aws marketplace

NetApp Data Infrastructure Insights

Reviews, tips, and advice from real users

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Product Recap

NetApp Data Infrastructure Insights

NetApp Data Infrastructure Insights Recap

NetApp Data Infrastructure Insights delivers comprehensive capabilities like visibility, usage optimization, and real-time alerting to manage and report resource utilization efficiently.

NetApp Data Infrastructure Insights focuses on strengthening data security and enhancing performance monitoring. Its sophisticated analytics tools offer clarity on complex resource interdependencies, reducing troubleshooting times. With advanced dashboards and data visualization, users can efficiently monitor performance metrics and optimize infrastructure management. While it boasts numerous features, improvements are needed in reporting, affordability, and simplifying the interface.

What are the key features of NetApp Data Infrastructure Insights?

- Visibility and Optimization: Tracks resource utilization to optimize operations.
- Real-time Alerting: Provides immediate alerts for performance issues.
- Advanced Analytics: Uncovers multi-tiered insights for better decision-making.
- Snapshot Capabilities: Enhances security by providing recovery points.
- Comprehensive Dashboards: Visualizes complex data for performance monitoring.

What benefits and ROI should users expect?

- Improved Efficiency: Streamlines performance monitoring and troubleshooting.
- Increased Security: Identifies vulnerabilities like ransomware threats.
- Resource Optimization: Forecasts capacity needs to prevent bottlenecks.
- Seamless Integration: Unifies technologies like VMware and Nutanix for cohesive management.

Organizations implementing NetApp Data Infrastructure Insights across industries can expect improved analysis capabilities and security measures. From finance to healthcare, entities rely on its ability to integrate diverse environments like virtualization or storage management, enhancing predictability and efficiency in their operations.

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Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "NetApp Cloud Insights helps reduce the time spent on problem resolution by up to 50% for my customers, making their operations significantly more efficient and productive, which is a perfect outcome."

Punit Waghela

Technical Specialist at Softcell Technologies Limited

- "NetApp Cloud Insights helps with login monitoring and troubleshooting. Previously, if we had performance concerns or needed to interface with other groups and their products, a task that should require only one or two people turned into a six-person job."

Jesse Lyon

Sr. storage Administrator at Nationwide Children's Hospital

- "All our production clusters are in Cloud Insight. It provides a single pane of glass, giving us visibility into the environment, which allows us to understand if any issues are going on across any of our clusters."

Scott Lauters

Associate IT Director at a tech vendor with 10,001+ employees

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"The visibility and assistance with security vulnerabilities are valuable."

Yaswanth Yathaluru

Sr. Storage & Backup Engineer at a retailer with 10,001+ employees

"One feature we appreciate the most is its ability to take snapshots, which adds an extra layer of security and allows us to protect our data effectively."

Validated user

Storage Engineer at a legal firm with 501-1,000 employees

"The solution is easy to deploy."

Wenhua Wu

Engineer Manager at FTSC

"The solution is 98 percent stable."

Validated user

Product Manager - Netapp at a computer software company with 1,001-5,000 employees

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What users had to say about valuable features:

"The visibility and assistance with security vulnerabilities are valuable. For example, last year we had an issue with log forgeries but it was easy to fix because the dashboard highlighted the issue and provided solutions. ."

Yaswanth Yathaluru
Sr. Storage & Backup Engineer at a retailer with 10,001+ employees

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"One feature we appreciate the most is its ability to take snapshots, which adds an extra layer of security and allows us to protect our data effectively. The visibility is incredibly important for us. It allows us to monitor and track who is accessing our data and what actions they are performing, even if they have legitimate access rights.

I've been quite impressed with the capability to create an inventory of resources as it allows us to easily assess our space, capacity, and performance.."

Validated user
Storage Engineer at a legal firm with 501-1,000 employees

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"Cloud Secure is definitely the most valuable feature and being able to see file level activity. It gives real-time alerting on possible ransomware attacks and provides file security review. It helps us to see if something abnormal is happening on the system before it's too late.

Since it is cloud-based, it can be accessed from anywhere. That is good because we can check up on any types of issues affecting our on-prem equipment. Being able to look at that from anywhere has been very efficient.."

Validated user
Director of IT at a logistics company with 501-1,000 employees

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"NetApp Cloud Insights helps reduce the time spent on problem resolution by up to 50% for my customers, making their operations significantly more efficient and productive, which is a perfect outcome.

NetApp Cloud Insights is very helpful for troubleshooting. In an enterprise, there can be thousands of servers and tools. If a user is facing a performance issue, it is very hard to troubleshoot. NetApp Cloud Insights helps us to analyze where exactly the issue is coming from. It is a very good monitoring tool to monitor all the environment components from a single console.."

Punit Waghela
Technical Specialist at Softcell Technologies Limited

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“The most valuable features are the dashboards and data visualization. There are multiple ways to visualize data.

It's cleaner than traditional graphs like bar graphs or line charts.

For monitoring, the infrastructure stack is pretty holistic. It's not a LAN WAN monitoring tool, so it's not really going to look at the network side of things other than SAN Fabrics. As far as the infrastructure deck that we have, it's also pretty holistic.

Moreover, the solution is good at pinpointing problem areas; it is able to pull in metrics from all different sources in the infrastructure stack, figure out the relationships between them, and then allow me to graph it all in a unified interface and consume the data in one place. Being able to look at latency literally in a single graph and examine it at the VM level, data store level, and SAN level and compare that within a single graph is hugely powerful..”

Validated user

Senior Systems Engineer at a legal firm with 1,001-5,000 employees

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“Cloud Insights gives us visibility into more than just our infrastructure. Our virtualization and storage groups are separate. Virtualization and computing are separate, but we can manage the storage infrastructure and switching. It became confusing when we were trying to troubleshoot because we knew what we were presenting to them and loosely what was supposed to be on it, but we didn't know what they did. It turns into a game of 20 questions.

Sometimes, you say, "We're getting alerts for this. Can you tell us what's going on?" It immediately turns into a battery of questions: What type of concerns? Who's complaining? With Cloud Insights, we can identify the problem device and see what's in it. We can see what node it's on. We've got one virtual machine that's pulling in 20 other ones, so we can ask the virtualization guys, "Are you concerned about this? You're not? Okay, you deal with this later."

Cloud Insights enabled us to make better decisions with our infrastructure instead of blindly knocking on doors, saying, "Hey, are you getting alerts, too?" It has helped diagnose a rash of issues. It's led us to some significant annoyances with Cisco and getting them to assist in resolving some of them..”

Jesse Lyon
Sr. storage Administrator at Nationwide Children's Hospital

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Other Solutions Considered

"We were using NetApp Unified Manager, which provides a cluster-by-cluster view. Cloud Insights provides us with a single pane of glass and allows our other monitoring teams to share this view as well.."

Scott Lauters
Associate IT Director at a tech vendor with 10,001+ employees

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"It was on the free tier. We were just testing to see what was in there, since there wasn't a cost. It was only to have a look.

We are not evaluating other solutions.."

Validated user
Storage Engineer at a media company with 5,001-10,000 employees

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"We have used Varonis for ransomware alerts, utilizing its policy framework to enhance our security posture. While Varonis is a policy-based application, it lacks the capability to provide real-time data and notifications. In contrast, Cloud Insights' Cloud Secure feature offers real-time information and allows us to take snapshots when specific policy conditions are met. This ability to respond in real-time and protect our data with snapshots is of great significance to us.."

Validated user
Storage Engineer at a legal firm with 501-1,000 employees

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"We used OCI, OnCommand Insight. It was the self-hosted NetApp performance monitoring tool.

We made this switch because NetApp told us that the bulk of the development effort was going to be focused on Cloud Insights, so that was where new features were going to be landing first.

If we wanted to suggest or recommend features, that's where it would go. So it just made sense to go there. ."

Validated user
Senior Systems Engineer at a legal firm with 1,001-5,000 employees

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"We did look at some other options, on-premise solutions for identifying, and we found that there were some problems with them. One of them was Varonis, but they were more security-related towards ransomware and identifying insider threats. With Cloud Insights you got that but you also got the performance enhancements through the ability to see how to tweak or manage performance of storage stuff.

We did do a trial with Varonis and ran into some problems with their collectors causing blocking issues at the time. We didn't feel comfortable with the results of that performance. We didn't see the same performance issues with this solution.."

Validated user
Director of IT at a logistics company with 501-1,000 employees

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"My customers do consider other vendors before working with NetApp; however, those competitors often have limitations. For example, they may only monitor specific brands such as Dell servers, creating dependency issues that restrict monitoring capabilities. While I can't recall the exact name of that competitor, I know that their tools do not offer the versatility that NetApp provides.

When comparing NetApp with other solutions, the standout benefits of NetApp are its ability to monitor all components in a customer's environment without the vendor-specific limitations seen with competitors' tools. Customers can use a mix of Dell, HP, or Lenovo servers and expect consistent monitoring across the board. This lack of dependency on hardware allows for a more integrated and comprehensive monitoring solution, which is a significant advantage.."

Punit Waghela
Technical Specialist at Softcell Technologies Limited

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ROI

Real user quotes about their ROI:

"Cloud Insights was part of a bundle, so it isn't easy to quantify whether we've realized an ROI. We have saved some money by discontinuing Orion's Storage Manager plugins. We've also saved some labor hours. Instead of looking at six portals to find an issue, we're only looking at a single pane of glass. ."

Jesse Lyon
Sr. storage Administrator at Nationwide Children's Hospital

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“It's hard to quantify ROI, but it is definitely worth the investment. What it provides to us has extreme value, helping us to get the full utilization out of our investment in storage. Cloud Insights has helped us to optimize spend by removing inefficiencies and identifying abandoned resources on-prem. Eventually we will be getting there with our cloud infrastructure as well.

We've used it to find storage that is no longer being used by any clients; storage that had been orphaned. We have been able to work with the business centers to determine if the data can be deleted, or should be archived, or moved to less expensive storage if they need to keep it online.

The optimization hasn't reduced our cloud costs yet, but it will eventually, as we move deeper into the cloud. Right now, the lion's share of our data is still on-prem, but we are starting more migrations into the cloud. Cloud Insights will be integral to being able to manage that space and the amount that that space costs us..”

Ed Alexander

Senior Systems Administrator at a computer software company with 10,001+ employees

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Use Case

"The primary use case for Cloud Insights is to provide visibility into our storage groups and other products we don't natively have access to. It gives a lot of behind-the-scenes knowledge about what was happening with the internal personalization group. We had access to their environment to back it up and assist them with the REST situation. ."

Jesse Lyon
Sr. storage Administrator at Nationwide Children's Hospital

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"We use it primarily to look at both performance and security around our NetApp Filers. I know it can expand to other entities within the NetApp, but we really focus on looking at our Filers and using Cloud Secure to see potential ransomware attacks, unauthorized changes to files, and deletions.

It's a SaaS solution hosted by NetApp.."

Validated user
Director of IT at a logistics company with 501-1,000 employees

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"It is for long-term tracking of performance information. I am also looking at the interaction between NetApp systems and non-NetApp systems.

It's only really being used for the storage, and to a limited extent, our VMware.

It is maybe being used once or twice a day at most. We're not using it actively. We are just using it in kind of a testing phase.."

Validated user
Storage Engineer at a media company with 5,001-10,000 employees

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"It is a monitoring and analysis tool. In our environment, we have different technologies such as VMware, Nutanix, or maybe a backup tool. Instead of monitoring them through different consoles, with Cloud Insights, we can integrate everything and monitor from a single console.

The key challenges in enterprise environments that NetApp technology helps to address include the complexity of monitoring numerous servers, switches, and storage devices, as managing them individually requires dedicated resources that may not be available. In large environments with thousands of physical servers, it becomes almost impossible for a team member to constantly check health statuses and resource usage, leading to inefficiencies. NetApp Cloud Insights addresses these issues by simplifying troubleshooting, allowing customers to resolve problems within minutes rather than spending hours or even days on diagnostics.."

Punit Waghela
Technical Specialist at Softcell Technologies Limited

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“The first use case for NetApp Cloud Insights is to monitor clients' infrastructure, excluding their networking equipment, such as IP-based network switches. NetApp Cloud Insights allows clients to monitor their solution from the application down to the storage layer, without drilling down to specific issues such as heat maps, bottlenecks, or spikes in IOPS. This functionality is not limited to NetApp storage or products; it also supports other vendors' products, including HPE, IBM, Dell, and Hitachi, as well as various server vendors and solutions such as Nutanix, VMware, and applications like Oracle, SQL, Microsoft, Linux, and Kubernetes.

The second use case involves end-to-end cyber resilience, starting from the storage layer, where it provides intelligence to interconnect with the on-tap feature. This ensures that any anomaly within a ransomware attack can be detected, reported, and action is taken, such as creating a snapshot. This allows the system or site administrator to recover from a ransomware attack if needed. Additionally, the system can perform cost calculations for multiple business units based on storage capacities, such as calculating the cost of storage per TB or GB. Capacity planning can also be done to determine how long the resources will last before running out.

The solution can be deployed across public, private, and hybrid cloud services and we use AWS, Azure, and Google..”

Validated user

Product Manager - Netapp at a computer software company with 1,001-5,000 employees

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“The main benefit of NetApp Cloud Insights is that it's agentless. It just collects information from the SNMP protocol.

We had NetApp ONTAP installed and we paired with VMware. The biggest challenge for any company is to find the bottleneck on the Edge of the technologies, like between VMware and NetApp. Both products have great reporting and monitoring tools, but whenever it comes to finding issues on the Edge between those products, you can hardly identify whether it's a storage issue or whether it's a virtualization issue. NetApp Cloud Insights greatly blends the performance data, approximates, links together the performance usage from the VMware and NetApp perspectives, and provides you a single pane of glass in terms of the reporting and monitoring through the virtual machine to the hardware storage.You can find any major bottlenecks or any issue points you need to work on. In any IT infrastructure, whenever you improve, like if you buy faster storage, then you move bottlenecks from storage to the network or to the servers. The biggest challenge is to find where that bottleneck is to resolve the issue. I personally found NetApp Cloud Insights very useful in this sense because we were a heavily virtualized environment.We were a heavily virtualized environment with the NFS Protocol, as our storage main Storage Protocol, we were able to easily nail, locate, and resolve some performance issues using Cloud Insights, which would have been very hard to identify.

The biggest challenge though is the licensing model for Cloud Insights. For example, for our environment, the price of purchasing was close to the price of the storage itself, which is why we didn't actually pursue using Cloud Insights further. .”

Alex Tsoi
Information Technology Consultant at TELUS Corporation

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Setup

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

"The setup is fairly straightforward. The only challenge we may have had was building out some of the dashboards, and the NetApp team helped us build those.."

Scott Lauters

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Associate IT Director at a tech vendor with 10,001+ employees

"The setup was pretty straightforward, coming from OCI, where we had five or six, seven servers. Now we're down to two data collectors, and that's it.

It was pretty simple. We had to stand up a couple of Linux virtual machines and install the data collector there, which was straightforward. It was very easy to get set up and get started. ."

Validated user

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Senior Systems Engineer at a legal firm with 1,001-5,000 employees

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"The initial setup process is simple and can be done through self-service. We only require credentials for the necessary equipment, and then we can set up the research, generate reports, and customize them as needed. The best part is that no special training is required.

The amount of time required for deployment is dependent on the quantity of equipment that requires monitoring, therefore, it may take a few seconds or up to several minutes.."

Validated user

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Product Manager - Netapp at a computer software company with 1,001-5,000 employees

"The initial setup is straightforward. You just spin-up the collector. I think one per vendor, one for NetApp, one for VMware, and then link them to Cloud Insights in the private Cloud. That's it.

You can spin-up the environment within an hour for the entire thing. You have the collectible information after the next hour, you will have your environment on a dashboard in Cloud Insights.

The price that came back to us was so ridiculous that we didn't end up implementing it.."

Alex Tsoi

Read full review

Information Technology Consultant at TELUS Corporation

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"The initial deployment was shockingly easy. We attempted to use the ONTAP Cloud connector before that was deprecated, and it was unstable. It was a little disappointing because that was the easiest way to set it up. The most complex part was our own internal policies and getting a server provisioned for it. After that, we configured the cloud connector and that was it.

It took a little while to wait for a guy to provision a server. Once that was done, it was straightforward to integrate Cloud Insights with individual products. For example, with VMware, we added the credentials and the IP address. The data collector discovers and starts pulling in. It was the easiest portion of the setup, and they did a fantastic job of making it integrate quickly.."

Jesse Lyon

Sr. storage Administrator at Nationwide Children's Hospital

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“The initial setup was very straightforward. It was very simple. I told it where the data collector should point to, and it just worked, right out-of-the-box. It took less than 15 minutes to set up. Once you put the data collectors in, you assign what they're collecting and that's it. Because it's a product of NetApp, it was very simple.

The deployment, from start to finish, was about an hour-long meeting. There were a couple things that my system admin had to do, deploying acquisition units, but that didn't take long at all. We have deployed a lot of stuff over the last year, and this was very simple in comparison.

I did not require an implementation strategy for this. It's an analytical add-on tool that just worked. I didn't run into the standard security issues or anything like that.

We have approximately six users on it. They're all within IT and provide information to either executive management or others. Their roles vary from my CIO down to my source storage administrators and my security admins. Storage admins and network admins are looking at it from a performance perspective. My security admins are looking at it in terms of ransomware and the access-control side. Those individuals are also responsible for maintenance. It's a tool that did not require additional staffing and was more of a benefit for the individuals in my group..”

Validated user

Read full review

Director of IT at a logistics company with 501-1,000 employees

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Customer Service and Support

"Its support has been consistently excellent. I've been a long-time user of their services for many years, although I haven't required their assistance recently because I've been handling many tasks on my own. I would rate it eight out of ten.."

Validated user
Storage Engineer at a legal firm with 501-1,000 employees

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"When I did need support because I was having problems with the solution, the first or the second line just didn't understand it. They were providing this only on a software as a service basis. So, they were asking all the wrong questions.."

Validated user
Storage Engineer at a media company with 5,001-10,000 employees

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"Their support has been outstanding. They're very responsive when we raise issues. When we request new reports and modifications to existing reports, they're always right there and ready to assist.."

Ed Alexander
Senior Systems Administrator at a computer software company with 10,001+ employees

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"Support's been great. I have a call with our cloud solutions folks every two weeks. We touch base and so they're very engaged with us, ensuring we're getting traction on the features we're looking for. If we run into any issues, they help us find a solution.

The support's been really good, and the engagement's been good. ."

Validated user
Senior Systems Engineer at a legal firm with 1,001-5,000 employees

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"Their technical support has been great. They understand some of the barriers, some of the things that we've run into, and it's been a very easy interaction. There aren't too many things that can go wrong with the solution. It's been great.

Their turnaround time, depending on the urgency, has been within a couple of hours. We haven't had an incident that involved the security side, but they've been very responsive. We usually open tickets via email for questions around usability.."

Validated user
Director of IT at a logistics company with 501-1,000 employees

Read full review

"I rate NetApp support 10 out of 10. I don't interact much with NetApp technical support. We've mostly dealt with some of their integration teams, and we needed some assistance generating reports once. That process was nice and straightforward.

I've dealt with NetApp support for nearly 15 years at this point, and it's changed a bit over the years, but it beats the support from some other companies that do mass storage by leaps and bounds. I once called NetApp about an issue with ONTAP, and they resolved it in 30 minutes. They've scaled since then and gone global.

Still, I know I can get fast help with an urgent issue. I'm at a children's hospital, and if the doctors are having problems, I can get a callback in 30 minutes from the appropriate team. If it isn't the right team, they will follow up on the issue. I won't have to open a ticket and wait three hours for another call. I'm going to get the right person within 30 minutes.."

Jesse Lyon
Sr. storage Administrator at Nationwide Children's Hospital

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Other Advice

"It is worth a small amount of effort to activate at the free tier: To see whether there is anything there which might help your business. Then, if you feel there will be stuff there, then maybe you can look at getting some licensing for the non-NetApp side of it.

I would rate this product as a seven out of 10.."

Validated user
Storage Engineer at a media company with 5,001-10,000 employees

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"The biggest lesson I have learned is that basic licensing that is free, is useless. That is the biggest lesson. The basic free Cloud Insights does everything, but only with NetApp products, and this information alone doesn't add value to our troubleshooting.

I would rate NetApp Cloud Insights a nine out of ten. I really liked the product. I would have bought it if it wasn't for the cost. I had a perfect business case for it but it didn't work out. ."

Alex Tsoi
Information Technology Consultant at TELUS Corporation

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"Work with NetApp to get the best support possible.

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The biggest lesson I've learned from using the solution has been understanding the relational side of things, how our nodes interact with each other, and how applications can affect multiple nodes in our environment. It's helped us to load balance to make our environment more efficient.

Because it was so easy to deploy I would rate it a 10 out of 10.."

Validated user
Director of IT at a logistics company with 501-1,000 employees

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"I rate NetApp Cloud Insights eight out of 10. It has some room to grow. I only say eight because sometimes it's a little difficult to interpret what the metrics mean. They can report on these metrics, track them, and train them, but there is never a good answer about what they mean. I realized it's hard to do when you're integrating with 30-something products.

I can highlight it and get some context clues about what's happening, but it doesn't give me the scope or the impact. It will tell you that if you're seeing these types of issues, contact your support vertical to resolve them. However, if you're reporting on these metrics, it could be helpful to get large amounts of information within that menu or a submenu.."

Jesse Lyon
Sr. storage Administrator at Nationwide Children's Hospital

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"NetApp Cloud Insights delivers significant efficiencies in addressing performance issues as experienced by an application team running on a single VM. The VMware team must methodically check each component—servers, switches,

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and storage—to find the cause of application slowness, which is time-consuming and frustrating for all parties. With NetApp Cloud Insights, a single click allows for immediate identification of whether the issue is with the storage, server, or network, ensuring faster resolution and improved customer satisfaction.

I would rate NetApp Cloud Insights a nine out of ten.."

Punit Waghela
Technical Specialist at Softcell Technologies Limited

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"I give the solution a nine out of ten.

No maintenance is required.

The data retention is only for a one-year period of time. For longer retention, the customer must download and store the data somewhere.

NetApp Cloud Insights is an excellent product that can be used regardless of whether we are using NetApp, HP, Dell, or Nutanix. One of the great things about this product is that there is a freeware license available for customers who manage up to 500 gigabytes. However, this license has limited features and does not include reporting.."

Validated user
Product Manager - Netapp at a computer software company with 1,001-5,000 employees

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Company Size

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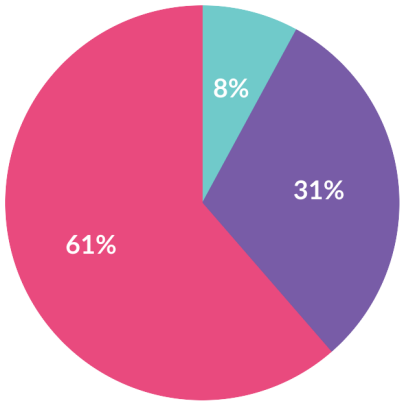

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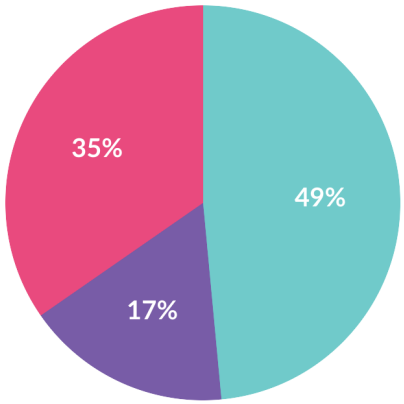

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