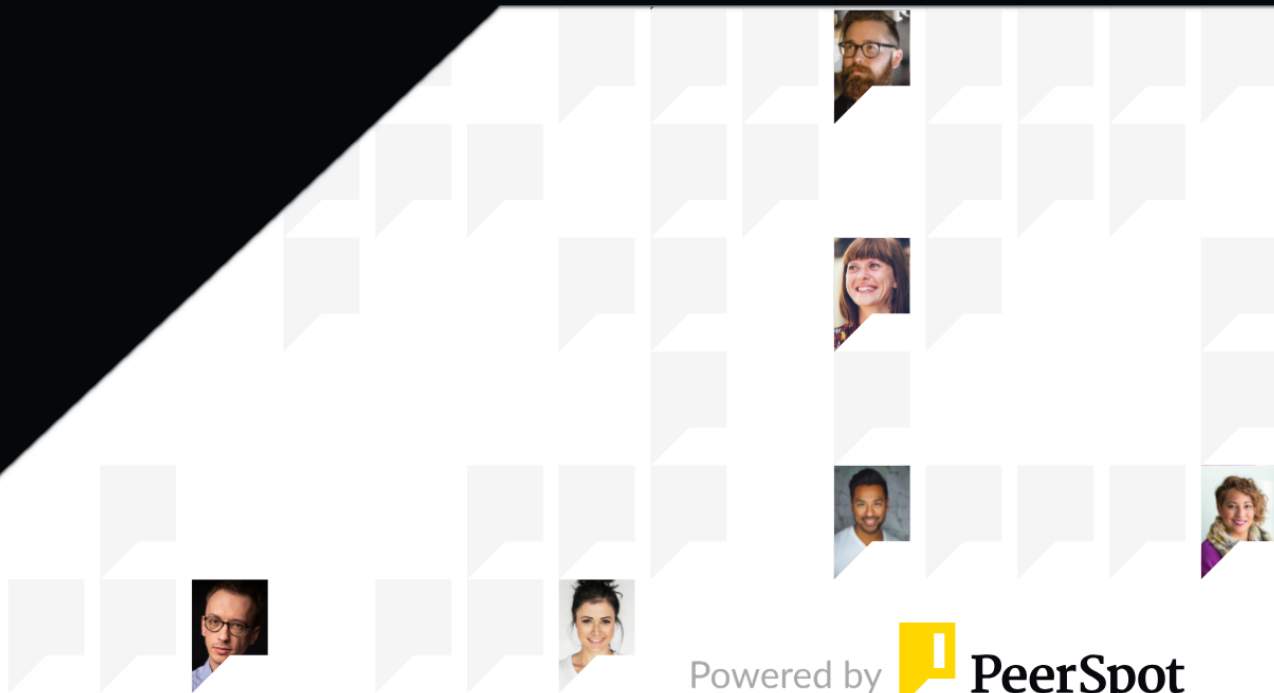


aws marketplace

LogicMonitor

Reviews, tips, and advice from real users



Powered by  PeerSpot

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Product Recap



LogicMonitor

LogicMonitor Recap

LogicMonitor offers flexible IT monitoring with customizable dashboards and robust alerting capabilities. It integrates seamlessly with third-party apps like ServiceNow and provides a single-pane view for diverse IT environments, aiding in proactive issue resolution and enhancing operational efficiency.

LogicMonitor stands out with its capability to monitor diverse infrastructures including Cisco Voice systems, data centers, and virtual environments. Supporting servers, storage, networking devices, and applications, it provides seamless integration with cloud services like AWS and Azure. Users leverage its scalability and flexibility, benefiting from dynamic thresholds, anomaly detection, and detailed visualization. All these features contribute to improved management of IT assets and streamlined operations. Users suggest improvements in mapping, reporting, and automation for remediation, desiring more customizations and an expansive application performance monitoring toolset.

What are LogicMonitor's key features?

- Customizable Dashboards: Allows personalization of monitoring views.
- Robust Alerting: Offers advanced alert configurations.
- API and Plugin Support: Ensures integration with apps like ServiceNow.
- Dynamic Thresholds: Facilitates proactive issue resolution.
- Anomaly Detection: Aids in identifying potential issues early.

What ROI should users look for in reviews?

- Operational Efficiency: Enhanced by detailed visualizations and dashboards.
- Scalability: Supports growing IT environments effortlessly.
- Proactive Management: Facilitated by flexible alerting and monitoring.
- Flexibility: Customization in monitoring diverse environments.

LogicMonitor is widely implemented across industries, providing monitoring for infrastructure in sectors like telecommunications, cloud computing, and managed services. Managed service providers particularly value its ability to track client environments, deliver proactive alerts, and generate comprehensive reports, while its integration with cloud platforms like AWS and Azure offers users centralized management and visibility into IT assets worldwide.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“LogicMonitor has actually helped reduce our downtimes, helping us reduce downtime to about 40 to 50% by warning us before servers get heavy on usage or CPU load so we can take action in advance.”

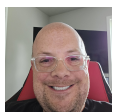


Anshuman Thakur

Site Reliability Engineer at a comms service provider with 501-1,000 employees



“LogicMonitor has positively impacted our organization by cutting down white noise and false positives, allowing our team to be more proactive than reactive, which cuts down on the SLOs and SLAs we are trying to meet at all times.”



John Knopick

Observability Engineer at Universal Music Group



“The features and capabilities of LogicMonitor that I liked the most is the assistance, as we have handmade assistance support available 24/7 and if we have any technical glitch or technical issues, the vendor support is available right away, which has made my work much easier.”



Swathi Santhanam

Infrastructure Monitoring Engineer at Infosys



“It is a really solid tool for the on-premises, physical and virtual infrastructure; I have had nothing but good things to say about it, and it has been a pleasure using it for those use cases.”



Max Anderson

Sr. Systems Engineer at a financial services firm with 201-500 employees



“LogicMonitor has positively impacted our organization by especially improving service reliability and user experience, and the dynamic alerting and root cause analysis have helped us fix issues before they cause a full-blown outage or degrade performance for end users.”



Maxwell Miya

IT Infrastructure Engineer at Ethical Trade Services Africa



“As a service provider, I believe the biggest benefit from LogicMonitor for my clients is that it provides full-stack infrastructure observability.”



Nuno Rosa

Principal Consultant at Infosys



“LogicMonitor has positively impacted our organization by allowing us to implement it for 1,200 clients or 1,200 endpoints within three months, which went very well.”



Robert Vergeer

Network Administrator at i-level automatisering

What users had to say about valuable features:

“The best features LogicMonitor offers are real-time updates on the devices and their health status, with all information available at one site. I can log in on the device from the tool only.

When I mention real-time updates and being able to log into the device from the tool, it gives a full view of the devices so that I can rectify issues quickly.

LogicMonitor has impacted my organization positively by reducing the troubleshooting time and providing real-time monitoring of device health to keep the devices up and running.

There is a significantly decreased response time. Before using LogicMonitor, it used to take 20 to 30 minutes to rectify an issue, but now it takes around 15 minutes..”

Verified user

network engineer at a manufacturing company with 10,001+ employees

[Read full review](#) 

“Integrating LogicMonitor with ServiceNow has made things much faster. Whenever there is an alert, it automatically triggers an incident to the queue, and we have a response SLA time for ServiceNow, which requires engineers to assign incidents within 15 minutes according to the current rule set. LogicMonitor reduces business impact because it works as a monitoring and alerting tool, while ServiceNow is a support tool. When integrated, they work exceptionally well and help keep the business running smoothly.

LogicMonitor offers several best features, which include the dashboard, alerting, log analysis, and some AI features that create automatic network diagrams. These are the main key features that LogicMonitor has.

I rely the most on alerting as the best feature because it creates tickets in ServiceNow to resolve problems. The dashboard is my second choice because it provides an overview of what is going on in my network..”

Suban Sarkar

Senior Consultant at a tech vendor with 10,001+ employees

[Read full review](#) 

“The best features of LogicMonitor are that the monitoring is excellent compared to other products in the market. The alerts are accurate, and it is agentless; you can automate it, and we don't need human intervention, as it automatically discovers the devices so you don't have to do it manually. It supports a hybrid cloud model and multi-cloud model monitoring.

“I have used the Dynamic Service Insight feature for real-time visibility for one of my clients to monitor individual devices' health. They had a lot of devices, but they wanted to monitor them individually and automatically group the devices to check their alerts, check their service level score, and check the dashboards in real-time.

“I have used LogicMonitor's Edwin AI for diagnosing root causes and remediation to reduce the noise alerts that come in. It reduced the noise alerts significantly, almost close to 90%..”

ImranKhan10

Support Engineer at Salesforce

[Read full review](#) 

“The best features LogicMonitor offers include the alerting system, which is amazing and helps tremendously, and I also feel that the dashboards are valuable.

“What stands out about the alerting system is that the dashboards provide a clear idea of how the system is functioning, offering clear visibility into our infrastructure.

“For the alerting system, it helps that we do not have to wait for a user to report an issue. We get alerts quickly and can resolve the issue as soon as possible, which provides significant value.

“LogicMonitor has positively impacted my organization by improving visibility and incident response time, as the team does not have to spend much time manually troubleshooting. This allows issues to be solved earlier and provides better return on investment on our product.

“I can share that the incident response time has reduced significantly, and we spend considerably less time on troubleshooting now..”

Harjoth Sudan

[Read full review](#) 

Vertical Head - Ai talent Solutions at a government with 11-50 employees

“As a service provider, I believe the biggest benefit from LogicMonitor for my clients is that it provides full-stack infrastructure observability. It is a very robust solution that combines all types of telemetry in terms of infrastructure observability. In addition to that, the latest additions to their portfolio in the last couple of years, with the acquisition of what is now called Edwin AI for event management and subsequent enhancement of that very same part of the portfolio to increase event correlation and AI-based features, represent a very big benefit. Last year, they acquired Catchpoint, which is also a tremendous benefit in terms of addition to end user and digital experience. They are building a very strong suite that is not very commercially attractive from a service provider point of view, but definitely, if the customer is looking for premium infrastructure observability, it is one of the most mature solutions that I have seen so far.

“In terms of functionalities, I do not work much with Dynamic Service Insights for real-time visibility. I understand what they want to do. The mapping of infrastructure and applications and cloud services, and aligning the dependencies to show the business services that the customer has is absolutely fantastic if it is an end user customer that is a medium SOHO or medium segment customer that does not have a very big environment. Personas such as CIOs or SREs can see at a glance the service health of their business services. It is an acceptable functionality..”

Nuno Rosa

Principal Consultant at Infosys

[Read full review](#) 

“The feature and capability of LogicMonitor that I liked the most is the assistance. We have handmade assistance support available 24/7. If we have any technical glitch or technical issues, the vendor support is available right away. That is what made my work much easier.

The Partner Academy supported by LogicMonitor is a feature I could highlight and really liked. Learning about the tool is possible through this platform. I can see an instructor teaching me the implementation of LogicMonitor. We don't have many other resources to study about the tool, and we have very limited resources available. The partner portal is one such feature I appreciated.

The latest version has features that satisfy me greatly. I am impressed with the look of the new version, the design, and the dashboard options. It has more tabs but is very easy to navigate with everything on one page. The UI and UX design made as a new feature in LogicMonitor is something I appreciate. I usually use one feature where I can see the resources in a hive structure. All the resources can be seen in a hive manner, with everything color-coded basically in three colors for error, warning, and good status. If anything is coded in red, I can go to that and easily see it. I have seen this feature on the resources page or maybe in the dashboard page where every service and website is shown. My usual health checkup is much easier with this feature.

The collector was really good and I had a good experience with it, especially on load balancing. There exists automatic load balancing which I really appreciated.

LogicMonitor's 24/7 monitoring is a feature I really appreciate. It saves me from the night shifts and I don't need to worry about it. It handles both business time and off-business time without my consent in an automated manner..”

Swathi Santhanam

Infrastructure Monitoring Engineer at Infosys

[Read full review](#) 

Other Solutions Considered

“When comparing price to feature ratio, LogicMonitor is a much better product compared to Datadog. Additionally, our team had some existing skills with LogicMonitor to start..”

Verified user

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

[Read full review](#) 

“For someone looking for an all-in-one solution that covers network, infrastructure, and cloud, LogicMonitor is a pretty solid choice. However, if the needs are simpler, more cost-effective, or less complicated, open-source tools might be better options..”

Sanchit Makkar

Dns architect at a outsourcing company with 5,001-10,000 employees

[Read full review](#) 

“I work on multiple projects where previous ones used SolarWinds, while others used ThousandEyes. The current project is using LogicMonitor. It is not up to me; it depends on what the client wants and what tools they choose to use in the network..”

Suban Sarkar

Senior Consultant at a tech vendor with 10,001+ employees

[Read full review](#) 

“Before LogicMonitor, I used a different solution for the same use cases, and it was SolarWinds. The reason I decided to stop using SolarWinds is that SolarWinds requires agents, as basically all other monitoring and observability tools have this agent to be used, and there is no built-in API with that. LogicMonitor is having REST API and is also agentless, which makes it more advanced..”

Swathi Santhanam

Infrastructure Monitoring Engineer at Infosys

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“Apart from LogicMonitor, I work with other monitoring solutions and previously used different solutions for monitoring. I have used SCOM and SolarWinds majorly, and a number of others in my previous organizations. However, primarily here with my client, it is LogicMonitor itself..”

Shlok Ganguly

[Read full review](#) 

Technical Support Lead at a tech vendor with 10,001+ employees

“I compare LogicMonitor mostly with Grafana and Splunk. Splunk has strong analytics capabilities, Grafana is more of a cloud infrastructure application, and Nagios is legacy software in the market for network monitoring. Since LogicMonitor performs much the same job, I expect it to do the core job better.

“I would suggest DataDog, but if the budget is good, DataDog would be a good option or Splunk. However, looking at the organization level and budget, LogicMonitor is also a value for money product..”

ImranKhan10

[Read full review](#) 

Support Engineer at Salesforce

ROI

Real user quotes about their ROI:

“It is difficult to commit to a return on investment figure at this time. That number is with my counterpart and not with me, and they can tell you what the ROI is..”

Verified user

[Read full review](#) 

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

“There is a good return on investment, as I have saved a lot of time and can monitor all alerts with fewer employees thanks to LogicMonitor, which has definitely saved money..”

Syed

[Read full review](#) 

IT Lead at a outsourcing company with 51-200 employees

“I have seen return on investment and measurable benefits with LogicMonitor by creating a report on how many resources we are actually using and what the billing should be. I ensure that no unnecessary resources are being monitored just to create unnecessary billings..”

Shlok Ganguly

Technical Support Lead at a tech vendor with 10,001+ employees

[Read full review](#) 

“LogicMonitor is a very effective and helpful tool to monitor all SNMP-based network devices. Downtime on each network asset has been reduced, and there is now better visibility for the operations team to manage 24/7 support..”

Sanchit Makkar

Dns architect at a outsourcing company with 5,001-10,000 employees

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“I have seen a return on investment for the employees involved. When manual work was being performed, downtime was very high and significantly impacting the business. After deploying LogicMonitor into the hybrid cloud environment, money was saved. Ultimately, LogicMonitor saves my organization time. Deploying LogicMonitor into the hybrid cloud in our setup achieves both objectives of saving money and saving time..”

Mayank Animesh

Senior Associate Consultant at a tech vendor with 10,001+ employees

[Read full review](#) 

“There has been definitely a return on investment when it comes to LogicMonitor. Previously, due to the downtimes, we used to have more infrastructure running because we were concerned about unexpected downtimes. Because of LogicMonitor, we have reduced our EC2 infrastructure significantly, which has helped us reduce costs by 20%. The time which is saved is significant. The incident response is better because there are no incidents and we are always preventing the incidents before they happen. The incident response time has also reduced significantly. When an alert comes, we also check LogicMonitor to see whether there was a warning there or not. This helps us pinpoint the issue. We can give a conservative percentage of 40 when it comes to the time saved. Fewer employees are needed now, so we used to have three to four people managing all the AWS infrastructure and the alerting part, which was reduced significantly because now only one person can look at the dashboard and the UI, which is very intuitive and easy to understand. It has also helped us reduce employees..”

Anshuman Thakur

Site Reliability Engineer at a comms service provider with 501-1,000 employees

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Use Case

“My use case for LogicMonitor is to create alerts, specifically to create PagerDuty alerts and Slack alerts for high usage of memory, high performance, and similar issues, ensuring the infrastructure is up to date..”

ImranKhan10

Support Engineer at Salesforce

[Read full review](#) 

“I am a customer of LogicMonitor and have handled B2B business. My usual use cases for LogicMonitor involve our cloud resources and on-premise resources. I have used LogicMonitor for monitoring devices, servers, and websites. I have around 11 collectors and 1,000 devices onboarded for my client account, Welsh Water. I am from Infosys and used LogicMonitor for Welsh Water, so basically it is B2B..”

Swathi Santhanam

Infrastructure Monitoring Engineer at Infosys

[Read full review](#) 

“My main use case for LogicMonitor is infrastructure and cloud monitoring.

A specific example of how I use LogicMonitor for infrastructure and cloud monitoring includes servers with multiple operating systems, whether Linux or Windows, and in the cloud, the three main providers: GCP, AWS, and Azure..”

Verified user

[Read full review](#) 

Technical Lead: Enterprise Monitoring at a retailer with 10,001+ employees

“My main use case for LogicMonitor is monitoring the network devices in the environment.

For example, I monitor switches, UPS, routers, network devices like internet service providers, and all kinds of network devices.

I also segregate sites and devices by adding them into user groups and checking if any specific site went down to monitor it through LogicMonitor. I also check the configuration of the devices and have multiple uses for the platform..”

Verified user

[Read full review](#) 

network engineer at a manufacturing company with 10,001+ employees

“LogicMonitor helps me with proactive monitoring and faster incident detection, allowing issues to be automatically monitored and action to be taken quickly without waiting for a user to report them.

“For a specific example of how LogicMonitor has helped with proactive monitoring and faster incident detection in my work, we use it for proactively monitoring our servers and main applications. It helps us track these systems, and if anything comes up, it flags it immediately. We track CPU, memory, and application performance, which helps us investigate issues quickly and resolve them as soon as possible.

“I also want to add that LogicMonitor alerts when it detects latency, which is part of my main use case..”

Harjoth Sudan

Vertical Head - Ai talent Solutions at a government with 11-50 employees

[Read full review](#) 

“My main use case for LogicMonitor is network monitoring. Whenever we see an alert in the network, we go to LogicMonitor, access the specific host, and identify the parameter or reason causing the alert. LogicMonitor uses SNMP to pull data from devices, and as a network engineer, SNMP is a valuable tool. There are other tools available that are better than SNMP and can also be used in LogicMonitor.

LogicMonitor is integrated with ServiceNow. Whenever a device has a certain problem, we define what the problem is. For example, if a particular device has multiple interfaces and one critical interface is down, LogicMonitor generates an alert through SNMP polling from the devices and sends that alert to ServiceNow through the CI/CD pipeline, which is integrated with ServiceNow. ServiceNow generates an incident, sends it to the specific support queue, and support team members are assigned to the specific ticket to help resolve it.

Additionally, LogicMonitor's dashboard is essential for monitoring, allowing us to see high bandwidth utilization or instances where someone in the network is using bandwidth improperly, such as watching a Netflix video and impacting the network. We can see these metrics on the dashboard in LogicMonitor..”

Suban Sarkar

Senior Consultant at a tech vendor with 10,001+ employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“In terms of deployment procedure, I find it very straightforward. The main instance is up and running in twenty-four hours. Deploying collectors is also substantially easy, so I do not foresee much problem there; that is actually an accelerator..”

Nuno Rosa

Principal Consultant at Infosys

[Read full review](#) 

“The challenges I faced during the deployment of LogicMonitor include fine-tuning alert thresholds, reducing alert noise, and customizing monitoring for some legacy applications..”

Syed

IT Lead at a outsourcing company with 51-200 employees

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“Though LogicMonitor is a SaaS-based platform, the pricing and overall deployment was quite easy. The licensing part was not involved in the process. The decision was made by the customers, and the purchase order was made directly by them..”

Sanchit Makkar

[Read full review](#) 

Dns architect at a outsourcing company with 5,001-10,000 employees

“Regarding the initial deployment of LogicMonitor, I found it not very difficult, but the setup was quite new to me because I was using it for the first time. Within one or two days, I understood most of it, and as I continued using it more, I gained knowledge about everything, including the setup, access, how to check alerts, alert tuning in this setup, how to check if any alert is in SDT, checking graphs, and all the configurations we have in this setup. It is truly impressive..”

Arnab Mondal

[Read full review](#) 

Network Operations Center Engineer at a tech services company with 501-1,000 employees

“When reflecting on the initial setup of LogicMonitor, I found that whenever we onboarded, we had a support person and a complete team assisting us for the first initial few days. This was necessary. Anyone without any prior knowledge of LogicMonitor would not be able to figure it out as it is quite different from other monitoring tools, particularly regarding the granularity I mentioned. LogicMonitor provides complete support for migration, setup, and initiation, which is helpful. However, any company wanting to onboard with LogicMonitor alone will find it difficult if they attempt to do so without support..”

Shlok Ganguly

[Read full review](#) 

Technical Support Lead at a tech vendor with 10,001+ employees

“I participated in the initial setup of LogicMonitor.

“The initial setup process of LogicMonitor involved testing several software options. We tested LogicMonitor, Kaseya Traverse, and another option that I do not recall at this moment. LogicMonitor was the solution we selected. We had a connection between our CEO and LogicMonitor for pricing discussions, and after they completed the pricing process, we performed some pre-configuration on the customer side to make LogicMonitor implementation easier. After that, we spent about one month with three people converting everything from the monitoring software we were using previously, which was Zenos, similar to Zabbix. We completed the conversion to LogicMonitor within that one month. We then spent one month troubleshooting the events that were generated, and we used the final month for cleaning up all remaining elements. We made a complete transition to LogicMonitor within three months without any interruption to monitoring..”

RobertVergeer

[Read full review](#) 

Network Administrator at i-level automatisering

Customer Service and Support

“I am confident that LogicMonitor's customer support is good because our client team has never been dissatisfied with customer support whenever needed for any issues or version upgrades..”

Suban Sarkar

Senior Consultant at a tech vendor with 10,001+ employees

[Read full review](#) 

“There have been no issues so far to report to customer support. However, based on what has been heard, the support team is very good and very responsive in terms of acknowledging and attending to any problems and challenges from end customers..”

Sanchit Makkar

Dns architect at a outsourcing company with 5,001-10,000 employees

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“In terms of customer service, I would divide my answer into two points. Professionally, I think they have very knowledgeable staff in their environment, and support is good most of the time. To be specific, I have no concerns; I think they are doing a good job. Occasionally, we face some challenges, but overall, I see it as very good support. I have experienced far worse..”

Nuno Rosa

Principal Consultant at Infosys

[Read full review](#) 

“I personally used LogicMonitor technical support directly, and there were no third parties involved such as partners or consultants. LogicMonitor provided a dedicated team to support us. They have a 24/7 team who were always available during setup, and we had numerous meetings and calls to help us understand the setup and how the tool works. On a scale of 1 to 10, where 10 is the best, I would rate the tech support and customer service team as a nine. They are always responsive apart from weekends or public holidays when they take a bit more time, but otherwise, they are quick..”

Shlok Ganguly

Technical Support Lead at a tech vendor with 10,001+ employees

[Read full review](#) 

“I have not had to contact technical support yet. I completed a certification through my organization as part of the LM Getting Started Batch 2025 LogicMonitor Basic Training. I learned a lot from that training, including basic modules about LogicMonitor, which was helpful for gaining knowledge. I did contact my company's technical support or Enterprise Tools team when I found some issues such as multiple alerts flooding from LogicMonitor or if an alert had already been removed from the system but still appeared in LogicMonitor, and those issues were resolved. I have not yet contacted any LogicMonitor technical team directly..”

Arnab Mondal

[Read full review](#) 

Network Operations Center Engineer at a tech services company with 501-1,000 employees

“The features and capabilities of LogicMonitor that I liked the most is the assistance. We have handmade assistance support available 24/7. If we have any technical glitch or technical issues, the vendor support is available right away. That is what made my work much easier.

My communication and interaction with technical support shows they won't make anything out of the league. They maintain their confidentiality between us and the client very well. They also have a corporate approach and what we have discussed will be released via email, which is very perfect. We have quick assistance where they go into the server, look for the issue, and if they find anything, they report to us immediately and within 10 to 15 minutes it is resolved. Rapid problem solving is what I would say in one word. It is very fast.

I can rate technical support from one to ten as nine, definitely nine..”

Swathi Santhanam

[Read full review](#) 

Infrastructure Monitoring Engineer at Infosys

Other Advice

“The challenges I faced in gaining complete visibility across my infrastructure involve especially working with the syslog and the tags. There are many tags for a particular server which I am not confident about which ones we are using and for which purposes we are using them. That is something I really stuck on, but as we don't use them much, I am comfortable with the current setup. .”

Swathi Santhanam

Infrastructure Monitoring Engineer at Infosys

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“My advice to others looking into using LogicMonitor is to assess that it meets your current needs and not be overwhelmed by the features or future needs. Also, look very closely at scalability, how your business plans to scale, and what you actually want to achieve from the monitoring.

LogicMonitor is deployed in my organization through both public and on-premises infrastructure.

I have not utilized the Dynamic Service Insights feature for real-time visibility..”

Verified user

Technical Lead: Enterprise Monitoring at a retailer with 10,001+ employees

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“LogicMonitor has positively impacted my organization by making our business run very smoothly. Whenever there is a problem, it triggers an alert that goes into

ServiceNow, which then generates an incident. This entire process happens within just two to five seconds, which allows the support team to jump into the problem and be ready to resolve the issue.

I do not have positive answers regarding the governance and security of LogicMonitor's AI capabilities. We do not utilize AI very much in LogicMonitor, so I may not be able to answer questions comprehensively because everything we create operates automatically. Therefore, we are not dependent on LogicMonitor's AI at this time.

We purchased LogicMonitor through the [AWS Marketplace](#).

LogicMonitor is absolutely stable and has no downtime.

Everybody should use LogicMonitor based on the reasons I have already provided. The overall rating I would give for this product is 9 out of 10..”

Suban Sarkar

Senior Consultant at a tech vendor with 10,001+ employees

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“Regarding the autonomous learning feature, I have not used it much.

“The challenges I face in gaining complete visibility across my hybrid infrastructure involve discovering the devices, as it's somewhat challenging and sometimes it misses a couple of devices.

“My clients include small, medium, and enterprise businesses, as I work with all three of those types.

“In my organization currently, I can say the entire team, which is almost 40-45 members, works with LogicMonitor.

“I am providing this review with an overall rating of 9..”

ImranKhan10

Support Engineer at Salesforce

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“LogicMonitor has been very useful for monitoring, and the alerting functionality helps tremendously.

“The reason I rate LogicMonitor as an eight out of ten overall is that the monitoring capabilities help significantly, but the setup requires technical knowledge and considerable time.

“Regarding LogicMonitor's AI capabilities, for governance, we look for role-based access, which helps tremendously. From a security point of view, its AI capabilities are highly secured for us currently.

“LogicMonitor has AI transparency that is helpful. Regarding the accuracy and reliability of output, I find its AI to be very accurate, and we rely on it significantly. We do verify the output once, but then it proves to be helpful.

“My advice to others considering LogicMonitor is that for organizations which have infrastructure monitoring needs, this solution can help significantly in proactively receiving alerts for their IT infrastructure.

“I would rate LogicMonitor overall as an eight out of ten..”

Harjoth Sudan

Vertical Head - AI talent Solutions at a government with 11-50 employees

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“The effectiveness of Edwin AI can be measured depending on what I am trying to achieve. There are several aspects of Edwin AI. One is event management, which is simple event management as they started, and it is quite robust. The measurement of the effectiveness is the reduction of the number of incidents that are created, so it involves basic root cause analysis in this case. Then I have the second part where the AI capabilities, or in other words, AI intelligence comes in, and they position their own LLMs to give an AI flavor of the analysis of the issue. In this case, they enhance the correlation based on ingestion of their own service graphs, either taking from the [ServiceNow](#) topology maps or taking from the additional

information from their own topology that they have in LogicMonitor, which they now call [Envision](#), but it is LogicMonitor Core. They provide quite a substantial enhanced capability in terms of correlation. Subsequently, the generative AI algorithm that they have is useful to summarize the issue and provide outcomes. With the addition of the chatbot capability, it is quite robust and a good functionality. The last part is basically the ability to have, which they have launched very recently, the AI [Control Tower](#), which gives me the ability either to use the AI agents that are already in place, to substantiate the agent AI point of view, or to create my own, which is a very good addition.

“The only drawback is that I am limited to use the LLM from LogicMonitor. While the industry nowadays is more oriented for the user to choose which LLM they want to use, that is a current limitation. This is a capability in development. I know they will launch this because the market is demanding and their competition is already doing that. But I do not see a showstopper for the adoption. I do believe that they should launch this capability and enable us to use our own LLMs. For instance, if I have something like either Copilot from Microsoft or Bedrock from Amazon or [Gemini](#) from Google, or even my own hosted, self-hosted option, I want to use that. Why would I need to pay for additional LLM tokens if I already have my own LLMs? This is a very concise standardization of the industry at this point in time. Many other players are already doing that and this will be no different.

“Incident management is part of the Edwin AI point of view. All three functionalities that I have just described are part of incident management. Basically, what it is, is I create an incident in whatever [ITSM](#) tool or solution that I am using, based on the correlation on the output of Edwin AI. I am referring to autonomous learning. Autonomous learning is basically the feature of Edwin AI. They have their own LLM which keeps learning the patterns, which I consider more a machine learning algorithm than actually AI. But it is sufficient at the moment; I think they are on a good path since they launched this capability about six or seven months ago. I would say that I have not seen many hallucinations, at least in the environments that we have deployed, which means I give a positive note on that.

“Regarding LogicMonitor's impact on our mean time to resolve incidents (MTTR), I

want to emphasize that where we have deployed Edwin AI, we see our MTTR decreasing substantially. I am talking about real numbers and not the numbers they provide. The statistics will circulate depending on the maturity of the environment, since that is a KPI that must be considered. The data foundation is the principle of the effectiveness of MTTR reduction with Edwin AI. In a normalized mature environment, I would say that I see a reduction in resolution times of forty-two to fifty percent. This happens because we substantially reduce the number of incidents that are generated. Therefore, there is an obvious reduction, but the industry standard is slightly higher or at least demands to be a bit higher. Again, it comes back to the point that I just mentioned; it depends on the maturity of the customer.

“Regarding whether LogicMonitor's solution is rather expensive, I say that if I evaluate the value, it is substantial. First of all, you need to understand that I am speaking from a service provider point of view, not that of the end customer. Even for the end customer, it would be slightly difficult if they buy everything. However, the value drawn from it is considerable. If they have the budget to spare, it is a very good solution. From an MSP point of view, it becomes unattractive because it inflates our commercial proposals to the customer. The customer, in a managed services context, does not see the solution bringing cost XYZ; they see the overall cost of the service we are providing. Not to mention that nowadays, there is a lot of competition, especially with the trend towards open source, where customers sometimes choose to go open source instead of buying an enterprise product, even one as mature as LogicMonitor.

“We do not purchase anything from LogicMonitor through the [AWS Marketplace](#); we buy licenses directly. Our labs, however, do run on [AWS](#), so as an end-user consumer of [AWS](#), we have many services there. There are some challenges in gaining complete visibility across my hybrid infrastructure and I observe that the [Envision](#) platform addresses these challenges. Usually, I do not see many challenges onboarding the environment into the platform because it can adapt quite easily. If it is not there, we can always ask LogicMonitor to address these points, which they frequently do in the majority of cases, either in a quarter. So I do not encounter problems with that. My main concern nowadays is how to extract data from LogicMonitor. I need to combine data in a unified manner in the era of

data lakes to mix operational and non-operational data outside them. However, extracting data is particularly difficult due to their low API rate limits. I understand the reason behind the low limits, ensuring no one overloads the platform, but it makes integration stressful. I would rate this review an eight overall..”

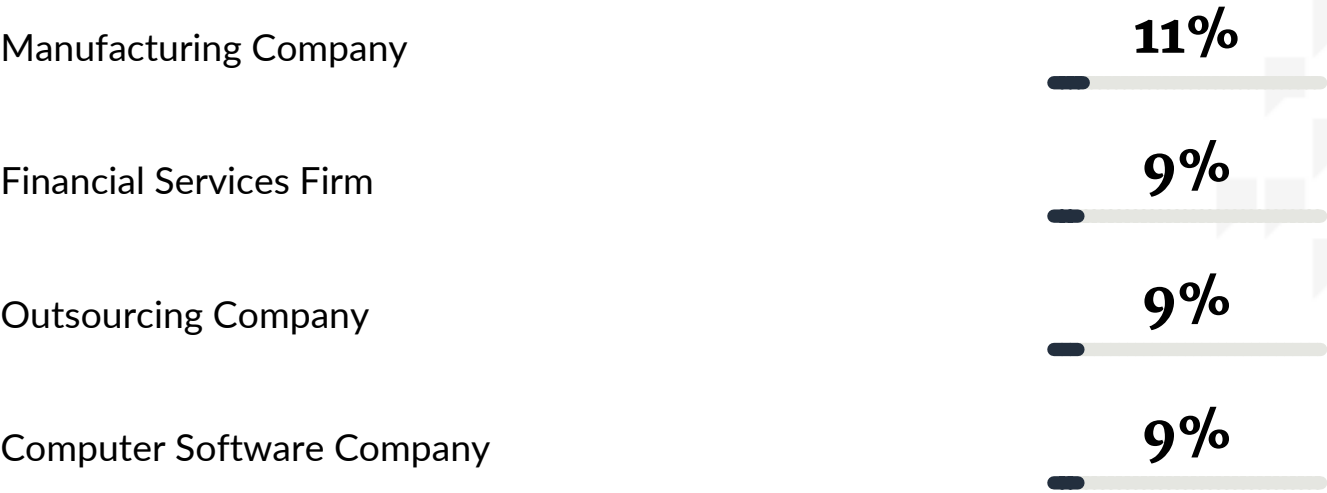
Nuno Rosa

Principal Consultant at Infosys

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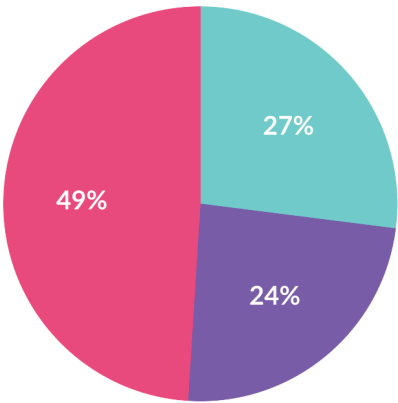
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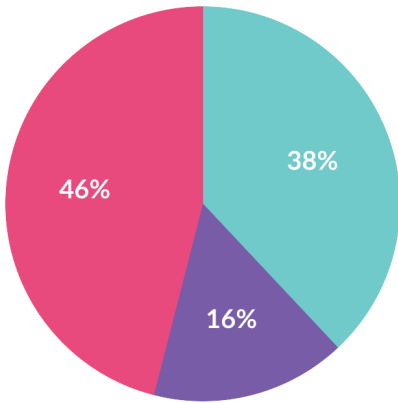


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