



IBM Instana Observability

Reviews, tips, and advice from real users



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Product Recap



IBM Instana Observability

IBM Instana Observability Recap

IBM Instana Observability offers real-time application monitoring and management, designed for automation and intelligence on modern cloud-based environments.

IBM Instana Observability provides deep visibility into application performance, empowering businesses with automated root cause analysis and intelligent alerts to optimize cloud-native applications. It captures and visualizes comprehensive health metrics to enhance operational efficiency across distributed systems, making it an invaluable tool for IT and DevOps teams seeking to improve application reliability and performance.

What are the key features of IBM Instana Observability?

- **Automatic Discovery:** Identifies application components and dependencies without manual configuration.
- **Real-Time Monitoring:** Delivers live data for instant visibility across application metrics.
- **AI-Powered Root Cause Analysis:** Quickly pinpoints issues to reduce downtime and enhance user experience.
- **Intelligent Alerts:** Provides actionable insights, minimizing false alarms.
- **Seamless Integration:** Easily integrates with popular DevOps tools.

What benefits should users look for when evaluating IBM Instana Observability?

- **Increased Productivity:** Reduces manual monitoring efforts, enhancing team efficiency.
- **Enhanced Performance:** Improves application responsiveness and user satisfaction.
- **Cost Efficiency:** Optimizes resource allocation, leading to reduced operational costs.
- **Scalable Solutions:** Adapts to growing business needs, ensuring long-term value.
- **Detailed Insights:** Offers granularity in monitoring, aiding in swift decision-making.

IBM Instana Observability is widely adopted across industries like finance, healthcare, and retail, addressing specific challenges in each sector. In finance, it helps manage high-volume transactions with minimal latency. Healthcare benefits from its compliance support and reliable data monitoring. Retail industries utilize it for maintaining seamless customer interactions and operational uptime, ensuring business continuity and customer satisfaction.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“The impact of IBM Instana Observability on collaboration between development and operations teams is essential because it allows operations to identify incidents before they occur.”



Francisco Gálvez

Technical Manager at a consultancy with 1-10 employees



“IBM Instana Observability has impacted my organization positively in that it has helped me find out what the issue is in real-time because of its one-second granularity and its ability to identify issues as quickly as possible.”



Anslem Anayo

UNIX/LINUX, ENTERPRISE SERVER AND STORAGE ADMINISTRATOR at Fidelity Bank Plc



“IBM Instana Observability has positively impacted my organization by making it easy to observe the entire infrastructure under one platform, which was the biggest advantage of onboarding onto IBM Instana Observability.”



Saisurya P

DevOps engineer at Yara International

- ✓ “IBM Instana Observability has positively impacted our organization by decreasing our 500 errors, our errors in general have decreased, our response time has decreased, and so on.”



Marahmed Marahmed

Software engineer at EJADA

- ✓ “If we are using IBM Instana Observability, we can save money because first, the pricing is very affordable.”



Abednego Petrus

Technical Manager, Consulting at a outsourcing company with 1,001-5,000 employees

- ✓ “IBM Instana Observability has positively impacted our organization because it has helped us solve many problems and sell some products.”



Mihajlo Borisavljevic

DevOps at a outsourcing company with 1,001-5,000 employees

- ✓ “IBM Instana Observability has had a very positive impact on my organization because it shortens the time required to find the root cause when we have a problem.”



Saroch Kamjikong

Technical Lead at a tech services company with 11-50 employees

What users had to say about valuable features:

“The impact of IBM Instana Observability on collaboration between development and operations teams is essential because it allows operations to identify incidents before they occur. This capability impresses customers greatly because operations have wide visibility and can pinpoint exactly where issues arise in the system.

“This aspect creates a little pressure on development teams because operations can now predict system failures. They used to know when the system was failing, but with IBM Instana Observability, they can see potential failures beforehand.

“This advantage enables them to swiftly identify breaking points in the system, communicate effectively with the development team, and enhance overall effectiveness rather than waiting until problems arise..”

FranciscoGálvez

Technical Manager at a consultancy with 1-10 employees

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“The best features IBM Instana Observability offers right now include application monitoring and APM because they are very insightful for monitoring the performance of application services.

“The application monitoring feature of IBM Instana Observability stands out for me because the analysis of the metrics and telemetry provides a lot of data, making it very helpful for the operational side.

“IBM Instana Observability has positively impacted my organization because basically our company is in IT consulting, and our customers have a use case for monitoring, which creates a lot of demand for monitoring tools..”

Abednego Petrus

Technical Manager, Consulting at a outsourcing company with 1,001-5,000 employees

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“The best features IBM Instana Observability offers are business monitoring by far.

“I can tell you more about what I appreciate about the business monitoring capabilities. It can go deeper into the application, especially because we are using a lot of IBM BAW software, and it has helped us identify what code in the application or what query is taking a long time or consuming resources incorrectly.

“Custom dashboards are also a good feature because we can customize them to our needs and we can discuss them with clients to better demonstrate how IBM Instana Observability works and helps them.

“IBM Instana Observability has positively impacted our organization because it has helped us solve many problems and sell some products. For example, a client had a problem recurring every Thursday, and they did not know what the problem was. When we installed IBM Instana Observability and got it running, we easily monitored and found what was causing the issue on that specific day..”

Mihajlo Borisavljevic

DevOps at a outsourcing company with 1,001-5,000 employees

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“In my experience, the best features IBM Instana Observability offers are the APM trace. I believe it is the best option because you install one agent and IBM Instana Observability has a discovery agent to find the other services inside the server. I have tried DataDog and Signals, and IBM Instana Observability is superior.

“The tracing feature of IBM Instana Observability stands out for me because the dashboard and UI are easy to view. You can see which service has a problem, what the point of slowness is, where it is slow, and what the root cause is. For example, the dashboard can identify that a database query is slow.

“IBM Instana Observability has had a very positive impact on my organization because it shortens the time required to find the root cause when we have a problem. IBM Instana Observability pinpoints the exact issue. With multiple servers and multiple applications, IBM Instana Observability allows us to resolve issues very quickly because we immediately know that a disk is full, the storage is full, or the database is down. I think we can resolve issues in one hour.

“The newest feature I saw in IBM Instana Observability is the integration with IBM Console to check for vulnerabilities, and it integrates generative AI. IBM Instana Observability checks the cost for using the AI, including how many tokens are used..”

Saroch Kamjikong

Technical Lead at a tech services company with 11-50 employees

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“One of the best features IBM Instana Observability offers is its nice and clean UI, with everything being clean and sorted out.

“What stands out to me specifically about the UI of IBM Instana Observability is the way everything is organized, clean, easy to read, and easy to understand with clear navigation to each component.

“IBM Instana Observability has positively impacted my organization by making it easy to observe the entire infrastructure under one platform, which was the biggest advantage of onboarding onto IBM Instana Observability.

“Once we had an incident where my Kubernetes pods were crashing frequently, and it was really easy to troubleshoot because of the easily available monitoring tool IBM Instana Observability. It was easy to navigate inside IBM Instana Observability and find the logs from the pods and debug the traffic flow.

“IBM Instana Observability definitely saves a lot of time. Since it integrates many things into one dashboard, it is really easy to navigate and find the root causes of failures, making it easy to troubleshoot issues as well, and all of this saves a lot of time..”

Saisurya P

DevOps engineer at Yara International

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“The best features IBM Instana Observability offers include one-second granularity in that it goes down to specific services. For example, when my application is speaking to my database, it helps show me the particular services of the application and the specific services of the database that it is actually speaking to. It helps me build an observability map to show how traffic is flowing from the application down to the database and shows me each service component that is speaking to each other. Another key feature is its ability to build a live map, and it also shows real-time metrics and traces, the application response time, compute resources, and more.

The real-time metrics and observability map from IBM Instana Observability have helped me in my daily work. When I had to manually push the observability to see if I was trying to send real-time dumps to stress test my compute resource, there was a particular time I was trying to stress test it and it showed me that the particular resource was being affected as a result of the stress. IBM Instana Observability has impacted my organization positively in that it has helped me find out what the issue is in real-time because of its one-second granularity and its ability to identify issues as quickly as possible.

I have seen specific outcomes from IBM Instana Observability, such as help monitoring latency in microservices applications. It has helped me get real-time metrics around latency, IO disk utilization, network utilization, read-writes, bandwidth, and compute resources. It also provides traces for end-to-end request flow..”

Anslem Anayo

UNIX/LINUX, ENTERPRISE SERVER AND STORAGE ADMINISTRATOR at
Fidelity Bank Plc

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Other Solutions Considered

“Previously, I was using self-managed Prometheus, but then it was an organizational decision to move to a managed service, so we went with IBM Instana Observability..”

Saisurya P

DevOps engineer at Yara International

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“I did not remember that Dynatrace is the tool from Compuware until now. Dynatrace is much more comprehensive, and when I visited some customers, they mentioned that while IBM Instana Observability works adequately, they already have Dynatrace, which provides extensive monitoring and a wealth of information, along with recommendations and various functional parameters. However, Dynatrace is also considerably more expensive..”

FranciscoGálvez

Technical Manager at a consultancy with 1-10 employees

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ROI

Real user quotes about their ROI:

“I have seen a return on investment with IBM Instana Observability, particularly in the time saved. IBM Instana Observability can quickly reduce the time to resolve problems from one day to one hour..”

Saroch Kamjikong

Technical Lead at a tech services company with 11-50 employees

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“If we are using IBM Instana Observability, we can save money because first, the pricing is very affordable. Second, if we have a monitoring tool, we can save our transactions and see the performance of the application using MTTR and MTDD. We can also use metrics such as request latency and error to know the performance of our application transactions..”

Abednego Petrus

Technical Manager, Consulting at a outsourcing company with 1,001-5,000 employees

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“I have seen a return on investment with IBM Instana Observability, but we do not have really solid metrics. I can only say that we saved time, especially in the response time department. It made a notable difference from when we were almost blind to being able to respond to calls immediately..”

Marahmed Marahmed

Software engineer at EJADA

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“I have seen a return on investment with IBM Instana Observability. Time saved is a relevant metric because it helps me identify issues quickly. Rather than having to log into every server to see what is wrong with it, once I have the agent installed in my infrastructure, I just need it on one box. From there I can draw in other servers or my virtualized environment. It provides a single pane of glass from which I can see what is happening with all the servers in my infrastructure, which saves time..”

Anslem Anayo

UNIX/LINUX, ENTERPRISE SERVER AND STORAGE ADMINISTRATOR at
Fidelity Bank Plc

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“The most significant metric I track to assess IBM Instana Observability's effectiveness in reducing mean time to resolution is time. You always want your systems to respond promptly. Another critical metric is cost; IBM Instana Observability can highlight when there are too many or too few resources allocated for a task. For example, in a Kubernetes environment with containers, it is important to investigate whether more resources or containers are used than necessary. After adjusting the system for optimal resource allocation, the focus shifts back to measuring time, as I aim for the best response times with the fewest resources..”

FranciscoGálvez

Technical Manager at a consultancy with 1-10 employees

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Use Case

“My main use case for IBM Instana Observability is for end-to-end monitoring from the application side, and also from the infrastructure and log monitoring.

“For end-to-end monitoring in my work, I use IBM Instana Observability to monitor the transaction of application services and know the performance of the request latency and error rate. And for the infrastructure, I also monitor the utilization of CPU, memory, disk, and network..”

Abednego Petrus

Technical Manager, Consulting at a outsourcing company with 1,001-5,000 employees

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“My main use case for IBM Instana Observability is to help with application performance monitoring. It helps me build understanding of my infrastructure use cases by showing which service belongs to which application and which services are dependent on which applications. It helps me get real-time monitoring of my infrastructure. I have used it to monitor IBM Power systems, VMware vSphere environments, and HMC. I have also used it to monitor the AWS cloud platform. It shows me a roadmap and indicates which services depend on other services..”

Anslem Anayo

UNIX/LINUX, ENTERPRISE SERVER AND STORAGE ADMINISTRATOR at Fidelity Bank Plc

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“My main use case for IBM Instana Observability is running agents on a host to monitor infrastructure and applications.

“I have a specific example of how I use IBM Instana Observability to monitor my infrastructure. When I installed IBM Instana Observability backend, I installed some IBM Instana Observability agents on the VMs that were going to be monitored and then I followed the monitoring on the infrastructure tab on the IBM Instana Observability backend..”

Mihajlo Borisavljevic

DevOps at a outsourcing company with 1,001-5,000 employees

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“My main use case for IBM Instana Observability is to gain more insights about my infrastructure, servers, traffic flow, CPU and memory utilization, and metrics.

“I use IBM Instana Observability to mainly understand the flow of traffic inside my Kubernetes clusters and to check the logs of my pods.

“On a daily basis, I use IBM Instana Observability mostly for the monitoring of my infrastructure stack..”

Saisurya P

DevOps engineer at Yara International

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“I typically use IBM Instana Observability to monitor infrastructure and application. IBM Instana Observability shows what the issue is, what the incident is, and what the problem is. For example, it can identify if a server is at almost full storage capacity or if a Kubernetes cluster service is going down.

“I use IBM Instana Observability for health checks, such as uptime service monitoring. IBM Instana Observability has synthetic monitoring capabilities that check if an endpoint is still up or going down and display the latency..”

Saroch Kamjikong

Technical Lead at a tech services company with 11-50 employees

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“I usually recommend IBM Instana Observability for companies in the academic environment, as I have been working in a consultancy company for the last three years, where one of our customers built teaching environments with many connections. I cannot remember the name, but it is in the academic space.

“Additionally, I have presented the features and characteristics of IBM Instana Observability to many customers here in Spain, including BBVA, Consum, a retail company, and Telefónica. My role involved presentations and proof of concepts rather than installation and operation. With the academic-oriented company, I solved some problems related to installation, configuration, and recommendations.

“Using IBM Instana Observability for non-distributed applications does not seem sensible because if an application is housed on a single server, it falls under traditional monitoring systems where you simply check CPU, storage, I/O, and memory. For that, you do not need IBM Instana Observability. The real strength of IBM Instana Observability lies in observing distributed applications, identifying where failures happen across services interconnected on multiple servers..”

FranciscoGálvez

Technical Manager at a consultancy with 1-10 employees

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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 installation does not take too much time because it operates on the cloud. However, it depends on what you need to observe or monitor. What I do is provide recommendations to customers and solve problems, most of which relate to the user interface. IBM Instana Observability works quite well, especially for monitoring containers and Kubernetes environments..”

FranciscoGálvez

Technical Manager at a consultancy with 1-10 employees

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“The product's initial setup phase is not very easy. We can set up a single server. The recommended thing to do is to go for a Kubernetes environment. In a Kubernetes environment, mastering, working, and patching on Odoo can be done after preparing a Kubernetes environment. If I want to make it just a single server, that is fine. One can also use IBM Instana's cloud service.

If ten means a very easy setup process, I rate the product's setup phase as an eight or nine out of ten.

The solution is deployed on the cloud environment.

The solution can be deployed in three to four hours..”

Tomas Kim

Managing Director at BA Solutions

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Customer Service and Support

“IBM's technical support is responsive but not entirely satisfactory. The response rate could be better, and as it stands, I would rate the support six out of ten..”

Moataz Hussein

IT Operations Manager at Worex Technology

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“In general, we did have experiences where a significant issue arose during implementation, often involving compatibility problems with JavaScript libraries used by IBM Instana Observability. When that happens, I report it to IBM, and since I still have contacts there, it is easy for me to follow up on incidents..”

FranciscoGálvez

Technical Manager at a consultancy with 1-10 employees

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“I think the customer support for IBM Instana Observability is good.

“My experience with IBM Instana Observability's customer support has been very helpful and responsive because they have a minimum SLA to support us if we have a problem with IBM Instana Observability..”

Abednego Petrus

Technical Manager, Consulting at a outsourcing company with 1,001-5,000 employees

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“The customer support of IBM Instana Observability is really awful; that is one area where I found myself disliking IBM Instana Observability, as they are very slow to respond and integrate new features.

“I would rate the customer support of IBM Instana Observability five out of ten..”

Saisurya P

DevOps engineer at Yara International

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“I have experience with the solution's technical support. I can't contact IBM's team in the US, but I can get in touch with its team in Korea. IBM in Korea is doing very well, but some organizations are getting smaller, and some people are moving a lot while some organizations are getting bigger. The distributor handled a lot of IBM stuff in Korea. There are three or four distributors in Korea. Actually, we contacted the distributor's technical support team, and then the second one was IBM's Korean support team. Sometimes, we directly ask IBM's sales rep, who handles the technical support teams and our systems. I have been working with IBM in general for over thirty years, but it's not better than what it was in the past.

I rate the support a six out of ten..”

Tomas Kim

Managing Director at BA Solutions

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Other Advice

“My advice to others looking into using IBM Instana Observability is to set up your alerts correctly to avoid false positives. I would rate this product 7 out of 10..”

Marahmed Marahmed

Software engineer at EJADA

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“My advice to others looking into using IBM Instana Observability is to use it. Do not worry or take second guesses; it is a good platform. I would rate this review an 8 out of 10..”

Mihajlo Borisavljevic

DevOps at a outsourcing company with 1,001-5,000 employees

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“My advice to others looking into using IBM Instana Observability is that it gives real-time and automated visibility into the application and infrastructure. It helps detect issues faster and helps fix them quickly. I rate this product 9 out of 10..”

Anslem Anayo

UNIX/LINUX, ENTERPRISE SERVER AND STORAGE ADMINISTRATOR at
Fidelity Bank Plc

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“I think maybe our customers need IBM Instana Observability for monitoring the IBM platform, such as from AS/400 IBM.

“I think for the error rate on the application side, using IBM Instana Observability helps our customers to know the root cause that triggers a failed request or transaction.

“For others looking into using IBM Instana Observability, I would recommend that they consider adding a recommendation feature to IBM Instana Observability.

“My additional thought about IBM Instana Observability is that my concern for the future is only that IBM Instana Observability can add a feature for correlation and recommendations.

“The interview was very good and there's nothing I would change for the future. I would rate this review an 8..”

Abednego Petrus

Technical Manager, Consulting at a outsourcing company with 1,001-5,000 employees

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“IBM Instana Observability is not a top-of-the-line tool and definitely has flaws, but it also has a good side as well.

“I would suggest others looking into using IBM Instana Observability to fully understand it first and see if it fits their use case. If their use case is very simple and beginner level, there is no need to go with a sophisticated tool such as IBM Instana Observability; but if they have a pretty large infrastructure, they can definitely go with IBM Instana Observability.

“My company has no business relationship with IBM Instana Observability other than being a customer; it is purely that.

“I would definitely suggest that the customer experience of IBM Instana Observability be improved significantly, and as far as the features go, please be quick to adopt new features into the tool, since competitors are really aggressive in implementing new features and rolling them out to users.

“I rate IBM Instana Observability a seven out of ten..”

Saisurya P

DevOps engineer at Yara International

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“I know IBM products because I have been working for IBM for 18 years, so I am familiar with them, but obviously, it is very difficult to know each product. In the monitoring area, now called observability, I know IBM Instana Observability and IBM [SevOne](#) because they are part of the observability portfolio, but I have not been working with these products intensively. However, I can learn fast because I have been working for such a long time at IBM, learning new products and portfolios every year.

“The key is knowing how to interpret the performance metrics and responding accordingly.

“To be honest, I have not used IBM Instana Observability's automated discovery feature. That is a functionality that comes by default as I understand it, so when you activate it, you see all the elements in your environment, but as I mentioned earlier, I am not an expert in all the features of IBM Instana Observability.

“As for the insights gained from IBM Instana Observability's AI-powered analytics for predicting potential application disruptions, I do not have much to say because the installations I managed have been quite straightforward. We monitored several servers, some containers, and cloud services, but the service portfolio we monitored was relatively simple. From my understanding, the AI is already embedded in IBM Instana Observability, so you do not need to do much more.

“I would rate this product an 8.5 overall..”

FranciscoGálvez

Technical Manager at a consultancy with 1-10 employees

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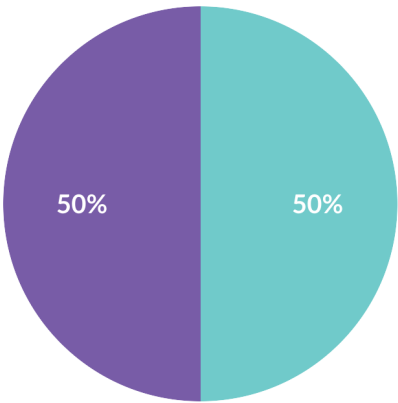
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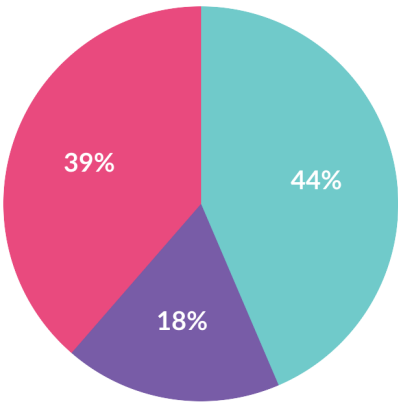


Company Size

by reviewers



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Large Enterprise Midsized Enterprise Small Business

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