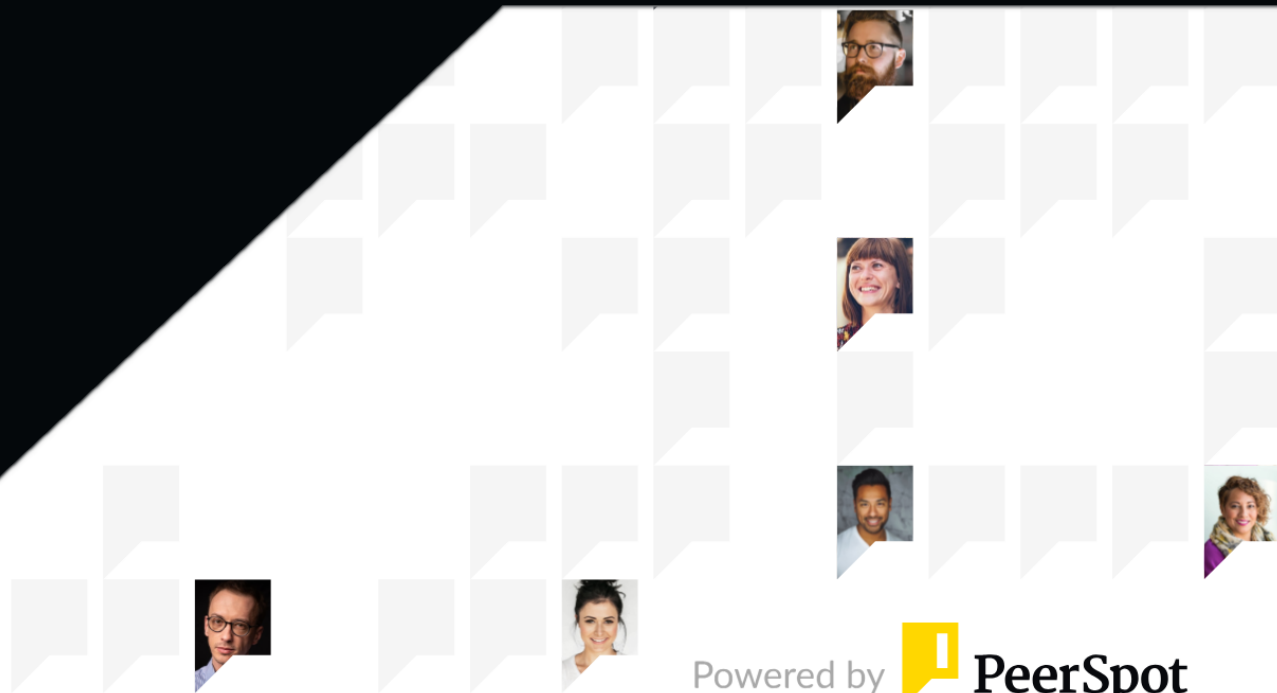




Splunk AppDynamics

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Splunk AppDynamics

Splunk AppDynamics Recap

Splunk AppDynamics is a comprehensive performance monitoring tool providing end-to-end transaction tracking, real-time monitoring, and a user-friendly interface. With AI-powered features, it enhances operational efficiency and resilience by offering insights into user interactions and infrastructure issues.

Splunk AppDynamics excels in monitoring applications and infrastructure performance, offering extensive support across environments like AWS and cloud. It aids in application performance monitoring, end-user experience, database analysis, and proactive incident detection. Supporting Java, .NET, and other technologies, it provides real-time insights into application health, resource utilization, and transaction tracking, ensuring reliable user experiences. Challenges remain in UI complexity, agent-based architecture, integration with diverse environments, and documentation clarity. Its licensing model is costly, and customer support may be slow. Performance concerns exist in historical data granularity and network visibility.

What features make Splunk AppDynamics stand out?

- **End-to-End Transaction Tracking:** Monitors entire user transactions for comprehensive visibility.
- **Real-Time Monitoring:** Provides instant insights into system performance.
- **AI-Powered Anomaly Detection:** Identifies anomalies with advanced machine learning techniques.
- **Code-Level Troubleshooting:** Diagnoses issues at the code level for precise fixes.
- **Business Transaction Visibility:** Offers detailed views into transaction flow across all system layers.

What benefits and ROI can users expect from Splunk AppDynamics?

- **Improved Application Performance:** Enhances system efficiency and reliability.
- **Operational Efficiency:** Streamlines monitoring and issue resolution processes.
- **Enhanced Business Resilience:** Strengthens the ability to adapt to performance challenges.
- **Seamless User Experiences:** Ensures uninterrupted service and user satisfaction.

Organizations in industries like finance and healthcare implement Splunk AppDynamics to monitor critical applications and infrastructure. Its capabilities in transaction tracking and AI-driven insights are crucial for maintaining system reliability, supporting technologies such as Java and .NET, and ensuring optimal resource utilization.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “The real-time monitoring is what we can see for anything that is needed in terms of CPU, memory, or the connections or the sessions related, and it's highly effective because we use it all the time to monitor both component performance and business transactions to check the actual user experience in terms of response time.”



Shamim Alsharif

Performance Test Engineer at TANIM CONSULTING, LLC

- ✓ “Our organization revenue has doubled after the introduction of Splunk AppDynamics and other features.”



Purnambica Kolavennu

Project Manager at AGRICULTURE SKILL COUNCIL OF INDIA (ASCI)

- ✓ “Splunk AppDynamics significantly aids us because as soon as we identify a problem, we immediately receive API call insights through the AI version currently in use, suggesting resolution pathways and options such as restarting the server or application.”



DevendraKumar1

Technology lead at Infosys

- ✓ “I think Splunk AppDynamics' data collection feature with agents or OpenTelemetry is perfect because it is installed dynamically on all servers and nodes, and all agents respond quickly to the server or master station where Splunk AppDynamics is installed, providing great insights into hardware and software discovery.”



Ahmed-KASSAB

Senior Delivery Manager at GE Vernova

- ✓ “Splunk AppDynamics positively impacts our organization by allowing real-time performance monitoring, enabling us to optimize various business applications and visibly enhance their performance.”



Shrinkhala Singh

Deputy General Manager at Agriculture Skill Council of India

- ✓ “The most valuable features of Splunk AppDynamics that I have found so far include it being a deep-in monitoring solution for applications such as Java and databases, where you can dig into the log information and performance information that is within the application, and for a very easy setup, you have all the information that you need.”



Per Eklund

Manager, System Scm at Handelsbanken



“I have seen a return on investment with Splunk AppDynamics, as we are investing more and more for Splunk AppDynamics because we have many tools and many applications in our organization.”



Mohammed Shahpoup

ITSM Solutions Management Head at Banque misr

What users had to say about valuable features:

“The functionalities were interesting to my customers. The level is good and helps me to monitor app performance. The product is very good for infrastructure monitoring..”

Charles Roberti

Chief Executive Officer at ENAD

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“Splunk AppDynamics is known for its comprehensive capabilities and functionality, providing a 360-degree view of application performance. It assists in adaptive Digital Experience Monitoring and evaluating SLAs to prevent performance degradation.

“The platform's performance monitoring feature captures telemetry across various endpoints and scenarios, even including API-specific context. It helps identify whether performance issues are at the application layer by sampling data over time and generating alerts for deviations, facilitating anomaly-based detection. Additionally, it calculates thresholds and notifies any critical performance issues.

“Although it does not primarily focus on network performance, it excels at monitoring application performance, especially in API evaluation, time to first byte, mean latency, and other metrics. Splunk AppDynamics also monitors apps interacting with AI models, which is a unique offering compared to competitors..”

Tejas Jain

Principle Cloud Architect at a tech services company with 11-50 employees

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“The features and advantages I value most about Splunk AppDynamics include the L1 to L7 visibility we obtain on the application front. If you host any application, for example a website, you will get end-to-end information regarding application performance. Sometimes people say that the issue is latency, some people say it is an internet ISP side issue, and sometimes people say that it is on the SQL side and application performance. We have to get the end-to-end visibility. For example, people might use multiple APIs, and we need to determine whether the particular latency is because of the API, because of latency, or because of infrastructure. With Splunk AppDynamics, we will get this information completely.

“Digital Experience Monitoring will help only if you implement the application agents across your endpoints. For example, I am in Chennai, India. Sometimes I will go to Singapore. If my applications are installed with the agent, it will provide complete visibility of how I am using the application and whether my experience is good. We are able to get context-wise information from the telemetry front.

“Artificial intelligence in Splunk AppDynamics is helpful..”

Mohan Janarthanan

Associate Vice President at Novac Technology Solutions

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“The best features Splunk AppDynamics offers include business transaction journey maps, service maps, dashboarding visualizations, and baselines.

“I find myself relying on the service maps the most because they provide a high-level visualization of the different layers of instrumentation where the application is connected to upstream and downstream dependencies.

“The dashboards give a high-level perspective into the full stack visibility into application performance.

“When the machine agent is connected, we also get enriched data, allowing an application team to look into all the specifics from the application layer to the infrastructure, giving them substantial visibility into the metrics and transactions they are discussing.

“Splunk AppDynamics has positively impacted my organization substantially because most of the critical applications within our organization are monitored through Splunk AppDynamics for application performance monitoring.

“Issue resolution has come a long way, and the mean time to detect incidents and enable troubleshooting efforts is really helping the application team work through many challenges..”

Prasanth Madhavan

Head of Observability at a financial services firm with 5,001-10,000 employees

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“The best features Splunk AppDynamics offers in my experience are those that help the IT team respond quickly to ensure we can take corrective action as quickly as possible.

“The specific features in Splunk AppDynamics that help me act quickly include real-time alerts via email, which give us immediate notifications when there are any anomalies or incidents within the network, enabling us to identify issues and take corrective action immediately.

“The dashboard in Splunk AppDynamics is easily customizable, allowing me to add whatever I want to monitor within the network, and it gives me the ability to move what are known as tiles across the dashboard; it allows multiple monitoring features to be included, making it fully customized for our particular needs.

“The governance and security within Splunk AppDynamics is designed for user ability, giving me the capacity to take whatever necessary action, allowing control over how AI works within the environment.

“The AI feature in Splunk AppDynamics has been dependable for us, providing accurate readings when there's an alert.

“The effectiveness of Splunk AppDynamics' auto-discovery and mapping in visualizing our application ecosystem is excellent, providing us updated and live information.

“In diagnosing performance issues, Splunk AppDynamics' AI-powered anomaly detection and root cause analysis is excellent, offering quick response times and detection, with alerting features that make the tool effective in scanning and providing recommendations for corrective action..”

Sunil Ramroop

Information Resources Coordinator - Application at PowerGen

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“In the last six months, we are using Splunk AppDynamics for a very strong compliance and security monitoring aspect, where we can detect unusual activities such as unauthorized logins or multiple login attempts, any kind of data manipulation, or tampering with our training and assessment data. These compliance requirements are very critical, and all these things are happening. Additionally, we are using data analytics for program management, monitoring how many active candidates there are, what the assessment completion rate is, training completion rate, and everything. We can now use these things additionally for the last six months, and because of that, a lot of good habits have developed in the system where AI-powered anomaly detection is helping us auto-remediate systems or predictively resolve issues instead of reactively. Things are done in a very proactive way, which is really promising for our clients and internal team.

After the deployment of Splunk AppDynamics, we had very good customer experience. Our clientele experience has improved multifold, and we are not facing any kind of latency or lag time. Downtime performance issues have reduced to a great extent. The performance of various applications has improved multifold, and there is faster issue resolution with a twenty-four-seven resolution system in place through chatbots and tracking systems, which help us a lot. Improved user experience and satisfaction are definitely critical for us because ultimately these last-mile beneficiaries share their experiences, helping us to scale up. Now with compliance and security monitoring in place, we are better audit-ready, and all kinds of anomaly detection or threat detection are happening in a very advanced manner. There is reduced manpower-driven manual monitoring, and now the system does automatic red flags and alerts us of any incoming threat. Real-time dashboard visibility gives us real-time data insights. All these things are great features of Splunk AppDynamics.

The strategic use cases and value proposition were the main advanced features which have helped us multifold. There is increasing reliance on digital platforms for training, assessment, certification, apprenticeship, and candidate lifecycle management, and Splunk AppDynamics has acted as a comprehensive application performance monitoring solution for us. This has brought a lot of business

intelligence. The business intelligence for supporting and scaling it was earlier lacking, and we were unable to finalize action plans for our future. Now it has changed the way we work and think. It has definitely helped in terms of visibility because we have end-to-end visibility across any kind of skilling journey, monitoring every stage. There are approximately ten critical stages including candidate registration, training phase, assessment phase, and certification phase, all of which are being monitored critically, and we have been able to improve compliance and reduce processing days. Now we can monitor real-time status of the batches and improved evidence upload success rate, and certification pending cases have reduced. Visibility has improved so much that we track login patterns, starting time of programs, validation across various stages, training and assessment completion rates and timelines; everything is monitored critically. The system is also embedded with early warning systems for alerts wherever delays happen or mismatches in processes. Earlier, these things were hidden, causing a lack of transparency in the entire process, but after this implementation, it is amazing to monitor APIs and their response times, functioning, failure rates, synchronization delays, or data integrity issues. These critical areas were highlighted by clients, impacting our success and failure significantly. Now, they are the foundation of the entire monitoring, and it has become possible after the deployment of Splunk AppDynamics, with these parameters providing confidence and credibility in the market..”

Purnambica Kolavennu

Project Manager at AGRICULTURE SKILL COUNCIL OF INDIA (ASCI)

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Other Solutions Considered

“Before adopting Splunk AppDynamics, we used Datadog for several years, initially seen as a strong market player. However, the high costs prompted us to search for more affordable solutions, leading us to switch..”

Shrinkhala Singh

Deputy General Manager at Agriculture Skill Council of India

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“In evaluating options before choosing Splunk AppDynamics, we considered New Relic and tested Datadog. The performance consistency and favorable peer feedback heavily influenced our decision in favor of Splunk AppDynamics..”

Shrinkhala Singh

Deputy General Manager at Agriculture Skill Council of India

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“My previous setup was Dynatrace, and we were using Dynatrace. Recently, we moved to Splunk AppDynamics for moving our SaaS platform to the cloud. Our applications are both on-prem and in the cloud, so we have moved to a hybrid model with Splunk AppDynamics..”

Mohan Janarthanan

Associate Vice President at Novac Technology Solutions

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“There are other vendors in application performance monitoring, such as Dynatrace, which are less premium-priced than Splunk AppDynamics. Splunk AppDynamics has always been expensive, and while it leads in functionality, other solutions are available for different budgets..”

Tejas Jain

Principle Cloud Architect at a tech services company with 11-50 employees

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“We used another solution, one of the most comprehensive APMs, back in twenty twenty-one. We were trying out multiple platforms. We used New Relic and Grafana, which were affordable and also good. We stopped due to compliance objections and found New Relic great for budget-conscious organizations..”

Purnambica Kolavennu

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Project Manager at AGRICULTURE SKILL COUNCIL OF INDIA (ASCI)

“We studied a few platforms to check their application monitoring, observability, analytics, and business intelligence capabilities against our requirements. We evaluated New Relic and Grafana and also considered Dynatrace, an AI-powered solution widely used in large government and enterprise ecosystems. However, our governing board did not approve it. We also looked into Datadog, recommended for cloud-native monitoring analytics, which was useful as we had multi-cloud systems. There was another solution called Site 24/7, which was also good for large-scale deployments, but we were not looking into that at the time. After evaluating these options, we decided to switch to Cisco's Splunk AppDynamics..”

Purnambica Kolavennu

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Project Manager at AGRICULTURE SKILL COUNCIL OF INDIA (ASCI)

ROI

Real user quotes about their ROI:

“A general impact is that during any outages, incident application teams or end-user teams rely on Splunk AppDynamics to look into application performance and identify performance bottlenecks..”

Prasanth Madhavan

Head of Observability at a financial services firm with 5,001-10,000 employees

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“I can quantify the return on investment with Splunk AppDynamics. When comparing Splunk with competitors such as Dynatrace and other products, I wonder if the difference is only in price or if there are also differences in terms of functions and capabilities..”

Mohan Janarthanan

Associate Vice President at Novac Technology Solutions

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“Regarding ROI, the reduction in turnaround time, particularly in performance degradation detection and response, improved by around 17 to 18 percent. This improvement helped justify the cost of acquisition, especially for our client, who served APIs consumed by third parties with strict SLAs having financial implications for service degradation..”

Tejas Jain

Principle Cloud Architect at a tech services company with 11-50 employees

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“Regarding whether I have seen any return on investment so far regardless of expenses, I think we can say so because of the problems we had in the past and the fast way we solve problems with the tool. The technical person that is using this is quite happy when they know what to fix..”

Per Eklund

Manager, System Scom at Handelsbanken

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“Regarding pricing for AppDynamics, I would rate it as high cost, but this is primarily because the ROI is very low today rather than the license costs. I work for an MSP and have a massive discount, yet I see better ROI in competitors like Dynatrace, where the benefits to customers are higher..”

Nuno Rosa

Principal Consultant at Infosys

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“There are unique cases where we are attracting high-performance centers to our sector, which was not the case earlier as the transparency has increased so much in the system. People see our strong processes and are attracted to us, becoming clients and users. Because of a focus on our quality system, we are recognized in the market for our quality delivery. Many people are coming to us and participating in programs, leading to increased revenue. Our organization revenue has doubled after the introduction of Splunk AppDynamics and other features. We have been able to do a lot of justice to the entire systems. Additionally, our costs and expenses have reduced multifold because earlier we had four to five applications for monitoring and reporting. Now everything is done in a unified way through Splunk AppDynamics, providing a lot of benefits and reducing burdens. Our leadership position has improved in the ecosystem, and because of increased business observability beyond technical monitoring, improvements in business outcomes have resulted in people depending on our system to get their main tasks done. All in all, it is a great time and a win-win solution for anyone becoming part of our system..”

Purnambica Kolavennu

Project Manager at AGRICULTURE SKILL COUNCIL OF INDIA (ASCI)

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Use Case

“Splunk AppDynamics serves as our main solution for end-to-end application performance management, and we conduct a certain level of digital experience monitoring as well.

“We ensure that customer visibility is being perceived properly, and we want to understand issues much before customers struggle through them.

“We are helping different application support teams by enabling them to gain the right visibility into the tool stacks that we have..”

Prasanth Madhavan

Head of Observability at a financial services firm with 5,001-10,000 employees

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“My main use case for Splunk AppDynamics is application performance monitoring and visibility across the infrastructure.

“It helps me troubleshoot incidents and improve overall reliability within our network.

“Recently, I identified some incidents within our network using Splunk AppDynamics, which helps identify where there are issues and gives us alerts when this issue happens, along with recommendations on how we can rectify these alerts.

“Regarding my main use case, I'm interested in how the dashboard is designed; it helps to provide important, live information and gives us an overall glance at how the organization and the infrastructure are working.

“We use agents for data collection features, not OpenTelemetry.

“We haven't implemented business transaction monitoring features yet, but we are looking into having this implemented soon..”

Sunil Ramroop

Information Resources Coordinator - Application at PowerGen

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“I have been using Splunk AppDynamics for almost four to five years now.

“My main use case for Splunk AppDynamics was initially a very limited requirement for monitoring the performance of different applications we have, aiming to achieve real-time full stack observability of all platforms and their impact on our business productivity and client requirements. Currently, we are using it widely for innovating agricultural use cases, actively automating our supply chain in agriculture, utilizing IoT sensor networks, and securing our precision farming platforms. These tools handle massive amounts of machine-generated data within the Indian agricultural ecosystem, and Splunk AppDynamics has proven its worth every year.

“A specific example of using Splunk AppDynamics in one of our agriculture projects relates to optimizing crop yields and preventing equipment downtime in farm mechanization. Through Splunk Apps, we streamline our extensive sensor networks, which are crucial for precision agriculture. Soil moisture, temperature, and humidity must be regulated, as failure to do so can lead to disastrous outcomes, and Splunk AppDynamics monitors these conditions twenty-four hours a day, seven days a week. It aggregates data, tracks environmental conditions, and provides customized insights tailored to specific soil and states, achieving prediction accuracy of approximately ninety-five to ninety-nine percent.

“Furthermore, we monitor our digital dashboards and mobile apps for controlling irrigation systems and tracking crop health, which helps ensure compliance with food control environmental regulations mandated by the CAG audit in India, making Splunk AppDynamics truly a savior for our organization..”

Shrinkhala Singh

Deputy General Manager at Agriculture Skill Council of India

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“Regarding Splunk AppDynamics, I was exposed to it in 2023, though I did not work extensively with it. It was used for application performance monitoring for an e-commerce client with a vast application setup. They aimed to quantify metrics such as footprint, latency, and performance, so we deployed it in a cloud-based setup covering both SaaS and on-premises applications.

“We also utilized a feature to detect high-level vulnerabilities, providing a risk score. However, we focused more on the application layer performance monitoring rather than network performance.

“We also utilized it for Digital Experience Monitoring, observing how the application performed across various endpoints, such as laptops, mobile phones, or web browsers. It provided observability and insights into potential breaches in SLAs, helping us understand performance issues across different layers. Moreover, it assisted in monitoring applications interacting with AI models, performing anomaly-based detection for latency spikes or performance reductions.

“The app teams believe Splunk AppDynamics enhances business resilience by providing insights into the application context, though I primarily focus on infrastructure metrics. Application teams benefit from it as it distinguishes whether an issue is application or infrastructure-related. It aids infrastructure teams in pointing out application-specific problems when the underlying network layer is clean.

“This differentiation is crucial, especially when everything is built on one server, such as the front-end, back-end, and databases..”

Tejas Jain

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Principle Cloud Architect at a tech services company with 11-50 employees

“I work for a supply chain SaaS organization, and Blue Yonder is a global supply chain SaaS company that provides supply chain management solutions for global enterprise customers. For handling enterprise-class customers, we definitely need an enterprise-class product rather than an open-source observability or log management solution. That is why we picked Splunk AppDynamics as our strategic observability and log management solution, and the deployment was completed in a couple of weeks with the help of a third-party vendor.

“Log management is the primary purpose for which Splunk AppDynamics is used.

“We use Splunk AppDynamics' data collection feature, and using the OpenTelemetry standards, we were able to integrate with our existing set of systems for log management, metrics, traces, and everything that is part of the observability solution offering.

“We sell our application management solutions, and the application's digital user experience in Splunk AppDynamics is really good for our global customers. When an external customer is impacted due to application slowness, my support team or my SRE team can go to Splunk AppDynamics portal where we can drill down into the problems, the SLAs, and the response times using this digital experience feature.

“For infrastructure monitoring, we are not using Splunk AppDynamics, but for application monitoring, we are using it. The performance is really good and the product features are really good. We have more than 100-plus applications being monitored using Splunk AppDynamics, and for application performance monitoring, the product features are really good..”

Ravi ShankarSundarasan

Senior Enterprise Cloud Architect at Blue Yonder

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“We are currently using Splunk AppDynamics for AI automation enhancement in the agriculture ecosystem. In our ecosystem, there is a significant role in monitoring, optimizing, and securing the digital platforms used for agriculture scaling, especially for our large-scale programs including government programs and private programs. In this context, there are many digitized learning modules and learning management system portals, evaluation systems, training portals, and candidate registration portals. All these different clientele applications and software are being used for conducting various activities. Unifying all of them at one place and extracting data insights from them is very critical. That is why we are using Splunk AppDynamics.

Splunk AppDynamics is definitely used for our real-time monitoring because earlier there was a lag in terms of the monitoring and real-time monitoring of the data and platform. Now we are able to monitor the performance of candidate registration portals, our learning management system platforms, assessment applications, evaluation systems, and certification systems. Because we are digesting a large amount of data on cloud-native applications, there is often a problem of slow response time, lag, or application crashes, with the majority of candidate reports showing login failures and server outages. Post-deployment of Splunk AppDynamics, all these detections are done in a very proactive manner and any kind of system anomalies are flagged proactively. Splunk AppDynamics is ensuring uninterrupted access for all of us.

There is a huge and tremendous amount of data being digested and used in the system. For every software, application performance is one of the critical factors through which we generate realistic outcomes, and that was not possible earlier because it is not humanly possible to do this manually, and performance ratings were very difficult for us. We needed visibility as we moved from processing high amounts of data to individual mapping of functionalities, which is being done through this solution. Performance monitoring, taking all the data and monitoring it in real-time and trying to match whether the organizational KPIs are aligning or not, was really important. We are doing real-time monitoring, digitization of our monitoring systems, and using Splunk AppDynamics for analyzing the user journeys because it is a very important experience. We have candidate experience

monitoring systems in place, which are being monitored very well by Splunk AppDynamics. Infrastructure and cloud visibility is another critical point. We are absolutely delighted because the deployment of this monitoring of cloud-hosted applications and servers is supporting and supplementing the agriculture skilling programs, which became very easy. Now we can track our memory consumption and network latency, monitor our database performance, and the usage of storage. All these infrastructure monitoring and the security and compliance monitoring are done in a great way..”

Purnambica Kolavennu

Project Manager at AGRICULTURE SKILL COUNCIL OF INDIA (ASCI)

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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.

“It was quite simple for me and my team to deploy Splunk AppDynamics. I did not take part in the deployment process myself, as I have people handling that..”

Charles Roberti

Chief Executive Officer at ENAD

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“The initial deployment is very straightforward if one reads the documentation correctly. All steps are clearly outlined in the documentation, making the setup hassle-free..”

Ramani Happy

Dev Ops Engineer at Data Elicit Solutions Pvt. Ltd.

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“The deployment of Splunk AppDynamics was smooth and quick, successfully integrating into our business processes and standard operating procedures within a fifteen-day period, which we appreciate..”

Shrinkhala Singh

Deputy General Manager at Agriculture Skill Council of India

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“Initially, the setup process for Splunk AppDynamics is complex, and teams are facing some challenges in the initial setup. However, now that the team is used to it, it does not look very complex. Splunk AppDynamics can focus on making it smoother..”

Muhammad Zeeshan Siddiqui

Head Of Technology And Services at a tech services company with 201-500 employees

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“For Splunk AppDynamics, the initial setup process I've encountered has been simple since I only increased the scope of what was already established four years ago, and while there is a challenge with multiple agent solutions, the product is generally beneficial..”

Rajkumar ReghuVarma

Technology Architect at a tech vendor with 1,001-5,000 employees

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“The setup for Splunk AppDynamics is pretty simple.

“I have the agents installed on all our telemetry collectors, and the pricing is pretty much competitive, while the licensing is still acceptable..”

Prasanth Madhavan

Head of Observability at a financial services firm with 5,001-10,000 employees

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Customer Service and Support

“The support is awesome. After Cisco came in, the overall support and service have become much better, showcasing a notable improvement. It works the way they claim it works, or it is supposed to work. Overall, I rate them as 8.5 out of 10..”

Tejas Jain

Principle Cloud Architect at a tech services company with 11-50 employees

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“Customer support from Splunk AppDynamics is fair but requires enhancements in ticket resolution times. We often encounter long wait times for issue resolution, highlighting a need for improved service efficiency as our business volume grows..”

Shrinkhala Singh

Deputy General Manager at Agriculture Skill Council of India

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“We contact technical support when we do the implementation and onboarding of Splunk AppDynamics, as it is part of our enterprise contract. Sessions with the solution engineer helped us in defining the initial architecture and sizing, which was fundamental..”

Ramani Happy

Dev Ops Engineer at Data Elicit Solutions Pvt. Ltd.

[Read full review](#) 

“With our premium support contract for Splunk AppDynamics, we are very satisfied, receiving consistent support including bi-weekly calls with customer success managers and product specialists..”

Rajkumar ReghuVarma

Technology Architect at a tech vendor with 1,001-5,000 employees

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“Customer support is excellent, and I would give it ten out of ten. The twenty-four-seven customer support is very good, resolving tickets in twenty-four to forty-eight hours. It could improve to twenty-four hours maximum since many applications offer swift responses. The chatbot system is well-structured and does not provide shallow answers. It dives deep into questions, leading to effective solutions, often making it feel that a human is resolving issues at the back end. I give them ten out of ten for these reasons..”

Purnambica Kolavennu

Project Manager at AGRICULTURE SKILL COUNCIL OF INDIA (ASCI)

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“I normally communicate with the technical support of Splunk AppDynamics for any incidents or issues, but we have not opened any tickets yet. We also have 40 optional support hours committed in our contract.

Currently, I have not communicated with any technical support specialists from Splunk AppDynamics because we are still in the integration phase, but if we face issues during testing, we will use the support hours we have committed..”

Ahmed-KASSAB

Senior Delivery Manager at GE Vernova

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Other Advice

“I am using secure application features in Splunk AppDynamics. Splunk AppDynamics helps improve business resilience. I have seen many good aspects of the product and many advantages, while also identifying areas for improvement or concerns with the product. My overall review rating for Splunk AppDynamics is 32 out of 100..”

Mohan Janarthanan

Associate Vice President at Novac Technology Solutions

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“I think anyone who wants to monitor their native workloads and legacy platforms to gain full visibility can use Splunk AppDynamics.

“I rate this product a six overall..”

Prasanth Madhavan

Head of Observability at a financial services firm with 5,001-10,000 employees

[Read full review](#) 

“My advice for those considering Splunk AppDynamics is to actively explore its capabilities. It stands out from other platforms, providing real-time monitoring and significant data insights. I urge organizations, particularly in agriculture, to leverage the potential of Splunk AppDynamics to empower their operations further. I would rate this solution a nine out of ten..”

Shrinkhala Singh

Deputy General Manager at Agriculture Skill Council of India

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“I would rate Splunk AppDynamics a 10 on a scale of one to 10.

“I choose 10 for my rating because the customization for Splunk AppDynamics is great; it is easily customizable, easy to use, and the interface is updated with respect to overall live information.

“My advice to others looking into using Splunk AppDynamics is to clearly identify the metrics, start with the most critical, and then expand; it's also important to configure the dashboard and alerts to meet organization requirements, providing training to the respective team for monitoring and support.

“My overall rating for Splunk AppDynamics is a 10..”

Sunil Ramroop

Information Resources Coordinator - Application at PowerGen

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“Splunk AppDynamics is a powerful and reliable solution for application performance monitoring and strengthening compliance requirements. Every organization has different priorities; for us, strong [APM](#) was the priority. This

solution was outstanding, and even during the trial, we were sure we would choose it. It is slightly higher on the pricing front, but it is very reliable. If you go for it, have your trial, discuss customization with your team, and if it meets your business needs, you should definitely proceed with it.

Cybersecurity and compliance monitoring features are highly rated because we deal with large volumes of personal data under data protection and policy acts. We are advised that the personal data of millions of Indians should not be leaked. That is why cybersecurity and compliance are critical for our system. Through security monitoring, we can detect unauthorized accesses including credential misuse, data leakage attempts, suspicious activity, or data leaks occurring in the ecosystem. All these are monitored critically, and we receive alerts and red flags. Additional compliance requirements improve data governance processes. We use AI-powered operational intelligence embedded with predictive analytics for forecasting priorities, identifying system failures, overloads, and bottlenecks. Root cause analysis is performed, leading to the removal of server issues, application issues, and database bottlenecks, greatly helping us. I give this solution a rating of nine out of ten..”

Purnambica Kolavennu

Project Manager at AGRICULTURE SKILL COUNCIL OF INDIA (ASCI)

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“Splunk AppDynamics is not doing anything uniquely that competitors such as Elastic are not doing. We use PRTG for network monitoring and rely on other tools for network performance telemetry.

“We did not utilize its vulnerability management feature extensively due to its overlap and noise, as we already have robust VMDR solutions. Different enterprises may find value in this for small setups needing a packaged vulnerability tool.

“Splunk AppDynamics documentation is excellent, and the deployment process is

straightforward, especially for existing Splunk AppDynamics clients. Knowing where APIs are is crucial, and the setup typically involves agent and API integrations.

“While invaluable for application teams, it might be less valuable for infrastructure professionals focusing on underlying parameters, except as a tool to differentiate application versus infrastructure issues.

“Given Cisco's integration, this solution has improved with robust customer support, functioning as expected despite facing high costs and similar alternative solutions. I rate this solution a 9 overall..”

Tejas Jain

Principle Cloud Architect at a tech services company with 11-50 employees

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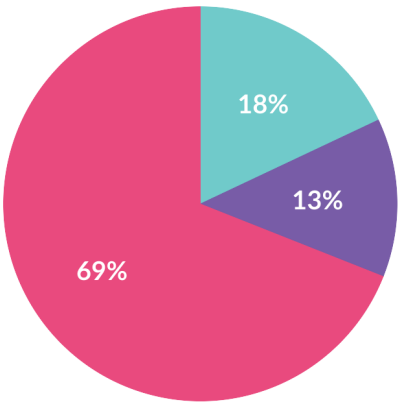
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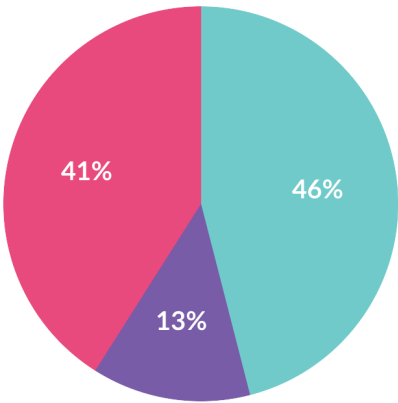


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