aws marketplace

Lumigo

Reviews, tips, and advice from real users








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Contents

Product Recap . . . . . 3 - 4

Valuable Features . . . . . 5 - 9

Other Solutions Considered . . . . . 10 - 11

ROI 12

Use Case . . . . . 13 - 15

Setup 16

Customer Service and Support 17

Other Advice . . . . . 18 - 20

About PeerSpot . . . . . 21 - 22

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Product Recap

Lumigo

Lumigo Recap

Lumigo offers comprehensive monitoring and troubleshooting capabilities for serverless applications, particularly in AWS Lambda environments. It provides real-time insights and detailed logs to help users identify performance bottlenecks and optimize application performance.

Lumigo is designed to trace issues within AWS Lambda environments, providing users with real-time insights and detailed logs. Its visualization features assist in understanding application flows and dependencies, facilitating quicker problem resolution. The platform's ease of integration with existing frameworks and robust support for debugging issues are additional advantages. Users can effectively pinpoint issues and reduce downtime due to the efficiency of Lumigo's real-time monitoring and detailed error tracking.

What are the key features?

- Seamless Integration: Easily integrates with cloud services to provide comprehensive monitoring.
- Real-Time Monitoring: Offers immediate insights into serverless environments.
- Detailed Error Tracking: Allows users to track errors efficiently, aiding in quick resolutions.
- Intuitive Dashboard: User-friendly setup and navigation for enhanced user experience.
- Application Visualization: Visualizes serverless environments to better understand application flows and dependencies.

What benefits and ROI can be expected?

- Enhanced Performance: Identify performance bottlenecks and optimize application performance.
- Reduced Downtime: Pinpoint issues quickly and reduce downtime with efficient monitoring tools.
- Actionable Insights: Gain comprehensive insights and analytics to make informed decisions.
- Improved Integration: Benefit from the easy integration with existing frameworks and cloud services.

Companies across various industries implement Lumigo to enhance their serverless application performance. It is used extensively in finance, healthcare, and technology sectors to monitor AWS Lambda environments, providing real-time monitoring, error tracking, and application visualization to ensure optimal performance and quick issue resolution.

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Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "Lumigo has positively impacted our organization with transformative ROI for our quality engineering and delivery cycles, where the meantime to defect and resolve due to debugging failed end-to-end integration test runs has dropped over 68.3%."



Vinay Lal

Head of Testing & AVP at Flash AI

- "The AI agent helps connect signals and narrow down problems faster."



Hardik Murdia

Technical Lead at a tech vendor with 51-200 employees

- "Any new member, whether from the development side or business team, finds the user-friendly UI easy to understand."



Validated user

Platform Engineer at a consultancy with 11-50 employees

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What users had to say about valuable features:

“The best features Lumigo offers are troubleshooting and alerts.

“What I appreciate about the troubleshooting and alerts is that while they are similar to other tools, I prefer Lumigo from the UI perspective. Any new member, whether from the development side or business team, finds the user-friendly UI easy to understand. This is the reason I have been recommending it.

“Lumigo has impacted my organization positively, but we are in a starting phase and have not explored it deeply. Our people need to use this tool more, and we have not yet fully adapted to it..”

Validated user

Platform Engineer at a consultancy with 11-50 employees

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“The best features Lumigo offers include the live stream architecture and transaction mapping, which helps to automatically generate and update the visual execution topology for every single test transaction. After seeing the exact flow from the edge API through intermediate queues and containerized microservices down to managed storage, it gives our QA engineers instant context. Additionally, I love the request-response payload inspection feature, which captures input and output parameters, request headers, and invocation payload safely. When an automated integration test fails, the exact offending payload is visible right inside the trace, helping to save our QA and engineering teams a lot of time, leading to at least a 48.33% drop in wasted time previously spent finding the root cause.

“With automation saved, automated root cause correlation has helped to correlate logs, metrics, and trace spans across asynchronous boundaries, which is notoriously difficult to debug in event-driven AI pipelines. The live stream architecture and transaction mapping make such a difference for my team, as it generates updates regularly via visual execution and the topology for every single test transaction, providing us with a view through intermediate queues and microservices to managed storage, giving engineers instant context of transactions and payloads, which saves at least 49% of our time and allows overall resources to be used more effectively.

“Regarding Lumigo's AI capabilities, I find the governance of security to be really good, and we have seen a positive impact due to the AI capabilities alongside strict compliance regulations such as SOC 2 and ISO 27001, proving it is compliant with applicable regulations and policies. Lumigo's accuracy is close to 100%, making it very reliable. Lumigo integrates seamlessly with other AWS services we use, and we have not faced any issues..”

Vinay Lal
Head of Testing & AVP at Flash AI

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"The best features Lumigo offers include AI agent observability, which they do very well. I also love the Kubernetes observability, and they have a solution for serverless systems as well. One use case I have seen is during Lambda integrations, covering whatever traces or metrics we had at that point in time. These are not system metrics but application metrics. We fetched them via an OpenTelemetry collector and sent them to the Lumigo platform, and that helped us correlate things very well. These are short-lived serverless systems where you do not have access to the underlying infrastructure in any way or form, so you have to rely extensively on the metrics, the logs, and the traces you receive. It has helped us correlate things well there. The AI agent, alongside the overall experience, is extremely good, and it correlates things properly.

The AI agent helps connect signals and narrow down problems faster. We do not have to look into metrics. It provides a short detail on what happened and what the root cause is before we even go there. The best part is the troubleshooting with the graph or service map it provides. In that map, it even provides an error message on what happened in which service. It is extremely useful. We also have the log details, and we can have metrics from any of the infrastructure or platform solutions we use, and we can correlate those metrics very well. We already have OpenTelemetry collectors, which are very essential for us. The Copilot, which runs on the platform itself, is very helpful because it provides the root causes right there, and you can apply the fix directly on your system and the problem is solved.

The accuracy and reliability of Lumigo's AI output is reasonably reliable, particularly when there is sufficient telemetry and context. If you have the information of a complete trace, you will definitely get good results, and you would have to observe a trace. The AI will do its job and give you the complete response summary. The biggest advantage is that it does not rely on generic AI responses. They have their own harness engineer or agent, so it uses the application traces, logs, metrics, and request-response payloads to understand what is happening across the distributed trace or the services. It shows how things are moving, how the data is moved from the very first point to the database, and how the response has gone from the database back to the service which requested it. For this kind of information, you do not even have to open any dashboard. You can see it on the AI

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dashboard itself when you are doing question-answering with the Copilot they provide. That is a good overall experience for us.."

Hardik Murdia

Technical Lead at a tech vendor with 51-200 employees

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Other Solutions Considered

"I have been working with observability for quite some time, so we have definitely evaluated a lot of solutions before choosing Lumigo. Previously we were thinking of using SigNoz itself as our core tool, but its tracing is not that great, to be honest. We also tried to ingest certain parts into Datadog, but Datadog is extremely expensive when you have a lot of VMs and deployments. For systems that are very extensive to use, we were using Prometheus and Grafana, but these are more self-managed services. We did not want that headache, which is why we opted for Lumigo. It is an okay solution for us to move forward with.."

Hardik Murdia
Technical Lead at a tech vendor with 51-200 employees

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"Our previous solution for traces was Honeycomb, and right now we are using Lumigo for traces. Honeycomb was very good, but the cost suddenly increased. They previously had a $130 offering, which had a 1 million event ingestion cap, and I think they have moved it to something around $290. Lumigo, on the other hand, is on the market as one of the cheapest options.

For metrics, we are using SigNoz, and there is a reason for that. We have invested a lot of money as well as engineering hours, so we do not want to move out of SigNoz. It provides a great dashboard overall in terms of metrics, and it is cheaper for us because we have a lot of events that get ingested directly.."

Hardik Murdia
Technical Lead at a tech vendor with 51-200 employees

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ROI

Real user quotes about their ROI:

"We have definitely seen a return on investment. You do not have to look at the dashboard every time, and you do not have to correlate manually. The AI takes care of correlating things. Because they have their own harness engineering at the back end, it does not give you generic AI responses. It provides a complete biopsy, or a complete breakdown, of how things work and how things move. That is a good, relevant ROI for us. I can also share certain metrics which show how much time was previously spent during the Lambda processing and how the response time came down when the latency got down. That is an effective metric for us.

I am the only person managing the observability platform, along with one more engineer in the UK, or rather, on the US shift. We are both managing it, and we do not have any other engineer to manage it. It is definitely good.

We frequently get incidents, and the volume of incidents is fairly high. I will not say that this particular correlation alone has saved us time, but it has given us at least a 30-40% time saving during the whole investigation process, because we do not have to do anything manually. If you have the traces, the logs, and the metrics ingested into the same platform, the correlation is extensively good. That is where I think 30% of the time has been saved. However, we are not sending a lot of metrics there, which I think is a problem, so better correlation is not there right now.."

Hardik Murdia
Technical Lead at a tech vendor with 51-200 employees

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Use Case

“My main use case for Lumigo is microservice monitoring in my day-to-day experience.

“A specific example of how I use Lumigo for microservice monitoring involves comparing it to other tools such as Dynatrace and CloudWatch. Lumigo is different, particularly in terms of the UI, which works well for me. The tool can alert us when Lambda functions have errors, and it works not only with Lambda but also with agents and other integrations.

“In my current role as a DevOps engineer, I have been deploying agents, and my main responsibility is troubleshooting and monitoring. I need to receive alerts in the appropriate place, and Lumigo helps us more effectively than Dynatrace or other tools we have. The version upgrades you have been working with are good..”

Validated user

Platform Engineer at a consultancy with 11-50 employees

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"My main use case for Lumigo involves operating a high throughput machine learning inference pipeline and asynchronous microservices combining AWS Lambda, EKS containers, DynamoDB, API gateways, and event-driven queues. As the head of testing, my primary challenge was diagnosing non-deterministic failures, latency spikes, and silent drops during the automated end-to-end testing and regression and performance test suite.

"Lumigo has helped across our staging, pre-production, and production environments to achieve end-to-end distributed transaction tracing, and it has allowed our QA and SDET teams to immediately pinpoint the root cause down to specific payloads broken down, stream the API contract, and the database queries timeouts. It has also helped in digging through the fragmented logs and providing us the information we needed.

"Lumigo fits into my daily workflow by utilizing zero-code and auto-instrumentation, which has helped us to roll out the distributed tracing in literally minutes, so we did not have to mandate the tedious SDK boilerplates or manual scan creations across dozens of microservices repos. Lumigo helped to inject itself natively on the cloud with OpenTelemetry integration.."

Vinay Lal
Head of Testing & AVP at Flash AI

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"Our main use case for Lumigo is as an integrated observability platform within our existing systems. We use it extensively for monitoring as well as distributed traces from applications, and we currently manage them in Lumigo.

The biggest advantage I have seen in how traces help our team investigate and resolve issues in practice is that the tracing solution of Lumigo is excellent, and it helps identify issues during P0 or P1 incidents. When an incident comes in, we can see the journey of the document, the issue, or the error, and what happened at that point in time, and we can correlate it with the application-level logs. We can then check exactly what happened. The search time during the complete investigation of an issue is very low when you have Lumigo as your observability platform. We were using Honeycomb in the past, but the overall subscription rates are a little higher now, so we switched to Lumigo.

There is one more aspect of practical investigation during issues, which is the monitoring of each and every box we have, in terms of VMs or EC2. When I say pods, I mean Kubernetes pods. All of these are integrated in such a way that they send metrics to OpenTelemetry collectors, and these OpenTelemetry collectors send the metrics to Lumigo. That way, we manage everything properly. The overall outcome is a complete AI observability experience, which helps us locate problems beforehand, and it is a good solution for us.."

Hardik Murdia
Technical Lead at a tech vendor with 51-200 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.

"The initial deployment of Lumigo was straightforward and frictionless, as it was onboarded via our AWS account using CloudFormation, taking less than an hour. From a testing perspective, I was able to link trace IDs into my Playwright, Cypress, and Postman automated testing reports within the very first week, making the initial deployment really easy to do.

"I was able to configure Lumigo within a week, so it was easy to integrate into the environment we have.."

Vinay Lal

Head of Testing & AVP at Flash AI

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Customer Service and Support

"Honestly, I do not need customer support. I generally do debugging on my own, and we do not have a very complex case, so we do not need specialized service or specialized support from the customer team. Overall, I think it is okay.."

Hardik Murdia
Technical Lead at a tech vendor with 51-200 employees

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"Customer support is really great, and when I had a query regarding optimizing the tracing rules or simplifying sampling behaviors, their engineering team responded within 45 minutes and resolved my queries. I rate customer support a 10 on a scale of one to ten.."

Vinay Lal
Head of Testing & AVP at Flash AI

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Other Advice

"I rate Lumigo a five. I choose a five for my rating because it is a great solution. My advice for others looking into using Lumigo is that anyone looking for an exceptional solution should definitely get them on board.."

Vinay Lal
Head of Testing & AVP at Flash AI

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"Since we are still in the early stages, the main things I hope to achieve with Lumigo as my team starts using it more are ongoing based on requirements. Integration is not a direct process with our application; there is a specific process involved. When we integrate with an enterprise solution, there are specific needs to be met. It is not simply about using the tool; it needs to be adapted to the enterprise system. I rate this review seven out of ten overall.."

Validated user
Platform Engineer at a consultancy with 11-50 employees

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"Overall, on a scale of 1 to 10, I rate Lumigo a solid eight. Everything has room for improvement, so it is a solid eight. One thing I missed in the previous question is that gRPC is not directly configured. You have to use OpenTelemetry collectors, which export all of those traces or metrics. Currently they do not support it, and the OTLP metrics endpoints are also not there. Other than that, it supports most things, including the auto-instrumentation aspects. Overall, I think 7.5 to eight is a reasonable number for Lumigo.

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I would give Lumigo an eight because it does the job, but it is similar to other platforms. I am also not sure whether Lumigo is getting shut down. It seems they are shutting it down, I think in January or December this year.

Lumigo's AI governance and security are good. Security-wise, they have a good overall setup. Whatever we send is not very high-volume or very sensitive in nature, so we do not worry much about it. For both metrics and traces, we are not sending a lot of information. The tags we are sending are very generic, such as the resources and other information which are not very sensitive in nature. We are not sending any passwords, and everything is redacted, so we do not concern ourselves much about security aspects. I do not see any problem with the governance aspect either, and it is good. I think Lumigo has recently been acquired by Dasho, and they have HIPAA and other protocols integrated. If they are functional in the UK market, then they are probably compliant enough to handle the dataset.

Our deployment model for Lumigo is public cloud, and we manage everything via AWS. We use AWS as our cloud provider.

The reason for the doubt is that Lumigo has recently been acquired by Dasho, and I am not sure how well they will offer Lumigo to other people, because Lumigo is getting shut down. It will soon be integrated with Dasho, so this is something very near. I think 31st December 2026 is the date the website says, as I was told to check. So Lumigo is about to end.."

Hardik Murdia
Technical Lead at a tech vendor with 51-200 employees

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