



Arize AI

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 11

Other Solutions Considered..... 12 - 13

ROI..... 14 - 15

Use Case..... 16 - 21

Setup..... 22

Customer Service and Support..... 23

Other Advice..... 24 - 26

Trends..... 27 - 28

About PeerSpot..... 29 - 30

Product Recap



Arize AI

Arize AI Recap

Arize AI is a leading solution in machine learning model observability and monitoring, offering real-time insights that empower models to perform optimally. It is designed to enhance model reliability and efficiency by proactively identifying and resolving performance issues.

Arize AI focuses on providing robust tools to ensure machine learning models operate effectively in production environments, addressing challenges in scale and complexity. Known for its seamless integration capabilities, Arize AI enables organizations to track data quality, monitor drift, and maintain model reliability. With advanced features, it improves machine learning outcomes, fostering data-driven decision-making.

What are the key features of Arize AI?

- **Data Quality Monitoring:** Identifies data inconsistencies and anomalies to ensure reliable predictions.
- **Performance Tracking:** Provides metrics and dashboards for evaluating model performance over time.
- **Drift Detection:** Alerts users to deviations in data distributions that may affect model accuracy.
- **Error Analysis:** Breaks down predictive errors, offering insights for improvements.

How does Arize AI deliver returns on investment?

- **Increased Efficiency:** Streamlines model management, reducing time and resources spent on manual checks.
- **Enhanced Accuracy:** Proactively improves model predictions, boosting business outcomes.
- **Risk Mitigation:** Detects potential issues early, preventing costly errors and downtime.
- **Scalability:** Supports growing data needs without compromising performance.

Arize AI finds applications across industries. In finance, it enhances fraud detection by improving model precision. In healthcare, it optimizes predictive models for patient outcomes. Retailers leverage it for demand forecasting, while the tech sector uses it to refine recommendation engines. Each implementation centers around solidifying ML model reliability and effectiveness.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “One of the major improvements is that prior to using Arize AI, our agent was hallucinating and we were not aware of when it hallucinates or we had a problem in debugging.”



Akashkhurana Hirana

Senior Software Engineer 2 at Porch

- ✓ “Our timely actions, aided by Arize AI, have allowed us to report results with over 99% accuracy, proving it quite useful.”



Tushar Prasad

Technical Product Manager at Hireright

- ✓ “In my day-to-day work, monitoring is the main focus, and while there are many other tools like Prometheus and Grafana for monitoring, for ML specific use cases, I think Arize AI is the best.”



Madam Adam

Senior Air Engineer at SSI Software Services GmbH

- ✓ “Arize AI, with its major features similar to those platforms, is a good alternative.”



Support Pan

project manager and delivery owner

- ✓ “Arize AI stands out to me because of its observability and traceability and ease of use; you can click and you are good to go, and it makes you catch bugs and issues very early before debugging while helping you monitor your models in production.”



M Adam

Senior Ai Engineer at SSI Software Services GmbH

- ✓ “Arize AI has positively impacted my organization by reducing most of our manual work, shifting us to complete automation, reducing working hours, and allowing us to focus more on accuracy with less chance of mistakes.”



Shreya Mangla

Consultant at a consultancy with 51-200 employees

- ✓ “Arize AI has made leadership more comfortable with introducing AI features by providing better visibility into failures and reducing unexpected issues in production.”



Hussain Gagan

FullStack Developer at EnactOn Technologies

What users had to say about valuable features:

“Arize AI offers standard features, some of which are solid. The features I consider particularly useful for my work include the prompt template, exploring with the playground, and evaluators as the next components we are touching.

Arize AI has positively impacted my organization because we were already familiar with such platforms before, including LLM and Langfuse. At the beginning, we were also testing LangSmith. Arize AI, with its major features similar to those platforms, is a good alternative..”

Support Pan

project manager and delivery owner

[Read full review](#) 

“Observability and the detailed breakdown of the whole flow are what I rely on the most.

“There are some more features that I have not used, but I have read about those. RAG evals and monitoring show how our RAG is behaving, what is the RAG accuracy, and what is the context coverage of the RAGs. These are some other features that I have not used, but I have read about those..”

Akashkhurana Hirana

Senior Software Engineer 2 at Porch

[Read full review](#) 

“The UI in Arize AI is very good compared to other observability and traceability tools. When I look at the dashboards, they are easy to understand, and I know what I am looking at and what it is interpreting.

“In my day-to-day work, monitoring is the main focus, and while there are many other tools like Prometheus and Grafana for monitoring, for ML specific use cases, I think Arize AI is the best. The UI is amazing, and I can easily interpret what the graphs are representing. I can convert business key metrics to help understand how much latency my model is providing, what the throughput is, and what the user behavior is. The data drift detection has helped me a lot to identify if there is any data drift.

“Arize AI offers a good UI experience, excellent customer support, easy setup, and stability..”

Madam Adam

Senior Air Engineer at SSI Software Services GmbH

[Read full review](#) 

“The best features Arize AI offers are that it evaluates responses against simple quality rules. In the field of generative AI, LLMs can hallucinate, and AI can be biased, so we need a proper evaluation framework in place. Arize AI helps in creating those safeguards and boundaries when developing enterprise AI.

“I find the evaluation framework in Arize AI to be much better compared to any other tools or manual methods I may have tried. The manual method is tedious, inaccurate, and not scalable. We used to perform sanity checks before releasing code to production, but there is a human limit to how much you can check. We need automation in the quality testing of AI responses, and Arize AI is one of the best tools available to do this.

“Arize AI has positively impacted my organization as the answers are more accurate and agent quality has improved dramatically. We can now debug much more easily, and if there is any bug, biased report, biased answer, or AI agent hallucinating, we can debug it very clearly and pinpoint bugs.

“I have noticed faster debugging and significantly improved quality of responses because we can now debug and solve issues easily. Faster debugging led to agent quality improvement and an improved customer NPS score..”

Verified user

[Read full review](#) 

Product Manager at a tech vendor with 11-50 employees

“Arize AI offers one of the most complete observability solutions for enterprises, providing model drift detection, embedding drift analysis, hallucination monitoring, trace analytics, latency and token monitoring, root cause analysis, and agent execution tracing. It has adopted one of the open-source frameworks, facilitating open telemetry alignment, easy traceability, and prompt inspection, while its visualization layer is quite intuitive, especially trace trees, agent execution graphs, and embedding clusters, which really helps.

“The visualization layer is one of the best features because it gives an overall understanding of how the models are behaving without getting into the details. We can see the trends in the charts, especially the agent graph capability to trace back which agent went wrong, providing a high-level view of its performance and key strengths.

“Arize AI has strong enterprise credibility, with a focus on compliance and governance for large-scale monitoring, and I have generally seen many regulated industries using Arize AI, which I believe is on the right path.

“Arize AI has positively impacted HireRight, particularly because, being a regulated industry, it is vital that our models are working correctly, as any drift or false results can lead to significant penalties. It has helped us monitor key metrics, understand accuracy drift, and assess field level confidence, providing explainability, tracing decision lineage, audit logs, model output retention, and bias monitoring, which helps us get more out of the process. It aids in identifying which types of documents are failing, regions creating maximum exceptions, which models are triggering the most human reviews, and what confidence threshold we should set while tuning those models, making it invaluable for our daily operations..”

Tushar Prasad

Technical Product Manager at Hireright

[Read full review](#) 

“The best feature Arize AI offers is its observability and traceability for ML, and the data drift detection is perfect.

“If you work on any of the clouds such as AWS or Azure, you have some MLOps environment over there and you can easily configure all the monitoring. However, when you are working with a third-party cloud provider such as Hostinger or Alibaba Cloud and any other VPS providing platforms, Arize AI stands out to me. You can simply schedule it and you can establish a connection to monitor your application or ML model. The data drift detection helped our team back in December of the previous year. We had a Christmas campaign and we scheduled a model of our recommendation system, and we were seeing that the model was not recommending the best ads. We got a trigger and we received an alarm from Arize AI. When we checked it, we came to know that it was an event-based drift because of Christmas when people were clicking on some other buttons and other ads. That is why the drift occurred, and by scheduling the trigger on Arize AI, we got to know that there was a drift detection.

“Arize AI has positively impacted our organization because we have multiple projects and it depends on the environments we are working on. If we are working on AWS and Azure, then we can configure the monitoring there. However, if we are working on some other third-party client provider, then we prefer Arize AI. Arize AI stands out to me because of its observability and traceability and ease of use. You can click and you are good to go, and it makes you catch bugs and issues very early before debugging. It also helps you to monitor your models in production.

“The graph feature in Arize AI specifically helps you to understand your data and also the latency, cost, and user requests. In my particular scenario, you can also have a graph of your features and you can compare it with your previous data versioning of your previous feature..”

M Adam

Senior Ai Engineer at SSI Software Services GmbH

[Read full review](#) 

Other Solutions Considered

“Before Arize AI, CloudWatch logs, DataDog, and custom dashboards were used. Those tools managed infrastructure issues but were less effective for debugging LLM behavior..”

Hussain Gagan

FullStack Developer at EnactOn Technologies

[Read full review](#) 

“LangFuse and LangSmith were considered, but Arize AI was chosen for its stronger observability capabilities at scale, especially for both ML and LLM monitoring..”

Hussain Gagan

FullStack Developer at EnactOn Technologies

[Read full review](#) 

“I previously used several open source tools including Evidently AI and LangSmith. Because of the UI experience, I think Arize AI is a better choice, which is why I switched to it..”

Madam Adam

Senior Air Engineer at SSI Software Services GmbH

[Read full review](#) 

“We did not switch from a different solution; we found that Arize AI had the best reviews regarding compliance and experience in enterprise-grade offerings, so we directly purchased it to address our monitoring challenges that were previously manual, expensive, and time-consuming..”

Tushar Prasad

Technical Product Manager at Hireright

[Read full review](#) 

ROI

Real user quotes about their ROI:

“The biggest return on investment with Arize AI is faster debugging, leading to fewer production issues and saving engineering time, rather than direct infrastructure costs..”

Hussain Gagan

FullStack Developer at EnactOn Technologies

[Read full review](#) 

“We can say that we hired three members for customer support and built an AI. Those three members were costing us around 60,000, and we spent that amount on this AI, so I think that was good. That is something we reduced..”

Shreya Mangla

Consultant at a consultancy with 51-200 employees

[Read full review](#) 

“We have definitely seen a return on investment with Arize AI. It has saved us a lot in penalties, as we identified models drifting due to changes in ingestion and data format. Our timely actions, aided by Arize AI, have allowed us to report results with over 99% accuracy, proving it quite useful..”

Tushar Prasad

Technical Product Manager at Hireright

[Read full review](#) 

Use Case

“My main use case for Arize AI is building a people intelligence agent, specifically in the human performance and human resource management field. Arize AI helps us verify whether those agents are giving good, safe, accurate, and useful answers to customers. This encompasses more than a single use case..”

Verified user[Read full review](#) 

Product Manager at a tech vendor with 11-50 employees

“My main use case for Arize AI involves exploring alternative solutions for Langfuse and LLM platforms. I was exploring several products in the market for model evaluation and prompt testing.

A specific example of how I used Arize AI in one of my projects is that we conduct evaluation and test different prompts because the business idea involves business developers developing the business logic while product owners can test the prompt template from the playground.

For Arize AI, my team also uses logging, which is typical usage for most such platforms..”

Support Pan[Read full review](#) 

project manager and delivery owner

“Our main use case for Arize AI is for traceability on the ML side. We use it mostly for our e-commerce platform where we have some ML models embedded, and we want to trace them in production. Arize AI provides the traceability we need for this purpose.

“We use Arize AI for traceability in our e-commerce platform by hosting our model into production and then we look at the traces for observability use cases on Arize AI. Another use case we use Arize AI for is data drift and data detection. We have some algorithms where we compare our feature logics and our data to determine whether there is any data drift. We also schedule some alarms in case of data drift that will alert us when drift is detected..”

M Adam

Senior Ai Engineer at SSI Software Services GmbH

[Read full review](#) 

“I typically use Arize AI for observability and for traceability.

“I am using Arize AI in my e-commerce platform, where I have embedded recommendation systems, and the code is deployed on third-party cloud. For monitoring of the recommendation systems and models, I use Arize AI.

“My main use case for Arize AI is to check the latency, the cost, data drift detection, and related monitoring functions.

“I have CTR models for click-through rate, where I study the behavior of end users, how they click on the UI, and what they do after clicking. It is similar to A/B testing, but through the metrics, I can see the behavior of the user after clicking specific options or buttons, where they get redirected to, which page they visit, and I can also look at the prediction of the model..”

Madam Adam

Senior Air Engineer at SSI Software Services GmbH

[Read full review](#) 

“We have been using Arize AI for more than three years.

“We use Arize AI for observability and monitoring of our number of machine learning models which are being deployed in our system.

“We are using Arize AI for monitoring OCR plus document extraction quality. HireRight processes IDs, payslips, bank statements, education certificates, and other documents, where the models extract names, dates, employment periods, university names, and other details. We utilize the model we have created for extraction accuracy drift, identifying and monitoring OCR quality degradation, getting field level confidence, monitoring hallucinated values, assessing model regressions, and recognizing vendor-specific failure patterns.

“We use Arize AI for a variety of our use cases mainly to detect model drift and track key metrics such as precision, recall, and F1 score to determine whether the model is behaving in the right manner or not.

“One of our models for the multimodal verification solution experienced drift, and we promptly saw the trends in Arize AI, which allowed us to tweak and fine-tune our model based on new information available, thus helping in reporting false positives and saving us from penalties..”

Tushar Prasad

Technical Product Manager at Hireright

[Read full review](#) 

“I have been using Arize AI for around two to two and a half years. We created an agent using the Google ADK, which is the Agent Development Kit, and we use Arize AI for the observability and monitoring or evaluations of that GenAI agent that we have created.

“When we deployed our agent in the agent engine, we needed to send all the logs and spans, or all the conversation to Arize AI, which is an AI observability tool. When I ask a question to my agent, for example, "What were the sales in the last year?", it sends this question and the answer to Arize AI in the logs and all the tools or functions that my agent has called. We can track the model behavior over time, monitor how our agent is working, and identify any anomalies. For each conversation, it sends all the logs and traces to Arize AI. We have a dashboard in Arize AI where we can check each conversation. If I asked a question, I can see how that question is being answered by the agent, what functions it has invoked, what tools it has invoked, and what sub-agents the main agent has invoked. We can see everything, every step in Arize AI with detailed information, such as the input for a function, the output for the function, and that this function took one millisecond. We can see the whole logs in Arize AI.

“We have some evals as well. Testing of an AI agent is a major concern in the market. We have the evals in Arize AI itself. We can have our own evals or evaluations. We can write that if this is the input, this should be the output. It matches semantically to whether the output is correct or not. One more use case is hallucination detection. One of the major problems with Arize AI and agents is that they hallucinate over time or when the RAG is too huge, they start hallucinating. Arize AI is useful to check whether our agent is hallucinating or not.

“The major feature is observability. We can see how our agent is behaving over time. We can monitor the agent and we can have alerts as well. If the latency is going up to a threshold greater than any limit, it generates the alert. If any unexpected agent behavior is there, then it can also have custom alerts. We can have our own monitors in the dashboard in Arize AI. Apart from this, we can see the whole breakdown of the entire flow. This was a user prompt, this is a document that it has got from the RAG itself, this is the model response, these are the tools that it has called. A whole workflow of an agent conversation is visible in Arize AI.

One more feature is hallucination detection. We can check whether our agent is hallucinating or not. These are some of the major features..”

Akashkhurana Hirana

Senior Software Engineer 2 at Porch

[Read full review](#) 

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.

“Setting up with Arize AI saved me a lot of time. I can simply click through the setup process and my model is configured. I do not need to establish a connection or perform other complicated tasks, which saves considerable time compared to setting up other tools.

“Setting up was easy, and upper management handles the pricing and licensing matters. I think there is nothing very concerning about the setup process, and overall everything is good..”

Madam Adam

Senior Air Engineer at SSI Software Services GmbH

[Read full review](#) 

Customer Service and Support

“Customer support is at par; they are quick and effective in addressing the pain points our team raises regarding functionality or feature extraction. I would rate the customer support as nine..”

Tushar Prasad

Technical Product Manager at Hireright

[Read full review](#) 

“They were quite helpful. Arize AI provides the Python SDK that we have used and it is quite helpful and very easy to configure as well.

“I was facing a firewall issue because it was an on-premise deployment. I approached them and they were quite helpful. They responded the same day and solved my issue. I was missing a small thing, so they suggested using a specific link. They provided me a documentation URL and it worked..”

Akashkhurana Hirana

Senior Software Engineer 2 at Porch

[Read full review](#) 

Other Advice

“Go ahead and use that. It provides a lot of observability capabilities that will help a lot while creating any agent or training any model. It is very useful. I would rate this product a nine out of ten..”

Akashkhurana Hirana

Senior Software Engineer 2 at Porch

[Read full review](#) 

“My advice for others considering Arize AI is if you need an enterprise-grade solution with strong compliance requirements, go for Arize AI without hesitation. It provides reliable results and saves a lot of time. Arize AI is a good tool, and I believe that with improvements on cost and evaluation framework, it can be the go-to tool in this AI-native world. I give this product a rating of eight..”

Tushar Prasad

Technical Product Manager at Hireright

[Read full review](#) 

“Most tools depend on the use case. When using [Gen](#) AI, I do not think there are many handy tools in the market for [Gen](#) AI applications, so I think it would be a better feature if Arize AI added it. Additionally, for agent functionality, because there is a shift in the market and people are using agent capabilities a lot, I think Arize AI should add that feature so I can also use it for agent monitoring. I rate this product a 9 out of 10..”

Madam Adam

Senior Air Engineer at SSI Software Services GmbH

[Read full review](#) 

“Documentation is important and you can add use cases. I use some other products and I know that I can use them for observability and for traceability. However, if you also include use cases instead of adding documentation alone, I would appreciate that. You also need to add some videos that show how we can use that feature so that we have the knowledge to use Arize AI for that particular scenario.

“My overall rating for this product is eight out of ten..”

M Adam

Senior Ai Engineer at SSI Software Services GmbH

[Read full review](#) 

“I would not add anything else about the features. Regarding Arize AI's AI capabilities, I think its governance and security are very good. Regarding Arize AI's AI capabilities, I think its accuracy and reliability of output are highly reliable and highly accurate. The advice I would give to others looking into using Arize AI is that it is one of the best tools. When building an enterprise or responsible AI framework to deploy at a larger scale, you need a validation framework. Arize AI is solving a problem that exists in the current world, so I think it is definitely a good product with really good product-market fit, and it is needed. I would rate this product a 9 out of 10..”

Verified user

Product Manager at a tech vendor with 11-50 employees

[Read full review](#) 

“My advice to others looking into using Arize AI is that if you are seeking to improve your agentic application quality or if you want to separate the workflow between your product owner, QA, and the developers, then Arize AI is a good choice. You can give it a try.

Regarding Arize AI's AI capabilities, I think we are not in government security. The accuracy and reliability of output regarding Arize AI's AI capabilities is not the job of Arize AI or such similar platforms. The accuracy comes from the prompt template provided by a user along with the model quality, which is provided by OpenAI or Claude.

I found this interview interesting, but I feel that some of the questions may not be suitable for these products, such as response accuracy and security. They do not even have a guardrail feature. How can we evaluate security and governance? Some of the questions may not be applicable for this instance, which is something to consider. I would rate this product a 7 out of 10..”

Support Pan

project manager and delivery owner

[Read full review](#) 

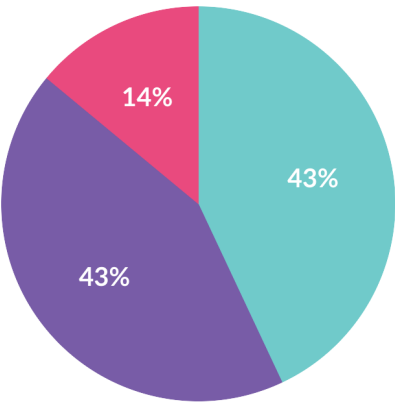
Top Industries

by visitors reading reviews

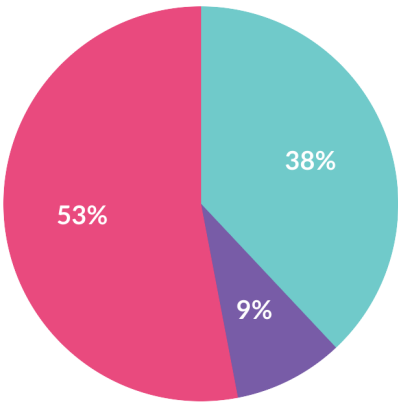


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

About this buyer's guide

Thanks for downloading this PeerSpot report.

The summaries, overviews and recaps in this report are all based on real user feedback and reviews collected by PeerSpot's team. Every reviewer on PeerSpot has been authenticated with our triple authentication process. This is done to ensure that every review provided is an unbiased review from a real user.

Get a custom version of this report... Personalized for you!

Please note that this is a generic report based on reviews and opinions from the collective PeerSpot community. We offer a [customized report](#) of solutions recommended for you based on:

- Your industry
- Company size
- Which solutions you're already considering

The customized report will include recommendations for you based on what other people like you are using and researching.

Answer a few questions in our short wizard to get your customized report.

[Get your personalized report here](#)

About PeerSpot

PeerSpot is the leading review site for cloud, AI, and business software. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

Visit PeerSpot: www.peerspot.com

PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944