network Monitoring Solutions	72%
9	Network Operations Management	72%
10	ConnectWise Automate	49%
	CATEGORY AVERAGE	74%

Network Performance Management

Includes network performance analysis, bandwidth monitoring, and capacity planning.

Corvil

CORVIL ANALYTICS

TOP PRODUCT

Delights	74%
Highly Satisfies	21%
Almost Satisfies	5%
Disappoints	--

92% Network Performance Management

2	SolarWinds Network Performance Monitor	84%
3	ManageEngine OpManager	82%
4	Cisco Prime Infrastructure	78%
5	Microsoft Systems Center Operations Manager	77%
6	IBM Tivoli Monitoring	74%
7	Nagios XI	74%
8	CA Network Monitoring Solutions	74%
9	Network Operations Management	73%
10	ConnectWise Automate	39%
	CATEGORY AVERAGE	76%

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

Network Quality of Service

Includes quality of service (QoS) monitoring, and performance checks.

Corvil

CORVIL ANALYTICS

TOP PRODUCT

Delights	61%
Highly Satisfies	28%
Almost Satisfies	11%
Disappoints	--

88% Network Quality of Service

2	Cisco Prime Infrastructure		79%
3	Network Operations Management		78%
4	SolarWinds Network Performance Monitor		78%
5	IBM Tivoli Monitoring		78%
6	ManageEngine OpManager		77%
7	CA Network Monitoring Solutions		75%
8	Nagios XI		73%
9	Microsoft Systems Center Operations Manager		72%
10	ConnectWise Automate		39%
		CATEGORY AVERAGE	74%

Network Reporting

Includes dashboard visualizations and detailed summary reporting for data analysis.

Corvil

CORVIL ANALYTICS

TOP PRODUCT

Delights	45%
Highly Satisfies	50%
Almost Satisfies	5%
Disappoints	--

85% Network Reporting

2	Nagios XI		79%
3	SolarWinds Network Performance Monitor		78%
4	IBM Tivoli Monitoring		78%
5	ManageEngine OpManager		78%
6	Cisco Prime Infrastructure		77%
7	Network Operations Management		75%
8	Microsoft Systems Center Operations Manager		73%
9	CA Network Monitoring Solutions		71%
10	ConnectWise Automate		43%
		CATEGORY AVERAGE	74%

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

Operational Dashboard

Includes alerts and notifications, KPIs, visual analytics, and interactive features.

Corvil

CORVIL ANALYTICS

TOP PRODUCT

Delights	50%
Highly Satisfies	40%
Almost Satisfies	10%
Disappoints	--

85% Operational Dashboard

2	Cisco Prime Infrastructure	80%
3	ManageEngine OpManager	80%
4	Network Operations Management	80%
5	Microsoft Systems Center Operations Manager	80%
6	SolarWinds Network Performance Monitor	80%
7	CA Network Monitoring Solutions	77%
8	IBM Tivoli Monitoring	76%
9	Nagios XI	74%
10	ConnectWise Automate	57%
	CATEGORY AVERAGE	77%

Traffic Monitoring

Includes traffic flow analysis, network traffic capturing and recording, and network traffic sensors.

Corvil

CORVIL ANALYTICS

TOP PRODUCT

Delights	65%
Highly Satisfies	30%
Almost Satisfies	5%
Disappoints	--

90% Traffic Monitoring

2	SolarWinds Network Performance Monitor	83%
3	Cisco Prime Infrastructure	82%
4	ManageEngine OpManager	82%
5	Microsoft Systems Center Operations Manager	77%
6	CA Network Monitoring Solutions	77%
7	Nagios XI	77%
8	IBM Tivoli Monitoring	76%
9	Network Operations Management	70%
10	ConnectWise Automate	38%
	CATEGORY AVERAGE	76%

Emotional Footprint Summary

The Net Emotional Footprint measures high-level user sentiment towards particular product offerings. It aggregates emotional response ratings for various dimensions of the vendor-client relationship and product effectiveness, creating a powerful indicator of overall user feeling toward the vendor and product. While purchasing decisions shouldn't be based on emotion, it's valuable to know what kind of emotional response the vendor you're considering elicits from their users.

EMOTIONAL SPECTRUM SCALE

-4 -3 -2 -1 | +1 | +2 +3 +4

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

VENDOR	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	STRONGEST POSITIVE EMOTIONS	STRONGEST NEGATIVE EMOTIONS
Corvil Analytics	+96	-- NEGATIVE / 96% POSITIVE	FAIR 100% · ENABLES PRODUCTIVITY 100% · RELIABLE 100%	GREEDY 6%
ManageEngine OpManager	+90	1% NEGATIVE / 91% POSITIVE	RELIABLE 97% · CARING 97% · EFFICIENT 97%	FRUSTRATING 8% · DESPISED 3% · CHARGES FOR PRODUCT ENHANCEMENTS 3%
IBM Tivoli Monitoring	+79	5% NEGATIVE / 84% POSITIVE	RESPECTFUL 93% · TRUSTWORTHY 91% · CONTINUALLY IMPROVING 91%	OVER PROMISED 11% · CHARGES FOR PRODUCT ENHANCEMENTS 9% · DESPISED 9%
Cisco Prime Infrastructure	+78	6% NEGATIVE / 84% POSITIVE	RELIABLE 94% · CLIENT FRIENDLY POLICIES 90% · ENABLES PRODUCTIVITY 88%	CHARGES FOR PRODUCT ENHANCEMENTS 16% · WASTES TIME 13% · DECEPTIVE 10%
SolarWinds Network Performance	+78	4% NEGATIVE / 82% POSITIVE	TRUSTWORTHY 96% · UNIQUE FEATURES 93% · EFFECTIVE 93%	OVER PROMISED 17% · VENDOR'S INTEREST FIRST 12% · GREEDY 12%
Operations Manager	+77	5% NEGATIVE / 82% POSITIVE	RESPECTFUL 92% · ENABLES PRODUCTIVITY 89% · RELIABLE 89%	DECEPTIVE 10% · OVER PROMISED 9% · SELFISH 8%
Network Operations Management	+75	5% NEGATIVE / 80% POSITIVE	TRUSTWORTHY 91% · RESPECTFUL 91% · INTEGRITY 88%	OVER PROMISED 10% · BUREAUCRATIC 9% · STAGNANT 9%
Nagios XI	+75	6% NEGATIVE / 81% POSITIVE	TRANSPARENT 87% · ENABLES PRODUCTIVITY 86% · UNIQUE FEATURES 86%	OVER PROMISED 15% · GREEDY 10% · SELFISH 9%
CA Network Monitoring Solutions	+71	6% NEGATIVE / 77% POSITIVE	EFFECTIVE 87% · RELIABLE 85% · RESPECTFUL 84%	GREEDY 16% · VENDOR'S INTEREST FIRST 12% · OVER PROMISED 12%
ConnectWise Automate	+61	11% NEGATIVE / 72% POSITIVE	RESPECTFUL 98% · CLIENT FRIENDLY POLICIES 87% · INTEGRITY 87%	OVER PROMISED 32% · WASTES TIME 27% · FRUSTRATING 23%

Emotional Footprint

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

CATEGORY

Service Experience

Good service matters. The last thing you need is to be disrespected by your software vendor, or to get bogged down by their ineptitude or neglect. This section displays data related to quality and effectiveness of service, so you can know whether you'll be treated well before and after you've made the purchase.

Service Experience
Disrespectful vs. Respectful

1	Corvil Analytics	+100	DISTRIBUTION -- -- 100%
2	ConnectWise Automate	+98	DISTRIBUTION -- 2% 98%
3	ManageEngine OpManager	+97	DISTRIBUTION -- 3% 97%
4	SolarWinds Network Performance Monitor	+93	DISTRIBUTION -- 7% 93%
5	IBM Tivoli Monitoring	+91	DISTRIBUTION 2% 4% 93%
6	Network Operations Management	+91	DISTRIBUTION -- 9% 91%
7	Microsoft Systems Center Operations Ma...	+91	DISTRIBUTION 1% 7% 92%
8	Cisco Prime Infrastructure	+84	DISTRIBUTION 3% 10% 87%
9	Nagios XI	+78	DISTRIBUTION 6% 9% 84%
10	CA Network Monitoring Solutions	+78	DISTRIBUTION 6% 10% 84%
	CATEGORY AVERAGE	+89	DISTRIBUTION 2% 6% 91%

Emotional Footprint

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

-4 -3 -2 -1 +1 +2 +3 +4

NEGATIVE NEUTRAL POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Service Experience
Bureaucratic vs. Efficient

1	Corvil Analytics	+100	DISTRIBUTION -- -- 100%
2	ManageEngine OpManager	+97	DISTRIBUTION -- 3% 97%
3	IBM Tivoli Monitoring	+85	DISTRIBUTION 4% 7% 89%
4	Cisco Prime Infrastructure	+81	DISTRIBUTION 6% 6% 87%
5	Microsoft Systems Center Operations Ma...	+80	DISTRIBUTION 4% 12% 84%
6	SolarWinds Network Performance Monitor	+78	DISTRIBUTION 4% 14% 82%
7	Nagios XI	+75	DISTRIBUTION 6% 13% 81%
8	Network Operations Management	+72	DISTRIBUTION 9% 9% 81%
9	CA Network Monitoring Solutions	+70	DISTRIBUTION 8% 14% 78%
10	ConnectWise Automate	+46	DISTRIBUTION 20% 14% 66%
	CATEGORY AVERAGE	+76	DISTRIBUTION 7% 10% 83%

Service Experience
Neglectful vs. Caring

1	Corvil Analytics	+100	DISTRIBUTION -- -- 100%
2	ManageEngine OpManager	+97	DISTRIBUTION -- 3% 97%
3	Network Operations Management	+82	DISTRIBUTION 6% 6% 88%
4	Nagios XI	+77	DISTRIBUTION 6% 11% 83%
5	IBM Tivoli Monitoring	+76	DISTRIBUTION 7% 11% 83%
6	Cisco Prime Infrastructure	+75	DISTRIBUTION 6% 13% 81%
7	Microsoft Systems Center Operations Ma...	+74	DISTRIBUTION 8% 11% 82%
8	CA Network Monitoring Solutions	+73	DISTRIBUTION 6% 15% 79%
9	SolarWinds Network Performance Monitor	+72	DISTRIBUTION 7% 14% 79%
10	ConnectWise Automate	+54	DISTRIBUTION 16% 14% 70%
	CATEGORY AVERAGE	+75	DISTRIBUTION 7% 11% 82%

Emotional Footprint

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Service Experience
Frustrating vs. Effective

1	Corvil Analytics	+100	DISTRIBUTION -- -- 100%
2	SolarWinds Network Performance Monitor	+86	DISTRIBUTION 7% -- 93%
3	CA Network Monitoring Solutions	+83	DISTRIBUTION 4% 10% 87%
4	IBM Tivoli Monitoring	+81	DISTRIBUTION 2% 15% 83%
5	ManageEngine OpManager	+81	DISTRIBUTION 8% 3% 89%
6	Nagios XI	+79	DISTRIBUTION 5% 11% 84%
7	Microsoft Systems Center Operations Ma...	+78	DISTRIBUTION 4% 14% 82%
8	Network Operations Management	+75	DISTRIBUTION 6% 13% 81%
9	Cisco Prime Infrastructure	+74	DISTRIBUTION 10% 6% 84%
10	ConnectWise Automate	+32	DISTRIBUTION 23% 21% 55%
CATEGORY AVERAGE		+74	DISTRIBUTION 7% 11% 82%

Service Experience
Wastes Time vs. Saves Time

1	Corvil Analytics	+95	DISTRIBUTION -- 5% 95%
2	ManageEngine OpManager	+89	DISTRIBUTION -- 11% 89%
3	IBM Tivoli Monitoring	+85	DISTRIBUTION 4% 7% 89%
4	SolarWinds Network Performance Monitor	+82	DISTRIBUTION -- 18% 82%
5	CA Network Monitoring Solutions	+81	DISTRIBUTION 2% 15% 83%
6	Network Operations Management	+75	DISTRIBUTION 3% 19% 78%
7	Nagios XI	+74	DISTRIBUTION 6% 14% 80%
8	Microsoft Systems Center Operations Ma...	+73	DISTRIBUTION 7% 13% 80%
9	Cisco Prime Infrastructure	+64	DISTRIBUTION 13% 10% 77%
10	ConnectWise Automate	+30	DISTRIBUTION 27% 16% 57%
CATEGORY AVERAGE		+72	DISTRIBUTION 7% 13% 80%

Emotional Footprint

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

CATEGORY

Conflict Resolution

Disagreements are inevitable, but knowing your vendor will handle them reasonably, fairly, and amiably can give you peace of mind. Use the data in this section to understand which vendors will behave professionally when conflict arises.

Conflict Resolution
Lack Of Integrity vs. Integrity

1	Corvil Analytics	+95	DISTRIBUTION -- 5% 95%
2	ManageEngine OpManager	+91	DISTRIBUTION -- 9% 91%
3	SolarWinds Network Performance Monitor	+88	DISTRIBUTION -- 12% 88%
4	Network Operations Management	+85	DISTRIBUTION 3% 9% 88%
5	ConnectWise Automate	+85	DISTRIBUTION 2% 11% 87%
6	Cisco Prime Infrastructure	+84	DISTRIBUTION 3% 10% 87%
7	IBM Tivoli Monitoring	+76	DISTRIBUTION 7% 11% 83%
8	Microsoft Systems Center Operations Ma...	+76	DISTRIBUTION 5% 13% 81%
9	CA Network Monitoring Solutions	+74	DISTRIBUTION 4% 18% 78%
10	Nagios XI	+71	DISTRIBUTION 6% 17% 77%
CATEGORY AVERAGE		+80	DISTRIBUTION 4% 12% 84%

Emotional Footprint

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

-4 -3 -2 -1 +1 +2 +3 +4

NEGATIVE NEUTRAL POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Conflict Resolution
Vendor Friendly Policies vs. Client Friendly Policies

1	Corvil Analytics	+95	DISTRIBUTION -- 5% 95%
2	ManageEngine OpManager	+91	DISTRIBUTION -- 9% 91%
3	Cisco Prime Infrastructure	+84	DISTRIBUTION 6% 3% 90%
4	ConnectWise Automate	+80	DISTRIBUTION 7% 5% 87%
5	Network Operations Management	+78	DISTRIBUTION 6% 9% 84%
6	Nagios XI	+72	DISTRIBUTION 8% 13% 80%
7	SolarWinds Network Performance Monitor	+72	DISTRIBUTION 8% 12% 80%
8	IBM Tivoli Monitoring	+71	DISTRIBUTION 7% 15% 78%
9	CA Network Monitoring Solutions	+68	DISTRIBUTION 8% 16% 76%
10	Microsoft Systems Center Operations Ma...	+68	DISTRIBUTION 7% 19% 75%
	CATEGORY AVERAGE	+76	DISTRIBUTION 6% 12% 82%

Conflict Resolution
Selfish vs. Altruistic

1	Corvil Analytics	+95	DISTRIBUTION -- 5% 95%
2	ManageEngine OpManager	+91	DISTRIBUTION -- 9% 91%
3	IBM Tivoli Monitoring	+73	DISTRIBUTION 7% 13% 80%
4	ConnectWise Automate	+68	DISTRIBUTION 7% 18% 75%
5	Cisco Prime Infrastructure	+68	DISTRIBUTION 3% 26% 71%
6	CA Network Monitoring Solutions	+68	DISTRIBUTION 8% 16% 76%
7	Network Operations Management	+66	DISTRIBUTION 6% 22% 72%
8	Nagios XI	+64	DISTRIBUTION 9% 17% 73%
9	Microsoft Systems Center Operations Ma...	+63	DISTRIBUTION 8% 21% 71%
10	SolarWinds Network Performance Monitor	+60	DISTRIBUTION 4% 32% 64%
	CATEGORY AVERAGE	+70	DISTRIBUTION 6% 18% 76%

Emotional Footprint

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19	+20 to +39	+40 to +59	+60 to +79	+80 to +100

Conflict Resolution
Big Fat Liars vs. Trustworthy

1	SolarWinds Network Performance Monitor	+96	DISTRIBUTION -- 4% 96%
2	Corvil Analytics	+95	DISTRIBUTION -- 5% 95%
3	ManageEngine OpManager	+94	DISTRIBUTION -- 6% 94%
4	Network Operations Management	+91	DISTRIBUTION -- 9% 91%
5	IBM Tivoli Monitoring	+89	DISTRIBUTION 2% 7% 91%
6	Cisco Prime Infrastructure	+84	DISTRIBUTION 3% 10% 87%
7	Microsoft Systems Center Operations Ma...	+83	DISTRIBUTION 4% 9% 87%
8	Nagios XI	+80	DISTRIBUTION 3% 14% 83%
9	CA Network Monitoring Solutions	+74	DISTRIBUTION 4% 18% 78%
10	ConnectWise Automate	+73	DISTRIBUTION 5% 16% 78%
CATEGORY AVERAGE		+84	DISTRIBUTION 3% 11% 86%

Conflict Resolution
Unfair vs. Fair

1	Corvil Analytics	+100	DISTRIBUTION -- -- 100%
2	ManageEngine OpManager	+91	DISTRIBUTION -- 9% 91%
3	Network Operations Management	+84	DISTRIBUTION -- 16% 84%
4	Cisco Prime Infrastructure	+84	DISTRIBUTION 3% 10% 87%
5	Microsoft Systems Center Operations Ma...	+83	DISTRIBUTION 4% 9% 87%
6	SolarWinds Network Performance Monitor	+83	DISTRIBUTION -- 17% 83%
7	Nagios XI	+81	DISTRIBUTION 3% 13% 84%
8	IBM Tivoli Monitoring	+78	DISTRIBUTION 7% 9% 85%
9	CA Network Monitoring Solutions	+76	DISTRIBUTION 2% 20% 78%
10	ConnectWise Automate	+73	DISTRIBUTION 5% 16% 78%
CATEGORY AVERAGE		+82	DISTRIBUTION 3% 12% 85%

Emotional Footprint

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

CATEGORY

Negotiation and Contract

Negotiation doesn't have to be adversarial. Both parties are always looking to get the best deal, but finding a vendor who will work with you rather than against makes it more likely you'll both be happy with the results. Use the data in this section to determine which vendors will negotiate pleasantly and in good faith.

Negotiation and Contract
Greedy vs. Generous

1	ManageEngine OpManager	+97	DISTRIBUTION -- 3% 97%
2	Cisco Prime Infrastructure	+87	DISTRIBUTION -- 13% 87%
3	Corvil Analytics	+83	DISTRIBUTION 6% 6% 89%
4	Nagios XI	+72	DISTRIBUTION 10% 8% 82%
5	IBM Tivoli Monitoring	+69	DISTRIBUTION 7% 17% 76%
6	Network Operations Management	+68	DISTRIBUTION 6% 19% 74%
7	Microsoft Systems Center Operations Ma...	+68	DISTRIBUTION 7% 18% 75%
8	SolarWinds Network Performance Monitor	+61	DISTRIBUTION 12% 15% 73%
9	CA Network Monitoring Solutions	+54	DISTRIBUTION 16% 14% 70%
10	ConnectWise Automate	+30	DISTRIBUTION 21% 28% 51%
CATEGORY AVERAGE		+67	DISTRIBUTION 9% 15% 76%

Emotional Footprint

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Negotiation and Contract
Deceptive vs. Transparent

1	ManageEngine OpManager	+97	DISTRIBUTION -- 3% 97%
2	Corvil Analytics	+94	DISTRIBUTION -- 6% 94%
3	Network Operations Management	+81	DISTRIBUTION 3% 13% 84%
4	SolarWinds Network Performance Monitor	+81	DISTRIBUTION 4% 12% 85%
5	Nagios XI	+80	DISTRIBUTION 7% 7% 87%
6	Cisco Prime Infrastructure	+77	DISTRIBUTION 10% 3% 87%
7	IBM Tivoli Monitoring	+72	DISTRIBUTION 4% 20% 76%
8	CA Network Monitoring Solutions	+68	DISTRIBUTION 8% 16% 76%
9	ConnectWise Automate	+66	DISTRIBUTION 6% 21% 72%
10	Microsoft Systems Center Operations Ma...	+66	DISTRIBUTION 10% 14% 76%
CATEGORY AVERAGE		+76	DISTRIBUTION 6% 12% 82%

Negotiation and Contract
Over Promised vs. Under Promised

1	ManageEngine OpManager	+83	DISTRIBUTION -- 17% 83%
2	Corvil Analytics	+78	DISTRIBUTION -- 22% 78%
3	Cisco Prime Infrastructure	+73	DISTRIBUTION 7% 13% 80%
4	IBM Tivoli Monitoring	+59	DISTRIBUTION 11% 20% 70%
5	CA Network Monitoring Solutions	+52	DISTRIBUTION 12% 24% 64%
6	Microsoft Systems Center Operations Ma...	+52	DISTRIBUTION 9% 30% 61%
7	Nagios XI	+52	DISTRIBUTION 15% 18% 67%
8	Network Operations Management	+51	DISTRIBUTION 10% 29% 61%
9	SolarWinds Network Performance Monitor	+29	DISTRIBUTION 17% 38% 46%
10	ConnectWise Automate	+6	DISTRIBUTION 32% 30% 38%
CATEGORY AVERAGE		+51	DISTRIBUTION 12% 24% 64%

Emotional Footprint

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

-4 -3 -2 -1 +1 +2 +3 +4

NEGATIVE NEUTRAL POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Negotiation and Contract
Vendor's Interest First vs. Client's Interest First

1	Corvil Analytics	+94	DISTRIBUTION -- 6% 94%
2	ManageEngine OpManager	+86	DISTRIBUTION -- 14% 86%
3	IBM Tivoli Monitoring	+80	DISTRIBUTION 4% 11% 84%
4	Microsoft Systems Center Operations Ma...	+73	DISTRIBUTION 5% 16% 78%
5	Cisco Prime Infrastructure	+73	DISTRIBUTION 10% 7% 83%
6	Nagios XI	+72	DISTRIBUTION 8% 11% 80%
7	Network Operations Management	+72	DISTRIBUTION 6% 16% 78%
8	SolarWinds Network Performance Monitor	+68	DISTRIBUTION 12% 8% 80%
9	CA Network Monitoring Solutions	+56	DISTRIBUTION 12% 20% 68%
10	ConnectWise Automate	+41	DISTRIBUTION 19% 21% 60%
CATEGORY AVERAGE		+69	DISTRIBUTION 8% 14% 78%

Negotiation and Contract
Hardball Tactics vs. Friendly Negotiation

1	ManageEngine OpManager	+91	DISTRIBUTION -- 9% 91%
2	Corvil Analytics	+89	DISTRIBUTION -- 11% 89%
3	Cisco Prime Infrastructure	+76	DISTRIBUTION 7% 10% 83%
4	Nagios XI	+74	DISTRIBUTION 8% 10% 82%
5	Network Operations Management	+74	DISTRIBUTION 3% 19% 77%
6	IBM Tivoli Monitoring	+72	DISTRIBUTION 4% 20% 76%
7	Microsoft Systems Center Operations Ma...	+69	DISTRIBUTION 5% 21% 74%
8	SolarWinds Network Performance Monitor	+68	DISTRIBUTION 8% 16% 76%
9	ConnectWise Automate	+62	DISTRIBUTION 6% 26% 68%
10	CA Network Monitoring Solutions	+61	DISTRIBUTION 8% 22% 69%
CATEGORY AVERAGE		+72	DISTRIBUTION 6% 17% 77%

Emotional Footprint

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

CATEGORY

Strategy and Innovation

Your vendor's attitude toward innovation is important; if they aren't at least keeping pace with market directions and trends, they certainly won't be enabling you to get ahead. Use the data in this section to gauge whether your vendor appreciates the need to innovate and the extent to which they'll support you to do the same.

Strategy and Innovation
Roadblock To Innovation vs. Helps Innovate

1	Corvil Analytics	+100	DISTRIBUTION -- -- 100%
2	SolarWinds Network Performance Monitor	+90	DISTRIBUTION -- 10% 90%
3	IBM Tivoli Monitoring	+89	DISTRIBUTION 2% 7% 91%
4	ManageEngine OpManager	+89	DISTRIBUTION -- 11% 89%
5	Cisco Prime Infrastructure	+88	DISTRIBUTION -- 13% 88%
6	Microsoft Systems Center Operations Ma...	+85	DISTRIBUTION 4% 7% 89%
7	Nagios XI	+83	DISTRIBUTION 3% 11% 86%
8	Network Operations Management	+81	DISTRIBUTION 3% 13% 84%
9	ConnectWise Automate	+73	DISTRIBUTION 9% 9% 82%
10	CA Network Monitoring Solutions	+67	DISTRIBUTION 8% 17% 75%
CATEGORY AVERAGE		+83	DISTRIBUTION 4% 10% 86%

Emotional Footprint

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

-4 -3 -2 -1 +1 +2 +3 +4

NEGATIVE NEUTRAL POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Strategy and Innovation
Stagnant vs. Continually Improving

1	Corvil Analytics	+100	DISTRIBUTION -- -- 100%
2	IBM Tivoli Monitoring	+89	DISTRIBUTION 2% 7% 91%
3	ManageEngine OpManager	+86	DISTRIBUTION 3% 8% 89%
4	SolarWinds Network Performance Monitor	+86	DISTRIBUTION -- 14% 86%
5	Cisco Prime Infrastructure	+85	DISTRIBUTION 3% 9% 88%
6	Microsoft Systems Center Operations Ma...	+85	DISTRIBUTION 3% 9% 88%
7	Nagios XI	+73	DISTRIBUTION 6% 14% 79%
8	ConnectWise Automate	+70	DISTRIBUTION 7% 16% 77%
9	CA Network Monitoring Solutions	+67	DISTRIBUTION 6% 21% 73%
10	Network Operations Management	+60	DISTRIBUTION 9% 22% 69%
CATEGORY AVERAGE		+79	DISTRIBUTION 4% 13% 83%

Strategy and Innovation
Charges For Product Enhancements vs. Includes Product Enhancements

1	Corvil Analytics	+100	DISTRIBUTION -- -- 100%
2	ManageEngine OpManager	+86	DISTRIBUTION 3% 8% 89%
3	Microsoft Systems Center Operations Ma...	+80	DISTRIBUTION 4% 12% 84%
4	Nagios XI	+77	DISTRIBUTION 6% 11% 83%
5	IBM Tivoli Monitoring	+76	DISTRIBUTION 9% 7% 85%
6	Network Operations Management	+72	DISTRIBUTION 9% 9% 81%
7	CA Network Monitoring Solutions	+70	DISTRIBUTION 6% 18% 76%
8	SolarWinds Network Performance Monitor	+69	DISTRIBUTION 7% 17% 76%
9	Cisco Prime Infrastructure	+61	DISTRIBUTION 16% 6% 77%
10	ConnectWise Automate	+56	DISTRIBUTION 14% 16% 70%
CATEGORY AVERAGE		+74	DISTRIBUTION 8% 11% 81%

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Strategy and Innovation
Leverages Incumbent Status vs. Appreciates Incumbent Status

1	Corvil Analytics	+95	DISTRIBUTION -- 5% 95%
2	ManageEngine OpManager	+83	DISTRIBUTION 3% 11% 86%
3	IBM Tivoli Monitoring	+80	DISTRIBUTION 4% 11% 84%
4	Microsoft Systems Center Operations Ma...	+76	DISTRIBUTION 4% 16% 80%
5	Cisco Prime Infrastructure	+75	DISTRIBUTION 6% 13% 81%
6	Nagios XI	+70	DISTRIBUTION 8% 14% 78%
7	SolarWinds Network Performance Monitor	+69	DISTRIBUTION 3% 24% 72%
8	CA Network Monitoring Solutions	+67	DISTRIBUTION 6% 21% 73%
9	Network Operations Management	+66	DISTRIBUTION 3% 28% 69%
10	ConnectWise Automate	+53	DISTRIBUTION 13% 21% 66%
	CATEGORY AVERAGE	+72	DISTRIBUTION 6% 17% 78%

Strategy and Innovation
Despised vs. Inspiring

1	Corvil Analytics	+100	DISTRIBUTION -- -- 100%
2	ManageEngine OpManager	+83	DISTRIBUTION 3% 11% 86%
3	Network Operations Management	+81	DISTRIBUTION -- 19% 81%
4	Nagios XI	+78	DISTRIBUTION 5% 13% 83%
5	IBM Tivoli Monitoring	+76	DISTRIBUTION 9% 7% 85%
6	CA Network Monitoring Solutions	+75	DISTRIBUTION 6% 13% 81%
7	SolarWinds Network Performance Monitor	+72	DISTRIBUTION 7% 14% 79%
8	Cisco Prime Infrastructure	+72	DISTRIBUTION 6% 16% 78%
9	Microsoft Systems Center Operations Ma...	+70	DISTRIBUTION 8% 14% 78%
10	ConnectWise Automate	+63	DISTRIBUTION 7% 23% 70%
	CATEGORY AVERAGE	+75	DISTRIBUTION 6% 14% 80%

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-4	-3	-2	-1	+1	+2	+3	+4
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CATEGORY

Product Impact

Software needs to reliably enable your performance and productivity. Use the data in this section to see which vendors will propel you forward and which will be deadweight you'll need to carry.

Product Impact
Unreliable vs. Reliable

1	Corvil Analytics	+100	DISTRIBUTION -- -- 100%
2	ManageEngine OpManager	+97	DISTRIBUTION -- 3% 97%
3	Cisco Prime Infrastructure	+91	DISTRIBUTION 3% 3% 94%
4	SolarWinds Network Performance Monitor	+87	DISTRIBUTION 3% 7% 90%
5	Microsoft Systems Center Operations Ma...	+86	DISTRIBUTION 3% 8% 89%
6	CA Network Monitoring Solutions	+83	DISTRIBUTION 2% 13% 85%
7	Network Operations Management	+81	DISTRIBUTION 3% 13% 84%
8	IBM Tivoli Monitoring	+76	DISTRIBUTION 7% 11% 83%
9	Nagios XI	+73	DISTRIBUTION 6% 14% 79%
10	ConnectWise Automate	+66	DISTRIBUTION 11% 13% 77%
	CATEGORY AVERAGE	+82	DISTRIBUTION 4% 10% 86%

Emotional Footprint

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Product Impact
Restricts Productivity vs. Enables Productivity

1	Corvil Analytics	+100	DISTRIBUTION -- -- 100%
2	ManageEngine OpManager	+94	DISTRIBUTION -- 6% 94%
3	SolarWinds Network Performance Monitor	+87	DISTRIBUTION 3% 7% 90%
4	Microsoft Systems Center Operations Ma...	+86	DISTRIBUTION 3% 8% 89%
5	Cisco Prime Infrastructure	+85	DISTRIBUTION 3% 9% 88%
6	Network Operations Management	+84	DISTRIBUTION -- 16% 84%
7	Nagios XI	+83	DISTRIBUTION 3% 11% 86%
8	CA Network Monitoring Solutions	+79	DISTRIBUTION 4% 13% 83%
9	IBM Tivoli Monitoring	+78	DISTRIBUTION 7% 9% 85%
10	ConnectWise Automate	+73	DISTRIBUTION 7% 13% 80%
CATEGORY AVERAGE		+83	DISTRIBUTION 3% 10% 87%

Product Impact
Performance Restricting vs. Performance Enhancing

1	Corvil Analytics	+95	DISTRIBUTION -- 5% 95%
2	ManageEngine OpManager	+89	DISTRIBUTION 3% 6% 92%
3	IBM Tivoli Monitoring	+83	DISTRIBUTION 4% 9% 87%
4	Microsoft Systems Center Operations Ma...	+83	DISTRIBUTION 4% 9% 87%
5	Nagios XI	+81	DISTRIBUTION 3% 13% 84%
6	SolarWinds Network Performance Monitor	+79	DISTRIBUTION 7% 7% 86%
7	CA Network Monitoring Solutions	+77	DISTRIBUTION 2% 19% 79%
8	Cisco Prime Infrastructure	+75	DISTRIBUTION 3% 19% 78%
9	Network Operations Management	+72	DISTRIBUTION 6% 16% 78%
10	ConnectWise Automate	+64	DISTRIBUTION 13% 11% 77%
CATEGORY AVERAGE		+79	DISTRIBUTION 5% 12% 84%

Emotional Footprint

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-4	-3	-2	-1	+1	+2	+3	+4
NEGATIVE				NEUTRAL			POSITIVE

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-100 to +19	+20 to +39	+40 to +59	+60 to +79	+80 to +100

Product Impact
Commodity Features vs. Unique Features

1	Corvil Analytics	+100	DISTRIBUTION -- -- 100%
2	SolarWinds Network Performance Monitor	+93	DISTRIBUTION -- 7% 93%
3	IBM Tivoli Monitoring	+82	DISTRIBUTION 7% 4% 89%
4	Nagios XI	+81	DISTRIBUTION 5% 10% 86%
5	ManageEngine OpManager	+80	DISTRIBUTION 3% 14% 83%
6	ConnectWise Automate	+77	DISTRIBUTION 5% 13% 82%
7	Microsoft Systems Center Operations Ma...	+77	DISTRIBUTION 5% 13% 82%
8	Network Operations Management	+75	DISTRIBUTION 6% 13% 81%
9	Cisco Prime Infrastructure	+67	DISTRIBUTION 10% 13% 77%
10	CA Network Monitoring Solutions	+67	DISTRIBUTION 8% 17% 75%
CATEGORY AVERAGE		+78	DISTRIBUTION 5% 11% 84%

Product Impact
Security Frustrates vs. Security Protects

1	Corvil Analytics	+100	DISTRIBUTION -- -- 100%
2	IBM Tivoli Monitoring	+87	DISTRIBUTION 2% 9% 89%
3	Microsoft Systems Center Operations Ma...	+84	DISTRIBUTION 4% 8% 88%
4	ManageEngine OpManager	+83	DISTRIBUTION -- 17% 83%
5	SolarWinds Network Performance Monitor	+83	DISTRIBUTION 3% 10% 86%
6	Cisco Prime Infrastructure	+81	DISTRIBUTION 3% 13% 84%
7	Nagios XI	+78	DISTRIBUTION 3% 16% 81%
8	Network Operations Management	+75	DISTRIBUTION 6% 13% 81%
9	CA Network Monitoring Solutions	+74	DISTRIBUTION 6% 14% 80%
10	ConnectWise Automate	+71	DISTRIBUTION 4% 21% 75%
CATEGORY AVERAGE		+80	DISTRIBUTION 3% 13% 84%