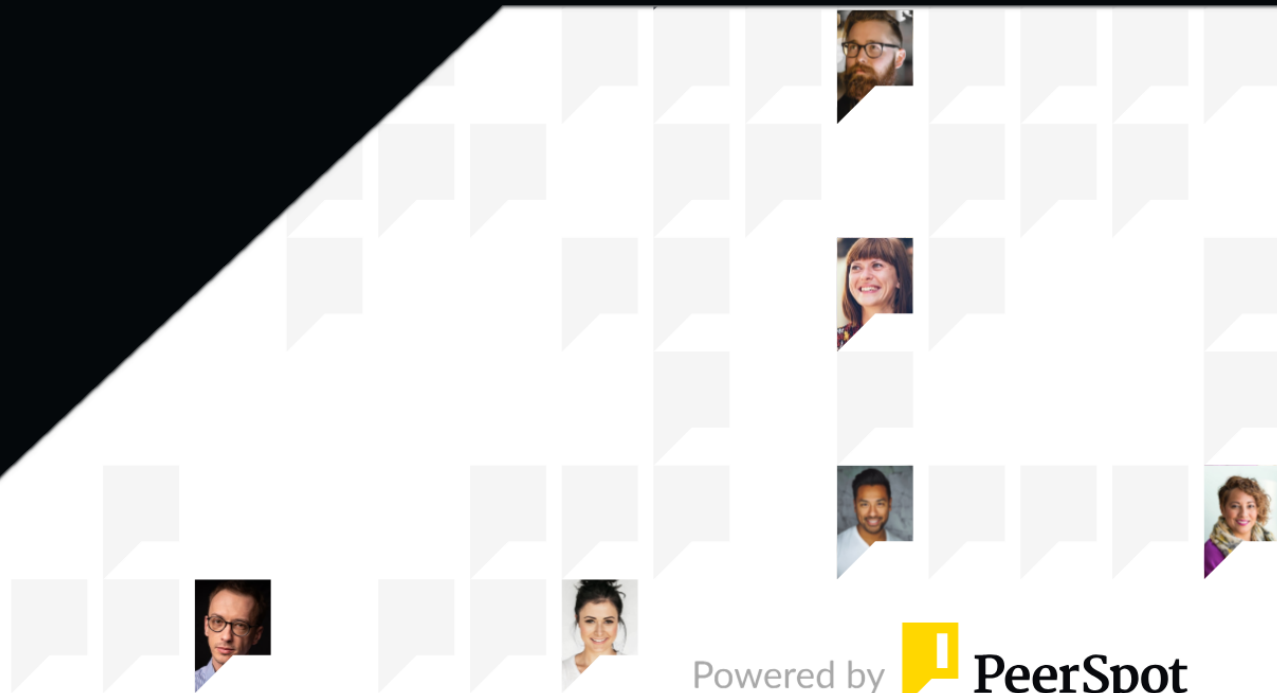




Fiddler AI

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Fiddler AI

Fiddler AI Recap

Fiddler AI provides transparent and dependable AI solutions for monitoring and explaining machine learning models, focusing on accountability and fairness.

Fiddler AI enhances trust in machine learning models with its unique capabilities. It offers explainability by dissecting model behavior, enabling users to gain insights and make informed decisions. It also supports model monitoring to ensure performance stability. Its platform serves as a control center to operationalize AI with transparency, facilitating oversight and compliance.

What key features does Fiddler AI offer?

- **Model Explainability:** Understand model decisions with detailed insights.
- **Continuous Monitoring:** Keep track of model performance in real time.
- **Bias Detection:** Identify and mitigate bias to improve fairness.
- **Anomaly Detection:** Spot unusual patterns that may indicate problems.

What benefits or ROI should users expect?

- **Increased Trust:** Build confidence in AI results through clear explanations.
- **Enhanced Compliance:** Meet regulatory standards for AI deployments.
- **Operational Efficiency:** Identify and address issues quickly to minimize disruption.

In financial services, Fiddler AI helps detect fraudulent transactions by monitoring behavior patterns while in healthcare, it ensures that AI models provide accurate diagnostics by explaining predictions and detecting biases affecting patient outcomes. Retail businesses gain insights into customer preferences, optimizing inventory with explainability features.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Reducing human intervention by 70% directly affects our productivity and day-to-day work, as a person who worked with one policy or guardrail for a week now hardly takes one day, saving us six days of effort for each cycle, and the reduction in human mistakes has significantly improved product quality, with great feedback from vendors and other businesses using the product, increasing confidence levels and scores when using Fiddler AI.”



Dipanjan Dhar

Quality Assurance Specialist at Deloitte

- ✓ “Over time, it has become part of our regular workflow whenever we need to check the model health or investigate unexpected behavior.”



Boya Uday Kumar

Ai Research Enthusiast And Developer at ADP

- ✓ “All features in Fiddler AI are good, offering excellent connectivity options.”



Validated user

Sr Data Engineer at a tech vendor with 5,001-10,000 employees



“Since I started using Fiddler AI, it improved my technical expertise about the understanding of logs, bugs, sessions, and traffic, and how to control the request and response.”



Wahidul Nahid

Jr. Qa Engineer at A1qa software testing company



“Fiddler AI is the best solution in the market to analyze the QSR domain.”



Amar-Kumar

Technical Lead at a tech services company with 501-1,000 employees

What users had to say about valuable features:

“There are very useful features Fiddler AI offers, but for me, the most useful ones were Traffic Inspection, Request Response Modification, Load and Performance Diagnostics, Traffic Filters, Session Organization, Security Testing Capabilities, and breaking points and debugging. Mobile and remote device testing were helpful, and I found these features very useful for me.

The most useful feature for me was response and request modification because, in most cases when doing testing on mobile, I needed to change the responses and requests through Fiddler AI. When I needed to work in a more organized way, I used filters, traffic filters, and session organization. One of the core features that helped me as well was HTTP and HTTPS traffic inspection. These have been helpful for me.

Using Fiddler AI improved my technical expertise about understanding logs, bugs, sessions, and traffic, and how to control the request and response. This knowledge is transferable, and I am still using it with other tools and in my daily life..”

Wahidul Nahid

Jr. Qa Engineer at A1qa software testing company

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“The best features that Fiddler AI offers include monitoring and managing the model, which is the best feature.

When I say monitoring and managing the model, the aspects I find most valuable are tracking performance, detecting drift, and alerting when something goes wrong. Fiddler AI helps me analyze behavior and a bunch of data, since AI is nothing but a set of data. I can track user journey and analyze user behavior.

Fiddler AI has positively impacted my organization through my exploration, even though I haven't implemented it in my company. I am an AI enthusiast, so I try to explore solutions that I can recommend to my company. Based on my exploration, I think Fiddler AI could have a positive impact if my company decided to use it. It has the potential to help my application personalize recommendations according to the user, which is the main trending feature of any QSR app available in the market.

If we can monitor the models, we are monitoring the behavior of the customer. If we can offer what the customer wants, it will directly and indirectly increase sales and automatically generate more revenue for us..”

Amar-Kumar

Technical Lead at a tech services company with 501-1,000 employees

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“The two features we rely on most are drift detection and explainability. Drift detection helps us spot issues early, and explainability helps us understand the root cause quickly so that we can take action faster. Together, those features make it easier to monitor and debug models in production.

“The alerting feature is also helpful with Fiddler AI because it lets us respond quickly when something changes. The interface makes it easy to move from an alert to a specific model or data slice that needs attention. This saves a lot of time and keeps the workflow smooth.

“What helps most with Fiddler AI is the combination of drift detection and explainability. We can first see when the performance or prediction patterns have changed, and then drill into the specific features or slices of data causing the issue. That makes it much easier to figure out whether the problem is data drift, a bad input pattern, or something in the model logic. The most valuable aspect is that Fiddler AI shows both the change and the reason behind it, so we can trace the issues from an alert into the exact data slice or feature that caused the problem..”

Boya Uday Kumar

Ai Research Enthusiast And Developer at ADP

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“In a recent project and task, I showcase how we use Fiddler AI's key features like AI observability and monitoring, which track hundreds of metrics across traditional machine learning models and large language models to monitor performance, data drift, and accuracy. We use it as security and guardrails that implement real-time safety measures to block harmful outputs and protect against jailbreak and prompt injection attempts. We also utilize it for explainability, helping teams understand why an AI model made a specific prediction or decision, providing deep root cause analysis when problems occur. Lastly, we employ it for governance and compliance, creating centralized audit trails and model cards to help companies meet strict regulatory standards and risk management requirements.

“Fiddler AI has significantly impacted my organization positively, particularly in security and guardrails. As we use many tools, we previously had humans monitoring all of them. Human errors created loopholes, but now with Fiddler AI, which is trained using our company policies and playbooks, human intervention has become minimal. We have reduced human intervention by 70% and human mistakes by around 90%, which are the points I wanted to mention.

“Reducing human intervention by 70% directly affects our productivity and day-to-day work. A person who worked with one policy or guardrail for a week now hardly takes one day, saving us six days of effort for each cycle. Moreover, the reduction in human mistakes has significantly improved product quality, with great feedback from vendors and other businesses using the product, increasing confidence levels and scores when using Fiddler AI..”

Dipanjan Dhar

Quality Assurance Specialist at Deloitte

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“I have been using Fiddler AI in multiple ways for approximately two to three years.

“Fiddler and Fiddler AI serve different purposes. I utilize Fiddler for creating Power BI reports, and it is very good visually. There are multiple options for color choices and data design, allowing me to explain data effectively. Right now, I utilize Fiddler AI for machine learning purposes.

“In Power BI projects, I use it for data enhancement and data quality checking for schema validation. I use it for data analysis as well. I connect it directly to my reports through Fiddler API and write Python code for analysis. I integrate this into my Power BI projects.

“All features in Fiddler AI are good, offering excellent connectivity options. The REST API is good, supporting multiple languages with connected speech and responsive answers for any AI tools. Data performance is very good, and it is very easy to use. From a learning perspective, it provides responsive answers for data manipulation and other utilization needs.

“To improve things, I need to connect it for handling LLM prompts and data management. This is mainly for understanding queries better. Snowflake Cortex is similar, but it does not give very good responses and sometimes provides poor experiences. Fiddler AI provides a better way..”

Validated user

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Sr Data Engineer at a tech vendor with 5,001-10,000 employees

Other Solutions Considered

“I did not evaluate any other AI platforms before considering Fiddler AI. In the market, there are already multiple personalized platforms. We explored Sitecore as well..”

Amar-Kumar

Technical Lead at a tech services company with 501-1,000 employees

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“We were using a more manual approach before Fiddler AI, along with some basic monitoring tools. We moved to Fiddler AI because it gives us much greater visibility into model behavior and makes debugging much faster..”

Boya Uday Kumar

Ai Research Enthusiast And Developer at ADP

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“I haven't previously used an AI solution for model monitoring or AI explainability. I implemented an in-house personalization solution providing recommendations. There was a platform we used for personalization, but I can't give the name of the company due to confidentiality..”

Amar-Kumar

Technical Lead at a tech services company with 501-1,000 employees

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“We did look into a few other options before choosing Fiddler AI, mostly general ML monitoring and observability tools, as well as our internal manual approach. Fiddler AI stood out because it was a strong option on explainability, drift detection, and making production debugging easier..”

Boya Uday Kumar

Ai Research Enthusiast And Developer at ADP

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“Before choosing Fiddler AI, we evaluated several options, including Gemini, ChatGPT, Azure, and other vendor products. Ultimately, we found Fiddler AI to be the best tool for security and governance purposes in the market..”

Dipanjan Dhar

Quality Assurance Specialist at Deloitte

[Read full review](#) 

“Since I started using Fiddler AI, it improved my technical expertise about the understanding of logs, bugs, sessions, and traffic, and how to control the request and response. These have been very helpful. The knowledge has been transferable, and I am still using that knowledge in other tools and my daily life. Fiddler AI really helped me to test faster. I might need to switch to any other tools that can work for only one feature. I did not need to because Fiddler AI had multiple features that I needed at the time..”

Wahidul Nahid

Jr. Qa Engineer at A1qa software testing company

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ROI

Real user quotes about their ROI:

“I definitely anticipate specific benefits and money growth if my organization adopts Fiddler AI. It will help us quickly adopt and implement solutions..”

Amar-Kumar

Technical Lead at a tech services company with 501-1,000 employees

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“Using Fiddler AI saved me approximately one hour. If I needed three hours to complete a task initially, I could do it in two hours with Fiddler AI's help..”

Wahidul Nahid

Jr. Qa Engineer at A1qa software testing company

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“A significant amount of time is saved, which is very good for us. Both time and money are saved. If I needed to utilize a task with 10 people, I can now handle data analysis with only five people, which is very good for our organization..”

Validated user

Sr Data Engineer at a tech vendor with 5,001-10,000 employees

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“I have seen a return on investment with Fiddler AI. The investment reflects both quality improvements and savings in time and money. Previously, we used a manual solution, requiring us to validate every security aspect manually before deployment. Now, with this AI solution, we have increased efficiency. For instance, what used to take 12 months for validation is now accomplished much faster, directly benefiting our costs..”

Dipanjan Dhar

Quality Assurance Specialist at Deloitte

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“We have clearly seen the return on investment mainly through the time saved and more efficient use case of our eight-member team. We spend much less time manually investigating model issues, which has become a very significant advantage. This means fewer hours lost on debugging and faster incident response. We have not had to add extra headcount just to manage model monitoring, so the platform has helped us stay efficient as we scale..”

Boya Uday Kumar

Ai Research Enthusiast And Developer at ADP

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Use Case

“My main use case for Fiddler AI is as a tool to monitor, explain, and govern machine learning models and generative AI applications, which helps organizations build trust by tracking their performance, preventing security threats like hallucination and prompt injection, and ensuring regulatory compliance..”

Dipanjan Dhar

Quality Assurance Specialist at Deloitte

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“For work purposes, I have used Fiddler AI. During those four months, my main use case for Fiddler AI was trying to get the logs, control the results from the testing, and get the feeds from the testing. When I was doing mobile testing and web testing, I tried to manipulate the testing results. This was my use case of Fiddler AI..”

Wahidul Nahid

Jr. Qa Engineer at A1qa software testing company

[Read full review](#) 

“My main use case and interest in Fiddler AI is detecting and analyzing AI models. If we can analyze the AI model, it's a significant achievement for us, and we can easily implement AI features.

A specific example of how I tried to analyze and detect an AI model using Fiddler AI involves my work in the QSR domain. Imagine there is a food delivery app. Fiddler AI can be used to recommend restaurants, recipes, and nearby or favorite restaurants.

I found Fiddler AI to be the best solution in the market to analyze the QSR domain. As a QSR domain expert, we can use Fiddler AI to give personalized recommendations. If we have an application for restaurants or QSR, we can personalize the menu, homepage, and cart to a specific user. If I am an end user using an application and receiving menu choices based on my previous recommendations, that would be an eye-catching moment that we can easily achieve using Fiddler AI..”

Amar-Kumar

Technical Lead at a tech services company with 501-1,000 employees

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“We primarily use Fiddler AI to monitor our AI models in production and catch issues like drift or unexpected prediction changes early. For example, if a client-facing model starts behaving differently after new data comes in, we use Fiddler AI to trace the problem, understand why it happened, and decide whether the model needs adjustment or retraining.

“As a web agency, we have been using Fiddler AI for about eight months now, and it has proven to be excellent. Fiddler AI fits into our workflow as an early warning and debugging layer for production models. It helps us spend very little time manually investigating issues and allows us to focus more time on fixing the actual root cause, which makes our model operations much smoother. Over time, it has become part of our regular workflow whenever we need to check the model health or investigate unexpected behavior. Instead of starting from scratch, we can quickly narrow down to the issue and move faster on resolution with the help of Fiddler AI. For us, it is not just a monitoring tool but rather part of how we keep our AI systems reliable every day..”

Boya Uday Kumar

Ai Research Enthusiast And Developer at ADP

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“I am currently working with D Innovation Private Limited for a client called Casia in a Senior Data Engineer profile, where I have been working for the last 1.6 years. I have a total of eight years of experience working at Infosys as well.

“I use data engineering tools for Power BI and Fiddler. For analysis, I have to create a model to analyze the data. I utilize our data for this purpose.

“In day-to-day work, if I need to support or create any language-based model with features, I find it very easy to use. I create modular solutions that convert from one language to another. Fiddler AI is the best way to handle this right now.

“I am utilizing Fiddler AI for AI agents with multiple Matillion tools and Kubernetes. I mention that we have AI agents for these purposes. The pricing is good, at approximately 0.002 dollars per developer, which is very cost-effective. Additionally, the latency is less than 100 microseconds, which is excellent for handling Fiddler AI..”

Validated user

[Read full review](#) 

Sr Data Engineer at a tech vendor with 5,001-10,000 employees

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 documentation, integrations, and everything else look perfect. The only suggestion would be if they could add simpler onboarding, better dashboards, and more automation, as it would be even better..”

Boya Uday Kumar

[Read full review](#) 

Ai Research Enthusiast And Developer at ADP

“I haven't reviewed the pricing, setup cost, and licensing while exploring Fiddler AI because it's not my area of focus. I recommended it to my organization, and they have a specific team or finance team who will review everything, and if the budget allows, they will definitely pursue it..”

Amar-Kumar

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Technical Lead at a tech services company with 501-1,000 employees

“Fiddler AI was deployed in my organization on my desktop. I tried to get it from the source, just installed it on my desktop, and started using it.

Initially, it was really tough for me to work with Fiddler AI because the UI was a bit more technical, and it was tough to understand. I felt the UI was a bit more congested. That is why it was tough for me initially, but when I got used to it, it was pretty easy for me..”

Wahidul Nahid

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Jr. Qa Engineer at A1qa software testing company

Customer Service and Support

“The customer support for Fiddler AI, based on my interactions, is looking good. I'm interacting with you, and I would say I had a great experience connecting with you..”

Amar-Kumar

Technical Lead at a tech services company with 501-1,000 employees

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“Customer support for Fiddler AI is very good. They support critical issues (P1) within a day or a few hours, while medium or low priority issues (P2) are fixed within two to three days..”

Dipanjan Dhar

Quality Assurance Specialist at Deloitte

[Read full review](#) 

“We have interacted with Fiddler AI's support team very rarely, but the experience has been very good. They are very responsive, professional, and helpful when we needed clarification or guidance. The support overall was excellent..”

Boya Uday Kumar

Ai Research Enthusiast And Developer at ADP

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“Customer support is very good. We handle data and data breaks well, and Google Cloud support is available anywhere, which is excellent. Fiddler AI supports healthcare, AI defense, intelligence, healthcare data, and insurance data..”

Validated user

[Read full review](#) 

Sr Data Engineer at a tech vendor with 5,001-10,000 employees

Other Advice

“I would love to provide advice on using the request response editor and doing HTTP and HTTPS file responses about filtering the sessions. To use those features, you should use Fiddler AI. That is my recommendation. It would be great if you could finish early. The learning curve was smooth, but initially, it was an exponential curve. Initially, it was tough, but when I got used to it, it was really fast. I provided a review rating of 7 for Fiddler AI..”

Wahidul Nahid

Jr. Qa Engineer at A1qa software testing company

[Read full review](#) 

“My advice to others looking into using Fiddler AI would be straightforward. If you need serious production monitoring and faster model debugging, go with Fiddler AI. It is especially valuable if your team wants better visibility into drift, explainability, and incident response. I recommend starting with a clear workflow and making sure your team is aligned on what to monitor so that you get the value from it very quickly. I have given this review an overall rating of 8..”

Boya Uday Kumar

Ai Research Enthusiast And Developer at ADP

[Read full review](#) 

“If I get the opportunity to use Fiddler AI in my organization, I would keep it in my organization first, then go with the public and hybrid part by using the cloud. If I were to use a hybrid cloud, I would prefer to use either [AWS](#) or [Azure](#), depending on the budget my company provides.

My advice to others looking into using Fiddler AI is simply to monitor and detect the models and user behavior. Fiddler AI is the best solution in the market, and I would give it my strongest recommendation. My overall review rating for Fiddler AI is nine out of ten..”

Amar-Kumar

Technical Lead at a tech services company with 501-1,000 employees

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“Regarding the features, I want to mention that top AI products are generally split into two categories: versatile conversational assistants and specialized creation tools. Widely adopted and highly rated AI products include ChatGPT, Claude, Google [Gemini](#), and others. However, Fiddler AI focuses on governance and compliance, and security and guardrails, which is why I respect the tool and see many use cases for it.

“Among the features I mentioned, I find governance and compliance the most valuable and impactful in my work because, in our IT company, we use many tools daily. As part of our day-to-day activity, we utilize in-house and vendor-specific tools. If the governance and compliance section is maintained by AI, it highlights those features, which is significant for the Information Resource Management (IRM) team to get details on governance and compliance. We use hundreds of vendor-specific tools, which makes it hard to measure governance or regulatory aspects every time. Fiddler AI checks this holistically and provides a dipstick report on the same governance and compliance.

“Fiddler AI is deployed in our organization first in UAT and then in production. We use [AWS](#) as the cloud provider for deployment. We purchased Fiddler AI through the [AWS Marketplace](#).

“Regarding Fiddler AI's capabilities, I think its governance and security are very high, featuring two to three layers of security that provide excellent protection for secure data. The accuracy and reliability of Fiddler AI's output range between 70% to 80%, and I can trust it. However, I believe that 20% to 30% requires human check or validation, as AI's outputs need checking for correctness.

“My advice for others looking into using Fiddler AI is that if a company or individual seeks security, governance, and scalability for their product, they should definitely consider it. I would rate this review an 8 out of 10..”

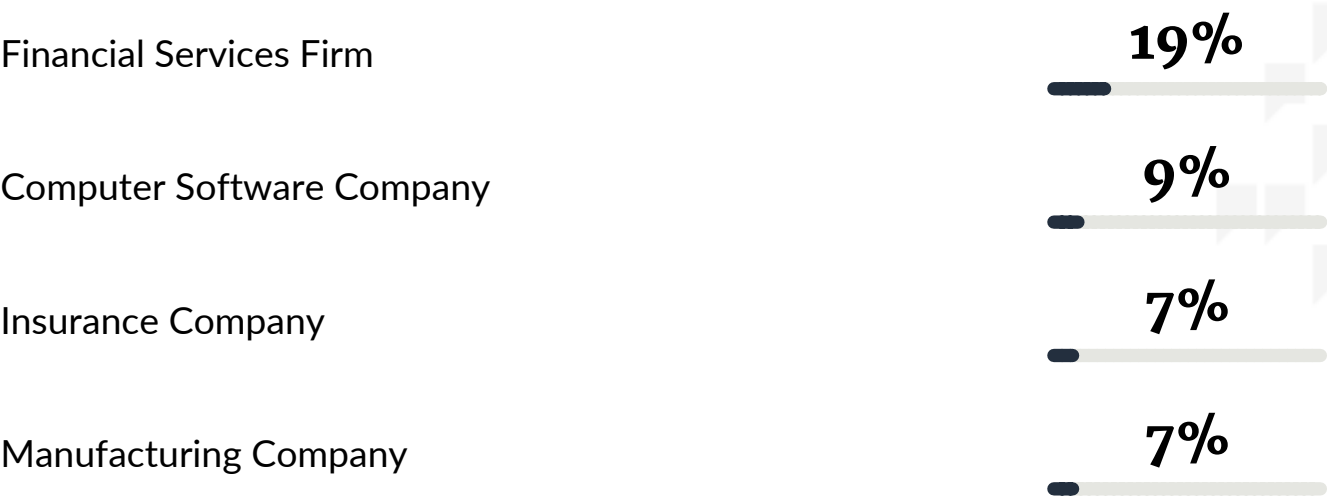
Dipanjan Dhar

Quality Assurance Specialist at Deloitte

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Top Industries

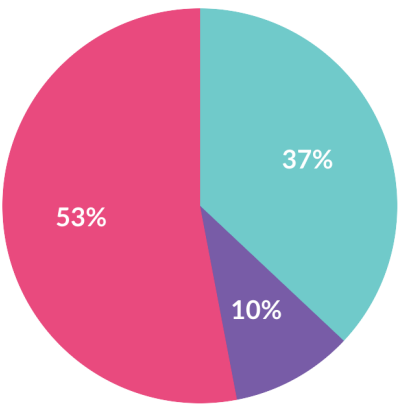
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Company Size

by reviewers

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Large Enterprise Midsize Enterprise Small Business

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