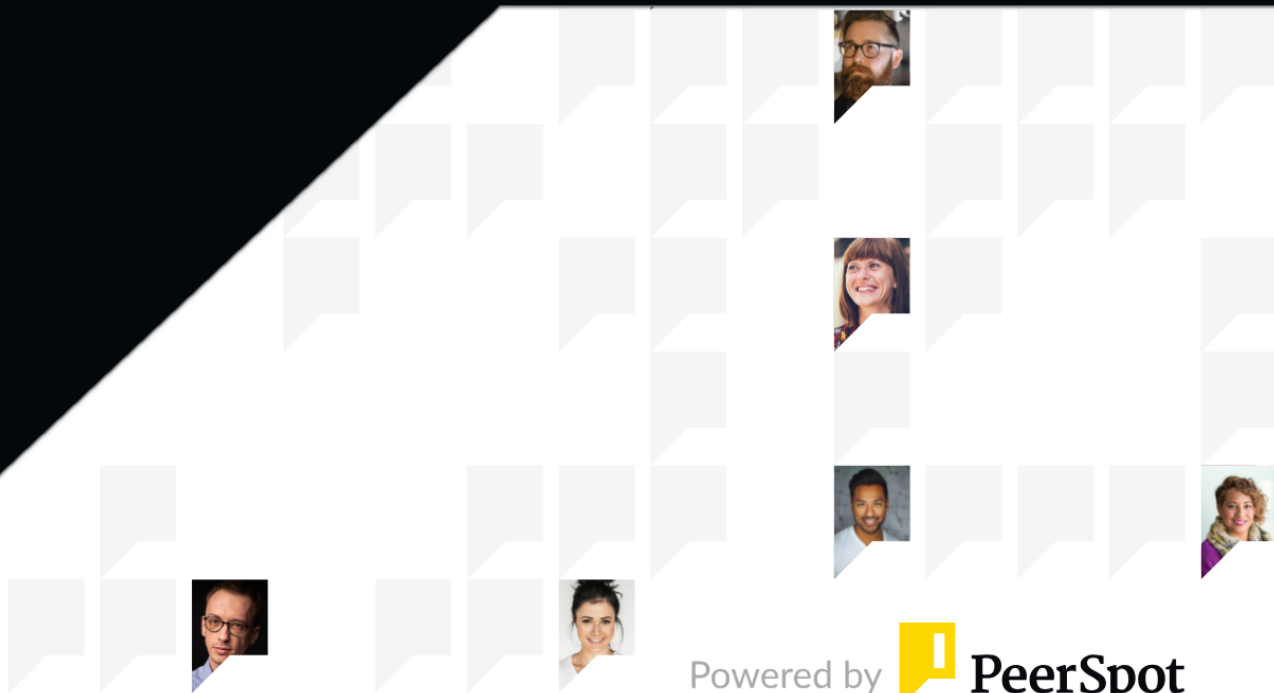


aws marketplace

Logz.io

Reviews, tips, and advice from real users



Powered by  PeerSpot

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Product Recap



Logz.io

Logz.io Recap

Logz.io provides a robust platform designed to streamline log monitoring, offering features like real-time dashboards and AI Insights. It ensures efficient management of environments such as Kubernetes, enhancing operational effectiveness and cost management.

Logz.io is built on an open-source foundation, facilitating quick setup and adaptability for users. Its real-time dashboards are accessible across multiple sub-accounts, allowing seamless scaling and integration into existing services. Log Patterns and Drop Filters improve log clarity by reducing noise, while Kibana visualizations enhance data analysis. Logz.io also supports simultaneous views of metrics and logs, optimizing Kubernetes management and improving logging efficiency. Continuous enhancements in access control, API performance, and documentation are areas for development. Improving AI capabilities and offering better data retention and update management are key focuses for future upgrades.

What are the key features of Logz.io?

- **Adjustable Billing:** Offers flexible billing options akin to AWS.
- **Real-time Dashboards:** Accessible across sub-accounts for better visibility.
- **AI-powered Insights:** Enhances data analysis and alerts predictions.
- **Open-source Foundation:** Ensures a quick setup and ease of use.
- **Kibana Integrations:** Simplifies data visualization and analysis.

What benefits should be evaluated in reviews?

- **Cost Efficiency:** Achieved through refined logging practices and scaling options.
- **Operational Visibility:** Enhanced through real-time dashboards and AI insights.
- **Scalability:** Supports efficient expansion and integration in diverse environments.
- **Improved System Monitoring:** Simultaneous metric-log views aid in better system oversight.

Logz.io is widely used in industries for log collection, monitoring, and aggregation in environments including cloud and AWS. It's leveraged for monitoring application health, security compliance, live game observability, and server performance. Organizations utilize archived logs for issue resolution and leverage dashboards to monitor microservices, ensuring system stability in development and production environments.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Customer satisfaction scores before were around 60%, and now it has increased to over 75%; additionally, the uptime we had was below 99%, and now it stands at more than 99.5%, indicating we are performing much better.”



Arkajyoti Misra

Associate Director at Husk Power Systems



“Logz.io has impacted our organization very positively.”



Udit Parekh

DevOps Engineer at Veefin



“The query mechanism for response codes and application health is valuable.”



Derrick Brockel

Senior Manager of Operations at a comms service provider with 10,001+ employees



“The tool is simple to setup where it is just plug and play. The tool is reliable and we never had any performance issues.”



André Luiz Girol

Engineering Manager at MaisTODOS



“InsightOne is the main reason why we use LogMeIn. This is mostly because of log data that we are pushing tools and logs in general.”



Kuldeep Pisda

Freelance Software Engineer at Self-employed



“We use the tool to track the dev and production environment.”



Sanchit Srivastava

Senior Technical Lead at a consultancy with 10,001+ employees



“We use the product for log collection and monitoring.”



Rusty Weise

Senior Software Engineer Research Development at a tech services company with 10,001+ employees

What users had to say about valuable features:

“The visualizations in Kibana are the most valuable feature. It's much more convenient to have a visualization of logs. We can see status really clearly and very fast, with just a couple of clicks.

The solution's Drop Filters are currently helping us filter out logs that we're not sure whether we want to eliminate completely or not. The solution is great because it gives us a middle ground where we don't have to decide right away if we want to stop streaming the logs or hold onto them longer. That helps drive cost-efficiency when logging within Logz.io.

We're mainly doing correlations either within Kibana or within the metrics, and that is also helping us..”

Verified user

Production Engineer at a healthcare company with 51-200 employees

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“The best features of Logz.io are the centralized log aggregation, fast search and filtering capabilities, and their support for OpenTelemetry. Their dashboards and visualization are very good.

“The main feature is the centralized log management, which has the biggest impact in our organization. Having logs from all the services and infrastructure in one place reduces our troubleshooting time and also improves incident response.

“Logz.io is particularly useful because it scales well as environments grow. Adding new services and applications is very straightforward compared to maintaining self-hosted logging solutions..”

Udit Parekh

DevOps Engineer at Veefin

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“We can query a lot of data points and build dashboards. The vendor is good at adjusting their models. Most companies want us to forecast our yearly use and pay it upfront on day one.

With Logz.io, we commit to use 14 TB in a year. However, they measure us every month and give us a monthly bill. Depending on our monthly usage, we pay for 14 TB divided by 12 months or a little extra. It's a little bit more like AWS. Other solutions do not do it. They want their money upfront.

We really like the dashboards. We have 36 sub-accounts. Each sub-account is an app, and we could put restrictions on that app. Previously, there were capacity restrictions on the sub-accounts.

If we have a sub-account of 1 TB and use only 100 GB, we waste 900 GB that day. We could not share it between sub-accounts. Now, they provide an overhead volume. We do a reserve, and any sub-account could use anything over the reserve. It utilizes our footprint better..”

Derrick Brockel

[Read full review](#) 

Senior Manager of Operations at a comms service provider with 10,001+ employees

“The most valuable feature is the tight integration they have between services that they provide. In our use case, it is great to see all the observability metrics, but also be able to go from that high-level view of important stats that we have deliberately recorded down into the low level of any particular time or server to see exactly what was happening at that moment, when we saw whatever we saw in the metrics.

They have the logging and metrics all in one platform. They are all tightly tied together, so we can look at the metrics and logs at the same time. They have features in there that tie the integration together. This makes them one product as opposed to three. This is super important to us. We were originally looking for something that did just the observability stuff, but then they also had something that did the logging, and we were like, "Well, this solves two problems for us at the same time." They have other features too, but they weren't within our requirements at the time. It was more valuable than having to find two products that did the same thing. It has such tight integration, support, training. etc. It has just made it super easy for us to use because we only have to write one integration.

We use Logz.io's Log Patterns and Drop Filters all the time. The Drop Filters are amazing and hugely beneficial. The Log Patterns are just so useful. We don't have to do any work to set them up. We can just start the main log, then I just say, "Could you parse this into this particular format?" They do. Then, I instantly have all this data coming through, formatted in a way that I need it, which is really useful. We didn't have to think about that upfront. We just look at it afterwards, and say, "Okay, this is really useful.".”

Rory Marquis

Technical Director at Mediatonic

[Read full review](#) 

“The speed of getting up to speed, but we also don't have to manage it on a daily basis. We don't have to worry about scaling it or doing any additional security. It just works. We trust them to keep the platform online.

It auto scales. Whenever we have a peak in logs, we don't need to touch it. We just know that Logz.io will handle it.

I like that it is all open-source tooling under the hood. We have a lot of experience with this. Therefore, we could get up and running very quickly with it, knowing that it is all open technology. Having that there in a single platform and out-of-the-box has been really beneficial for us.

We use Logz.io's AI-powered Insights feature for errors. It finds certain patterns, so we use it to pick out certain unusual events. It is really helpful because it separates real events from the noise. Typically, with these monetary platforms, you might be transmitting slices of events every second or minute. It is very difficult sometimes to pick out anomalies, but this has definitely simplified the process. It is helpful as well for debugging because we can tie it back to specific events in our platform.

We use Logz.io's Log Patterns and Drop Filters very heavily. They are based on open source technology with which we have experience. So, it helps refine our logging to cut out all the noise, giving us a really good signal-to-noise ratio. We are not paying for storage that we don't need. We are only logging the necessary logs on what you are able to drop, such as all the noisy platforms with all the logs that you don't care about. We run in Kubernetes, which is a very noisy computing platform. Having dropped others really helped us save costs..”

Verified user

[Read full review](#) 

AWS Technology Lead at a tech services company with 1,001-5,000 employees

“The best features Logz.io offers, particularly in log management, include the AI integration, which immediately conducts root cause analysis based on issues without needing a lot of manual setup. The agents are very trained on real-world data, enabling them to truly understand what is happening in the application, the traces of the logs, and the flow, where the issues lie, and to come up with conclusions. If we have follow-up questions, we can just ask the AI instead of going through the logs, enhancing our productivity and allowing us to investigate issues faster and resolve things more quickly.

“I can illustrate how the AI root cause analysis has changed my team's workflow by comparing it from before and now. Previously, we were very heavy on transaction data, and if there was a payment failure, it took a lot of time to properly investigate because of the numerous services that use that payment information or logs. Now, with the AI agent available, we do not need to deep dive into logs, and the manual activity has significantly reduced. This enables us to obtain relevant information within two or three minutes of the incident, and it is quite real-time, providing triggers for root cause analysis that automatically gives us insights and suggests what we need to do without needing to read through everything repeatedly, leading to quicker resolutions for payment issues.

“The other significant element is the Logz.io platform itself, as it was previously similar to Elastic Stack but also includes extra features, making it easier to configure, set up, and everything else. I consider that one of the best features we have, effectively replacing our observability platform end-to-end.

“Regarding the accuracy and reliability of Logz.io's AI capabilities, I would say they have been pretty consistent, which is brilliant because a model that does not hallucinate is extremely useful, and the real-world use case is good, so I am quite happy and satisfied with the AI agent..”

Arkajyoti Misra

Associate Director at Husk Power Systems

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Other Solutions Considered

“We used Dynatrace. Now, Dynatrace has a competitive log solution. If we have our application monitoring and logging on one tool, it would give us stronger visibility. It is a potential option for us..”

Derrick Brockel

Senior Manager of Operations at a comms service provider with 10,001+ employees

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“It is more than comparable to other solutions. There are a couple other solutions that I have looked at and reviewed during our due diligence, and price was secondary to features in a lot of ways. .”

Rory Marquis

Technical Director at Mediatonic

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“Before using Logz.io, we were on Elastic Stack because it did not offer the same level of integration and required significantly more engineering bandwidth, including my own, for setup, which prompted our decision to switch to Logz.io, providing a better out-of-the-box experience with a similar backend..”

Arkajyoti Misra

Associate Director at Husk Power Systems

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“We previously relied on self-managed ELK and also used CloudWatch Logs for some workloads. Managing and scaling a self-hosted logging platform requires significant operational effort. We wanted to switch to a managed solution with better observability capabilities and reduce our maintenance overhead..”

Udit Parekh

DevOps Engineer at Veefin

[Read full review](#) 

“We evaluated other market options before selecting Logz.io, including Dynatrace and DataDog, which were on the pricier side, leading us to conclude that Logz.io works much better for us..”

Arkajyoti Misra

Associate Director at Husk Power Systems

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ROI

Real user quotes about their ROI:

“The biggest ROI comes from the reduced troubleshooting effort, less time spent managing logging infrastructure, and faster issue resolution. It has also improved our system's reliability..”

Udit Parekh

DevOps Engineer at Veefin

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“We have seen a return on investment. It has provided us with proactive monitoring. We could have had many outages that would have cost us hundreds and thousands of dollars an outage..”

Derrick Brockel

Senior Manager of Operations at a comms service provider with 10,001+ employees

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“We have saved about 60 to 70 percent of the time previously spent investigating issues, which represents a significant improvement. The accuracy of responses has also enhanced, leading to money savings and improved uptime, resulting in happier customers and overall positive metrics, indicating we have seen a return on investment..”

Arkajyoti Misra

Associate Director at Husk Power Systems

[Read full review](#) 

“Logz.io reduces our hosting costs and team effort. It has provided a better return on investment for our customer.

You are definitely saving a good few hours a week in terms of maintenance off the platform.

Logz.io reduced our troubleshooting time. .”

Verified user

AWS Technology Lead at a tech services company with 1,001-5,000 employees

[Read full review](#) 

“It has removed a lot of stress. Anybody can go and look for stuff. We don't feel that we have a black box so much as we have complete control over what we see and do. We can just put anything we want in, being able to see more (or less) information if we wanted. I can't imagine how I ever worked without it before. I never thought it would be that useful, but it certainly is. I wouldn't want to start another game project/product without it. It is crazy useful.

Logz.io has massively reduced our troubleshooting time. Before we had this in play, for some of the testing phases that we went through, we used to manually collect all the logs from the servers then run Python scripts over them in order to produce the data that we wanted. Now, we don't do that at all. That is potentially four hours a week per team until the end of a playtest that is just completely absorbed. So, half a person's day went away just by having this solution in place.

It is massively useful and great for testing. We can just go, find logs, and attach them easily. It has a very quick lookup. Whereas, before we would have to go, dig around, and find the server that the logs were connected to, then go to the server, download the log, and attach it. Now, we can just go straight to this solution, type in the log ID and server ID, and obtain the information that we want..”

Rory Marquis

Technical Director at Mediatonic

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Use Case

“We have 1500 servers and 600 applications. They all use Logz.io. Most of our apps have a seven-day retention. We use the product for application health and security compliance. After seven days, it goes to the archive so we can recall if we somehow had a security incident. It’s our only logging solution..”

Derrick Brockel

Senior Manager of Operations at a comms service provider with 10,001+ employees

[Read full review](#) 

“We have a product that our customers are using on their servers, and we stream all the logs from our services that are on those servers to Logz.io. We do analysis of the logs and we also have alerts if we don't have enough logs or if a certain log is not arriving and then we know that there's a problem with the server..”

Verified user

Production Engineer at a healthcare company with 51-200 employees

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“One of our customers uses it as a central logs aggregation point. We forward over logs from our customer environment in AWS to Logz.io. We use it to carry out dashboarding and analytics as well as for carrying out some alarming for certain scenarios and events. Essentially, it is a centralized log platform for a customer solution.

We use Logz.io for cloud monitoring. I predominantly work in the cloud. That is all I have worked in over the last 10 years or so..”

Verified user

[Read full review](#) 

AWS Technology Lead at a tech services company with 1,001-5,000 employees

“Our primary use case is to monitor the live game observability. When our game is live, we can see how the servers are performing and how players are connecting around the world. Generally, we just monitor everything to make sure the stability is running smoothly.

The secondary use of it is when we have things we want to dig deeper into, then we have a backup of the logging system. We can jump from a point in the metrics of the observability to a point in logging in which it happened, then observe what the server saw at that time in order to diagnose and fix whatever the issue might be..”

Rory Marquis

[Read full review](#) 

Technical Director at Mediatonic

“We have been using Logz.io for more than one year.

“Our main use case for Logz.io is centralized log management and observability. We collect logs from multiple applications and infrastructure components, which allows our team to troubleshoot issues quickly.

“A recent example involved an API that failed in our production environment. We have multiple Java services running and communicating with each other, and users were reporting transaction failures. Using Logz.io, we had all the logs centralized, so our developers quickly identified the database connection pool issue and fixed it without delay. This helped in finding the root cause very significantly.

“Beyond troubleshooting, we also use Logz.io for proactive monitoring, alerting, and security investigation. It has become one of our primary tools that our operation teams rely on daily..”

Udit Parekh

DevOps Engineer at Veefin

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“My main use case for Logz.io is to better understand the logs that we have, providing smarter observability. We generally use the Elastic Stack, and Logz.io integrates very well with it, and they even have their own observability platform; so log management and observability is mainly what I use it for day-to-day.

“A specific example of how I use Logz.io for log management or observability involves our observability needs, where it helps us to trace the logs very effectively. It offers an out-of-the-box experience that is very easy to configure, allowing the team to debug issues in their applications easily, see how the data or the API call flows from one end to another, and identify bottlenecks in the application. On the log management front, it simplifies log management very well, especially with the AI capabilities it comes with out-of-the-box, analyzing the logs and mainly helping us in optimizing the cost of how we store the logs.

“Recent AI integrations in Logz.io have really changed the game here because they provide very specific, actionable insights, saving our team from spending time digging through the logs, which can consist of millions and millions of lines. The AI agent does that work, unblocking our team so we just interact with the agent, ask it questions, and get more insights about the logs, helping us reduce our downtimes and increasing uptime, service availability, and overall performance..”

Arkajyoti Misra

Associate Director at Husk Power Systems

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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 process is straightforward. Pricing is competitive compared to building and maintaining a self-hosted observability stack, especially when factoring in operational effort..”

Udit Parekh

DevOps Engineer at Veefin

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“The initial setup is easy. They have some documentation and it does not take much time. We only implement. The model marketing model, the dashboard, and all those things are already in the application. You could create different dashboards and filter as needed..”

Kuldeep Pisda

Freelance Software Engineer at Self-employed

[Read full review](#) 

“The product's setup is straightforward if you know the documentation. A senior developer helped us with the tool's setup. We had integrated the old framework and hence had to go through the documentation. .”

Sanchit Srivastava

[Read full review](#) 

Senior Technical Lead at a consultancy with 10,001+ employees

“The initial deployment was pretty straightforward. The hardest part was figuring out how to egress and working with every development team to change the logging endpoints. We used F5 before. Since it is a SaaS solution, the vendor does all the upgrades and enhancements..”

Derrick Brockel

[Read full review](#) 

Senior Manager of Operations at a comms service provider with 10,001+ employees

Customer Service and Support

“I have not had to reach out for customer support from Logz.io, as it has been very easy to set up and work with, thus far requiring no interaction with their support team..”

Arkajyoti Misra

Associate Director at Husk Power Systems

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“The other nice thing about Logz.io is their team. When it comes to onboarding, their support is incredibly proactive. They bring the brand experience from a customer services perspective because their team is always there to help you refine filters and tweak dashboards. That is really a useful thing to have. Their engagement is really supportive..”

Verified user

AWS Technology Lead at a tech services company with 1,001-5,000 employees

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“The technical support is the best. They have an app just embedded in their site, where you can just click on it, type in a request, and then they respond really quickly. We also have access to them via email, and they will respond super quickly. If we feel like it is super urgent, and we really want that red button to press, then they respond very quickly..”

Rory Marquis

Technical Director at Mediatonic

[Read full review](#) 

“The support could be more reachable and help more when it comes to bugs. I don't get assistance from their support when I approach. I would rate them at five out of 10.

The availability of the customer success personnel from Logz.io who work with our company is amazing, but when it comes to the tech support tech, while the first response is fast, the rest of the conversation can take a while, and then I have to check with them about what is going on because I don't get information..”

Verified user

Production Engineer at a healthcare company with 51-200 employees

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Other Advice

“People who want to use the product must work on their financials and go a little thin on particular apps. They must educate the app teams and empower them to use the query capabilities. Overall, I rate the tool an eight out of ten..”

Derrick Brockel

Senior Manager of Operations at a comms service provider with 10,001+ employees

[Read full review](#) 

“I would rate the product a seven out of ten. The product's setup is pretty cool and easy. From the developer's perspective, the logs are good. There is plenty of documentation available on how to use it and check logs. .”

Sanchit Srivastava

Senior Technical Lead at a consultancy with 10,001+ employees

[Read full review](#) 

“The implementation and usage are good once you figure them out but sometimes the beginning can be hard. Once you get it, it's okay.

We have 10 developers who are working with logs and we have two developers who are developing all the infrastructure around logs. We have about 10 people who are using their Kibana product..”

Verified user[Read full review](#) 

Production Engineer at a healthcare company with 51-200 employees

“Make the best use of the support services Logz.io provides. The customer concierge is there to make sure that you are onboarded correctly. Your customer success manager and technical point of contact are very helpful. They will really speed up your implementation on your configuration. Make best use of the people that they make available to you.

Logz.io is being used every day by the team on a customer project. They log in everyday to look at logs and dashboards as well as search logs. This is a really important part of the toolkit that we provide to our customer through our teams.

I would rate Logz.io as a nine out of 10..”

Verified user[Read full review](#) 

AWS Technology Lead at a tech services company with 1,001-5,000 employees

“Logz.io is great. For any other project we create it will be one of the staple products where I will say, "We should just start with this upfront, as opposed to

trying to find another solution later or reassessing it, because there is no reason not to start with the product right now." Then, we will find its niche for whatever it is we are making in the future. I think this solution is super useful. It is a common go-to for a lot of the team who use it.

We use the solution's AI-powered Insights feature, but not as heavily as maybe we should. It is definitely interesting to see what is going on and what the AI-powered Insights are telling us is going on. That can be really useful. We don't necessarily look at AI-powered Insights for troubleshooting and root cause. We are looking at it more to tell us something it thinks is going on. I will look at Insights maybe once a week, and say, "Oh, I get it. This is interesting. This is a new thing that seems to be happening. Let's have a look, see if we can dig down, and determine why it is coming up with that insight." If we see a lot of problems, then we go and look at Insights first. Normally, we are too busy trying to diagnose problems to think about Insights. While it is a good feature, we probably don't lean on it enough.

I would rate this solution as a solid nine out of 10..”

Rory Marquis

Technical Director at Mediatonic

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“I would rate Logz.io as an 8 out of 10 because it competes very well among the best offerings in the industry currently.

“I assign it an 8 out of 10 because I am quite happy with the product and very satisfied with what I receive, but it would reach a 10 if, from an organizational standpoint, we could extract more value for money from it.

“I have not explored much regarding Logz.io's governance or security, as I trust they comply with standards like SOC 2; however, with AI, different standards are emerging that we still need to address, and we have not done so yet, as our focus has been on foundational issues.

“Logz.io is deployed in my organization directly, as we use their service through a consumption model, specifically on [Azure](#), which is a public cloud. We use [Azure](#) only as our cloud provider. We did not purchase Logz.io through the [Azure Marketplace](#).

“My advice for others considering using Logz.io is to assess their use case. For smaller organizations like mine that seek value and scalability without extensive engineering bandwidth, Logz.io stands out as a better market solution since it allows engineering teams to focus on creative tasks rather than spending excess time on setups, offering logs and insights out-of-the-box, and the AI agent greatly optimizes the engineering team's availability..”

Arkajyoti Misra

Associate Director at Husk Power Systems

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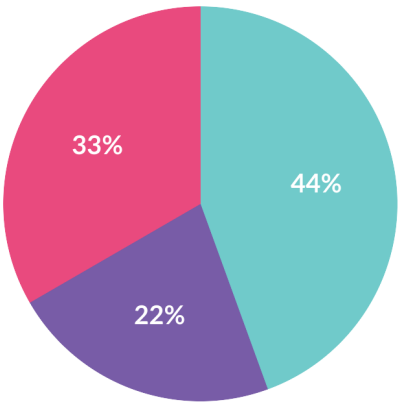
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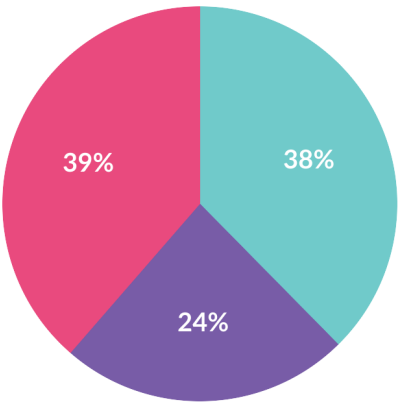


Company Size

by reviewers



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Large Enterprise Midsize Enterprise Small Business

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