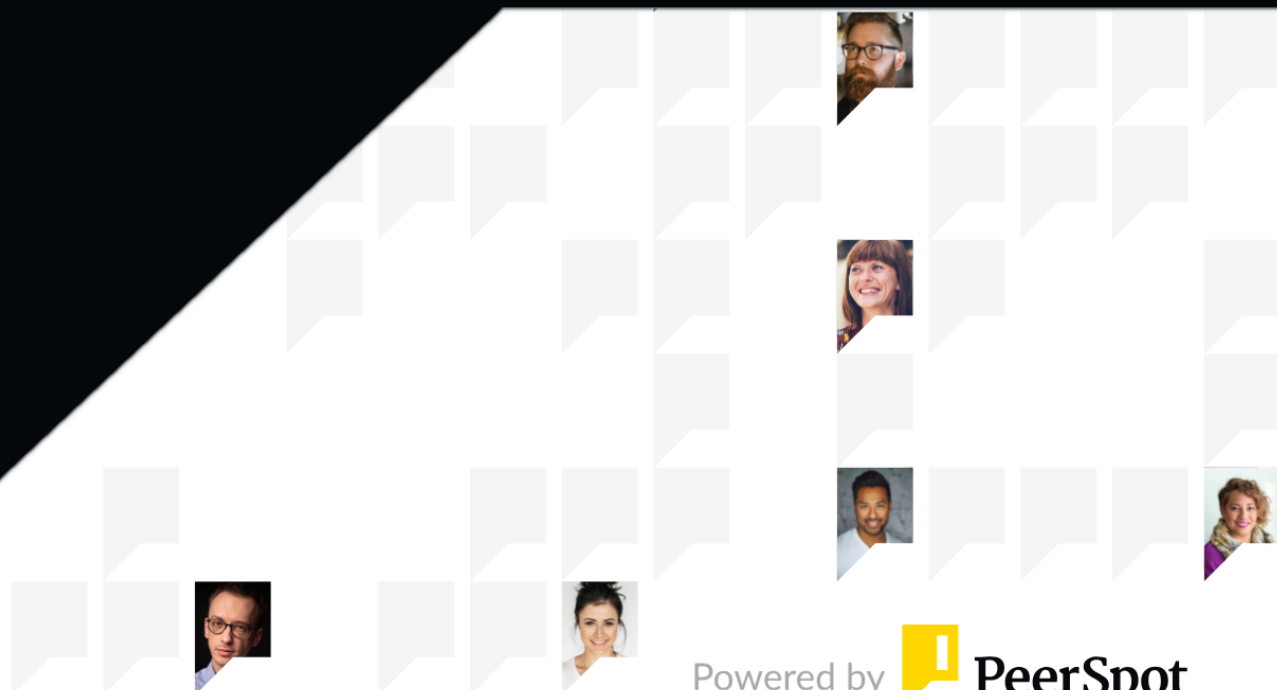




Honeycomb Enterprise

Reviews, tips, and advice from real users



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Product Recap



Honeycomb Enterprise

Honeycomb Enterprise Recap

Honeycomb Enterprise is designed to optimize performance visibility, offering a robust platform for distributed system observability. It provides insights for complex data and aids in faster issue resolution, making it a valuable tool for IT professionals.

This tool is tailored for real-time data tracking and improving system performance efficiency. Enterprises benefit from its capacity to handle large-scale data, ensuring seamless operations and continuity. Honeycomb Enterprise helps teams to tackle data challenges head-on by delivering comprehensive analytics that enhance infrastructure reliability and performance metrics.

What Features Make Honeycomb Enterprise Stand Out?

- **High-Resolution Visibility:** Enables detailed system monitoring to identify issues quickly.
- **Trace Analysis:** Offers powerful tracing of distributed systems for in-depth insights.
- **Data Scalability:** Manages extensive data sets effortlessly for better decision-making.
- **Real-Time Alerts:** Provides instant alerts to preempt potential disruptions.
- **Collaboration Tools:** Facilitates teamwork with integrated tools enhancing productivity.

What Benefits and ROI Can Users Expect?

- **Reduced Downtime:** Faster detection and resolution of issues minimizes operational interruptions.
- **Cost Efficiency:** Optimizes resources leading to lower operational costs.
- **Improved Decision Making:** Enhanced data analytics lead to smarter business strategies.
- **Enhanced Productivity:** Streamlined processes improve team efficiency and output quality.

In industries like finance, e-commerce, and technology, Honeycomb Enterprise implementations demonstrate its utility in managing complex data flows and optimizing system reliability. Businesses in these sectors leverage its capabilities to maintain high service standards and operational efficiency.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Honeycomb Enterprise has had a very positive impact on our organization by reducing the time it takes to identify and resolve production issues.”



Ernest Nwaefulu

Tech Consultant at multi ideal



“From a pros perspective, Honeycomb Enterprise could be a better candidate with high cardinality; when there are too many unique values, Honeycomb Enterprise could be more beneficial there.”



MukeshSharma

Lead Engineer at Qualys



“Honeycomb Enterprise is effective because it helps teams quickly find, understand and debug unusual behavior in the complex systems.”



Prateek Dwivedi

IT Analyst at cmc

- ✓ “It is just amazing working with it, because we have a dashboard and we can run queries to get these error logs, get directly what we want within the time frame, and it helps debug the code and the terminal.”



Vikash Kushwaha

Full-Stack Software Engineer at mindpathtech

- ✓ “Honeycomb Enterprise played a vital role in identifying the problems in the initial calls itself, which has actually saved us a lot of incidents and reduced customer complaints by almost ninety to ninety-two to ninety-three percent as per the data I have.”



Hardik Murdia

Technical Lead at a tech vendor with 51-200 employees

- ✓ “The most valuable feature of Honeycomb Enterprise for me is the root cause analysis part because it helps me greatly with the response messages and derived error messages which are very clearly mentioned in Honeycomb Enterprise logs.”



Rahul_Yadav

Customer Support Engineer at a insurance company with 10,001+ employees



“Efficiency improvements in processes with Honeycomb Enterprise have definitely been seen, and the most representative example is that more projects can be handled than could be done prior to using Honeycomb Enterprise.”



Bigdeli Behzad

Founder at Exponential Advisor

What users had to say about valuable features:

“Some of the best features Honeycomb Enterprise offers include distributed tracing, which is probably the most important feature for my use case, and it helped me answer where the request spent its time.

“Honeycomb Enterprise has positively impacted my organization by improving the way I understand production problems and significantly reducing the time required to do so. I estimate that I spend around 40% less time troubleshooting now compared to before using Honeycomb Enterprise..”

PrinceKumar7

Cloud Engineer at a computer software company with 501-1,000 employees

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“In Splunk we write custom queries and then we try to find the log traces, but in Honeycomb Enterprise it is very fast querying. It doesn't need many pre-built dashboards. It serves us by offering great support for high cardinality data. It is also very useful for distributed tracing.

In our enterprises we are using cloud native systems. We are using applications which have support for cloud technology. Honeycomb Enterprise is designed for modern cloud native systems. Honeycomb Enterprise has that cutting edge technology that we actually want nowadays. Observability and debugging, it is excellent for that. Splunk can at times maybe slow speed can be the cause which we will not prefer Splunk for that because if we have a large data set then maybe we will not prefer Splunk. We can go for Honeycomb Enterprise because the speed which is offered by Honeycomb Enterprise is much more than what we get in Splunk. That is why we say that we don't need to write the complex queries which we have been doing so far in Splunk. Here the advantage is the speed. It is less focused on traditional log management than Splunk..”

Prateek Dwivedi

IT Analyst at cmc

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“We have used Honeycomb Enterprise in our services and deployed apps.

The biggest advantage of Honeycomb Enterprise for us is that it centralizes everything. For example, if we use AWS CloudWatch for a service, it gives logs for that service only. We manually have to search and scroll down over multiple thousands of logs for the crashing or slowing services. Honeycomb Enterprise basically gives a proper dashboard for everything. For example, if we have deployed multiple apps, if we are connecting it from Kubernetes, if we are connecting it from Docker, if we are connecting from a machine such as an EC2 instance, it basically handles all the logs. So whenever we need some logs, such as for slowing or crashing services, we just go into the dashboards, run some queries, and get those logs for certain time frames and fix the bug. This is how we use it, and it helps. It quietly increases productivity and debugging efficiency.

We just use the Bubble Up feature for identifying performance anomalies for API performance only. Because we have deployed our services including apps, web apps, and websites, we just need to figure out which service or which API for which microservice is going down or running poorly, giving some latency over the API calling. So we just analyze which service is running slow so we can increase its efficiency or make it better to use. This will increase our output..”

Vikash Kushwaha

Full-Stack Software Engineer at mindpathtech

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“Honeycomb Enterprise offers excellent features that include the ability to define different triggers. Within Honeycomb Enterprise, 300 triggers can be defined, and different activities like single sign-on can be performed using various service level objectives available within the enterprise package. Queries can be defined manually, providing significant customization and the ability to customize and define as needed. Since it is cloud-native, it helps because applications supported are that way for global clients. Most importantly, Honeycomb Metrics for debugging and identifying issues and anomalies is a good step, though it is not sufficient because clients require remedies for the challenges encountered. The ability with Honeycomb Metrics in particular to debug those issues is very helpful. These advantages stand out for the enterprise version as opposed to Pro, where only two triggers can be defined, but in Enterprise, 300 or more can be configured.

“The feature relied upon most day-to-day is Honeycomb Metrics. As a consulting company solving problems, identifying and solving issues is really important, and this feature facilitates workflows and expedites and provides efficiency within processes. It gives access to tools and techniques that would not otherwise be available.

“Efficiency improvements in processes with Honeycomb Enterprise have definitely been seen, and the most representative example is that more projects can be handled than could be done prior to using Honeycomb Enterprise. Issues for clients can be resolved in an expedited fashion, and more projects can be accepted, making these efficiency improvements quite advantageous..”

Bigdeli Behzad

Founder at Exponential Advisor

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“The best feature Honeycomb Enterprise provides is the sampling. Whenever we publish traces, out of 1000 traces, it samples the best-rate traces, and it has the capability to implement a graph from the tracing that we have published. This is the most impressive feature I have seen. From error logs or whatever we publish, we can easily visualize those traces in graphs and identify the number of occurrences that have happened for a particular trace, error log, or observability failure in a service. The main features I highlight are the graph feature and sampling.

“With structured tracing, it helps us understand complex user interactions. Since we are dealing with billions of traces every day from 1000 or 2000 services running daily, with each service emitting nearly more than 10,000 traces, identifying which service has errored out in a particular environment or region and at what time was critical. Honeycomb Enterprise is the best solution for this. It performs sampling based on error rates and provides us the data to visualize. When we search for any error logs or what happened with a service at a particular moment, it is very easy to search any traces and identify the root cause and fix those issues. Using Honeycomb Enterprise as a tracing service made it very quick to identify and fix issues.

“When assessing the impact of high cardinality data analysis on application performance optimization, our company deals with multiple documents, and each data point deals with multiple documents, multiple IDs, and multiple unique records. Each record has a high cardinality field. If we go with any observability services like DataDog, Grafana, or other services, publishing high cardinality fields would be difficult for the system and would cost more. Honeycomb Enterprise supports high cardinality fields in a very easy way, and the pricing is very reasonable. We used to publish even high cardinality fields for tracing, but not for metrics..”

Ranganath K

Software Engineer II at Smarsh

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“When I observed a significantly increased response time after a new release to one of our microservices running on AKS, the infrastructure appeared healthy and the CPU and memory were normal, but users were reporting latency delays. Using Honeycomb Enterprise, I filtered traces for those affected services and compared slow requests against normal ones. The distributed trace showed that most of the latency was coming from a downstream API call rather than the application itself. By drilling into the trace attributes, I was able to identify that a specific endpoint was experiencing significantly high response time. After the deployment, I rolled back the change and confirmed the latency returned to normal, then fixed the issue before redeploying. Honeycomb Enterprise made it very easy for me to pinpoint the exact service and operation causing the slowdown, which reduced our troubleshooting time very significantly.

“Beyond troubleshooting production issues, I have also used Honeycomb Enterprise proactively for monitoring and validating deployments. After a new release, I monitor key metrics such as request latencies, error rates, and throughput to ensure there are no regressions. I have also used it during root cause analysis by correlating traces across multiple Kubernetes services, which helped determine whether an issue originated in the application, the infrastructure, or an external dependency. The ability to query high-volume issues data and drill into specific requests has been specifically valuable for identifying all these issues and reducing troubleshooting time. Overall, it has become an important part of our observability workflow and helps solve incidents much faster.

“Some of the best features for me include distributed tracing, which gives me end-to-end visibility into a request as it flows across multiple microservices, making troubleshooting faster. I really appreciate the ability to query high-level data without having to predefine dashboards or indexes. This means I can investigate issues from different angles even if I did not anticipate them beforehand. Another feature I use frequently is BubbleUp, which automatically highlights the differences between normal and problematic issues, making it easier to identify root cause. The integration with OpenTelemetry is a significant advantage because it allows us to collect standardized telemetry from our Kubernetes workflows and workloads without being locked into a proprietary instrumentation approach..”

Other Solutions Considered

“The organization was actually using a different solution before I came in. I do not know the reason why the organization changed, so I cannot provide more insight into that..”

Ernest Nwaefulu

Tech Consultant at multi ideal

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“We used Honeycomb Enterprise mainly for tracing and observability. By observability, I mean we did not use it primarily for metrics and other features. The main goal was to use it for tracing, traceability, and debugging errors..”

Ranganath K

Software Engineer II at Smarsh

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“Dynatrace, New Relic, and some other tools like DataDog have been used for different purposes and some for observability. Honeycomb Enterprise was not necessarily switched to but rather added to the suite of tools used for different projects..”

Bigdeli Behzad

Founder at Exponential Advisor

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“If comparing Honeycomb Enterprise to DataDog, the current service we are using has the best features. However, I never explored metrics completely with Honeycomb Enterprise. With tracing, Honeycomb Enterprise is the cheaper and best service for tracing and traceability compared to DataDog. I did not explore Honeycomb Enterprise to that extent for metrics..”

Ranganath K

Software Engineer II at Smarsh

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“If we talk about how I compare Honeycomb Enterprise to its competitors, I would say that if we talk about the competition such as OpenTelemetry, Grafana, some people are still using them because of their pricing only. The major factor is pricing. I just want to say the major factor is pricing. We have a banking system that is generating dozens of logs. So we are facing the pricing issue, which is thousands of dollars a month, so it is quite expensive. If we use Grafana and other tools for logging and capturing these analytics, that is a time-consuming process but less costly. So that is the major issue with the competition..”

Vikash Kushwaha

Full-Stack Software Engineer at mindpathtech

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“We looked at a few other observability platforms before settling on Honeycomb Enterprise, and the main ones were DataDog, Dynatrace, New Relic, Grafana, and Prometheus for metrics. Each of them had strengths, but Honeycomb Enterprise stood out for distributed tracing and high cardinality data, as well as the ability to perform ad hoc investigations without having to predefine dashboards or indexes. Since we run a Kubernetes-based microservice environment, that flexibility made troubleshooting much faster. We also appreciated its strong OpenTelemetry support, which fits well with our observability strategy. Ultimately, Honeycomb Enterprise gave us the best balance of deep troubleshooting capability and ease of investigating complex production issues..”

Ernest Nwaefulu

Tech Consultant at multi ideal

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ROI

Real user quotes about their ROI:

“Honeycomb Enterprise helps the ROI by reducing debugging time, speeding up the incident resolution, and helping teams find production issues faster. If you do ask for cost, then I would say I am also somewhere in that much amount, approximately 10 to 20 percent..”

Prateek Dwivedi

IT Analyst at cmc

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“The biggest return on investment with Honeycomb Enterprise is being able to find, if I am doing production support and something goes wrong, the exact scenario or the exact request and response and the details of that really quickly. I have more detail than I would get from CloudWatch logs, and I can debug and find what happened twice as fast as I would if I dug through AWS CloudWatch..”

Verified user

Software Engineer at a non-tech company with 501-1,000 employees

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“We did not publish a formal KPI specifically for Honeycomb Enterprise. From my experience, I estimate our incident investigation time dropped by around 40 to 50 percent for complex microservice issues. Problems that would previously take one or two hours to isolate were often narrowed down to 20 to 30 minutes using distributed tracing or BubbleUp. This translates into faster incident resolution, less service disruption, and quick recovery during production issues. The biggest benefit was not just the time saving but being able to identify the root cause with much greater confidence instead of manually correlating logs from multiple services.

“We did not calculate a formal ROI specifically for Honeycomb Enterprise, so I cannot give an exact financial figure. The biggest return has been in time saving and operational efficiency. Based on my experience, our troubleshooting time for complex production incidents improved by roughly 40 to 50 percent, with issues that previously took hours to isolate often being narrowed down to 20 to 30 minutes. This helps the organization reduce disruption and improve our mean time to resolution. We have not reduced headcount because of Honeycomb Enterprise. Instead, it allows our engineering team to spend less time firefighting and more time delivering new features and platform improvements. From that perspective, the productivity gains have provided a strong return on investment..”

Ernest Nwaefulu

Tech Consultant at multi ideal

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“What we have done in terms of ROI using Honeycomb Enterprise, I still remember one use case where we reduced our overall latency because there was one Boto3 library which was not getting the expected performance.

Honeycomb Enterprise played a vital role in identifying the problems in the initial calls itself. That has actually saved us a lot of incidents. Previously, there were a lot of customer complaints coming in. I have taken one step at a time and I have added all these things in our code and followed by the customer complaints are almost ninety to ninety-two to ninety-three percent down as per the data I have.

Honeycomb Enterprise has actually helped us in various ways. The major complaints were around latency. We were able to switch our databases also because there was one problem that was identified by Honeycomb Enterprise where we were trying to fetch more than one megabyte of data from DynamoDB at one point in time. However, the problem was there is a hard limit set to DynamoDB to fetch these kinds of data.

That was a serious problem because customers were expecting data what they want to see on their screen. These kinds of issues were identified during our initial checks on DynamoDB and we were able to move to Snowflake. This has given us better solutioning around it..”

Hardik Murdia

Technical Lead at a tech vendor with 51-200 employees

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Use Case

“I have been using Honeycomb Enterprise for the past three years. My main use case has been troubleshooting and performing monitoring for Kubernetes-based applications and microservices..”

Ernest Nwaefulu

Tech Consultant at multi ideal

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“My primary use case for Honeycomb Enterprise is troubleshooting production applications and distributed services using the observability data, particularly when a normal log search is not enough to explain what is happening.

“A specific example where Honeycomb Enterprise helped me troubleshoot is in investigating a slow or failed API request, where the request goes from client to load balancer, then API gateway, then service A, service B, and finally a database in a multi-layer application.

“I am using Honeycomb Enterprise in this way only..”

PrinceKumar7

Cloud Engineer at a computer software company with 501-1,000 employees

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“I joined Smarsh in 2023 as a software engineer, and from that point until last year, we were using Honeycomb Enterprise. Recently, we migrated to a different service.

“I have used Honeycomb Enterprise in the past 12 months, and it was very good. We used it mainly for tracing and observability. By observability, I mean we did not use it primarily for metrics and other features. The main goal was to use it for tracing, traceability, and debugging errors.

“When comparing Honeycomb Enterprise to DataDog, the current service we are using has the best features. However, I never explored metrics completely with Honeycomb Enterprise. With tracing, Honeycomb Enterprise is the cheaper and best service for tracing and traceability compared to DataDog. I did not explore Honeycomb Enterprise to that extent for metrics..”

Ranganath K

Software Engineer II at Smarsh

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“We are the customers of Honeycomb Enterprise.

Basically, the purpose of using Honeycomb Enterprise is that it provides larger interfaces and dashboards for the logs of machines, terminals, and the debugging process is very easy because of Honeycomb Enterprise. Centralized logs are provided by Honeycomb Enterprise. We have integrated it into our services, including our deployed apps. So if any service goes down, any services are slow, or any APIs are crashing, then we use Honeycomb Enterprise very well for debugging purposes and tracing the logs between the services and microservices.

Structured Tracing gives the whole structure of a user interaction. If a user logged in, then went to this service and went to another service, then used this feature of our app or web app, Structured Tracing gives a full path. If we try to filter via user ID or correlation ID, we can see the full path a user has gone and how a user has interacted with the app or used our app, and where most people are going within our app, so we can analyze it, such as which functionality is most used by users..”

Vikash Kushwaha

Full-Stack Software Engineer at mindpathtech

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“We generally use it to create dashboards through Honeycomb Enterprise. What we do is we have Splunk for separate things for getting the traces and debugging and examining what are the errors or if all our services are up to date. The tracking of the logs and tracing them through the trace IDs is separately done through Splunk logs. However, Honeycomb Enterprise we use for observing and debugging. We don't need any pre-built dashboards in Honeycomb Enterprise. It helps us in addressing the production issues very quickly and identifying the current outliers. That is the reason why we are using Honeycomb Enterprise. It is not just for observability and debugging, but also for health checks of the services to ensure that all the services are up and running steadily and what are the statistics so far.

We are utilizing Honeycomb Enterprise because it addresses multiple concerns at the same time, not just debugging and observability alone, but also checking the health checks of the services. We can even create our own custom dashboards utilizing whatever kind of graphs we want, a pie chart or even bar graphs for analyzing different aspects of our services to ensure they are correctly satisfying our parameters, which is the basis for which we are trying to root our observations. If you go for Splunk, then maybe you can just use it for observing and debugging using their log traces. That is quite limited. You have to use the queries also which can get complex when there is so much nesting in the queries or it has to handle a large amount of data. When we scale up the data set, at that time it becomes a challenge in Splunk. Whereas in Honeycomb Enterprise, it is a little bit made easier..”

Prateek Dwivedi

IT Analyst at cmc

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“Honeycomb Enterprise is used in support of global clients for observability and debugging cloud-native applications. It is utilized for tracing different types of observation of processes and tools as an automated tool. Depending on client requirements at global locations, Honeycomb Enterprise is selected from among other competitors.

“For example, work with refineries within the energy space has involved using applications supported by Honeycomb Enterprise to understand and support clients in those projects. This includes understanding their processes and observing the different applications they use within AWS and the enterprise version. Using these tools, numerous different processes within the energy sector have been observed, and Honeycomb Enterprise is used for refineries and other operations. In specific cases, processes and how applications are run are observed, and different metrics like Honeycomb Metrics and other tools within the Canvas and other available options for model content protocol are used for different approaches. Anomalies are detected as part of MCP, and then efforts are made to debug those anomalies and work with the applications. For all clients, the process is generally the same, though specifics vary by application.

“Honeycomb Enterprise is generally used to observe processes, understand anomalies, detect them, and work with applications to debug problems that surface. One challenge is that many things have to be defined manually and are not totally automated, while some competitors used for different projects or clients do have automation. Despite this, Honeycomb Enterprise remains a good tool for these purposes..”

Bigdeli Behzad

Founder at Exponential Advisor

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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 and deployment procedure is quite easier. Basically what happens is we just want to put a tool into the system and it's easy for Honeycomb Enterprise. It's not that complex. I don't find it complex..”

Prateek Dwivedi

IT Analyst at cmc

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“The setup sounds a bit complex. The overall setup at our client's end is really very complex because they have high security limitations, which makes it a bit difficult to use any of the tools..”

MukeshSharma

Lead Engineer at Qualys

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“The initial setup for Honeycomb Enterprise was similar to the same amount of effort as adding logs with AWS CloudWatch in the codebases. Adding the tracing and knowing what attributes you want to be viewable in your tracing was a learning curve, but creating the dashboards was pretty easy. We are still at a learning curve on how we want to strategize adding attributes to our tracing, but it has been pretty easy going so far..”

Verified user

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Software Engineer at a non-tech company with 501-1,000 employees

“The pricing is reasonable for the value it provides, especially for organizations running large-scale microservices. The biggest consideration is that cost can increase as telemetry volume grows. It is important to have very good data management and retention policies in place. From a setup perspective, the initial implementation was straightforward since we use OpenTelemetry with our Kubernetes environment and the documentation made the onboarding process fairly smooth. The licensing was also relatively simple to manage. My only suggestion would be to offer more flexibility for organizations with rapidly growing telemetry volume or response spikes in usage. Overall, I am very satisfied with the setup experience and the licensing, and I felt the platform delivered good value for the investment..”

Ernest Nwaefulu

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Tech Consultant at multi ideal

“The initial setup and deployment procedure for Honeycomb Enterprise is straightforward. It is quite simple to use. We can just deploy via Docker or Kubernetes and these kinds of services. Honeycomb Enterprise provides quite a good setup for using these services. It provides the OpenTelemetry SDK and the Honeycomb Enterprise SDK also. So we can just use and integrate with these systems including Docker and Kubernetes and make the deployment process very seamless and very easy. It is quite interesting to use it, and we can deploy products seamlessly..”

Vikash Kushwaha

Full-Stack Software Engineer at mindpathtech

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“The setup is pretty easy. That is straightforward. I do not have any complaint there. The documentation is well written. I set up Honeycomb Enterprise traces just for a POC kind of thing within less than thirty to forty minutes just for a small code. The actual production code took one day, but that is because the code was long. That was easy. It was not very difficult. Things were very clear around it regarding how to generate the API keys to send those things and how to send it.

The load balancer API of Honeycomb Enterprise is extremely good. It accepts everything. I do not have any concerns there. I have never brought it down. I am not sure about the reliability aspect of it, but it accepts everything and I have never seen it down in my experience. I do not have any concerns there..”

Hardik Murdia

Technical Lead at a tech vendor with 51-200 employees

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Customer Service and Support

“For technical support, I never had to make a call for any support. Our concern was not to maintain Honeycomb Enterprise. As an engineer, we simply utilized that tool. We were never concerned about how it connects, what it does, what the storage was, or what billing had been done for it..”

Ranganath K

Software Engineer II at Smarsh

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“I am happy with Honeycomb Enterprise's customer service because we have never called them because we have never felt the need to call them. We have never faced an issue with Honeycomb Enterprise. Our main goal is the debugging process from Honeycomb Enterprise. We achieved it, and it is seamless, and we have never faced an issue with it..”

Vikash Kushwaha

Full-Stack Software Engineer at mindpathtech

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“The solution's technical support team is good. We have received a few hours of support directly from the support team. Also, we used to have KT sessions organized by Honeycomb.io, during which we used to get our queries addressed while attempting to get familiar with the tool..”

Verified user

[Read full review](#) 

Software Engineer at a financial services firm with 10,001+ employees

“When I was looking at Honeycomb Enterprise support with Go Lambdas, it was a little tricky to find someone who could help me answer the question. I even went to the Slack group for Honeycomb Enterprise, and it was a little tricky to get a straight answer. I had to nudge them a couple of times to get a short response that it does not work.

“I would rate the customer service and technical support from Honeycomb Enterprise a six..”

Verified user

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Software Engineer at a non-tech company with 501-1,000 employees

“Overall, my experience with Honeycomb Enterprise customer support has been positive. The support team has been knowledgeable and responsive, especially when we had questions about instrumentation, OpenTelemetry integration, or troubleshooting complex observability issues. For standard questions, we usually receive helpful responses within a reasonable time frame. For more complex technical issues, resolutions sometimes take longer because they require deeper investigation, but the support team kept us informed throughout the process. I rate the support around 8 to 9 out of 10. The main area for improvement would be faster turnaround time for complex enterprise cases and more advanced technical documentation for edge case scenarios..”

Ernest Nwaefulu

Tech Consultant at multi ideal

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“BubbleUp anomalies is actually a very important feature and it is very much used in our organization. Assume that you are having a total of 100 requests. One of them is very, very slow due to some cause, maybe there are some errors, some maybe downstream service might be failing due to which it is getting slow. But now the cause is, should we let all the other 100 requests suffer because of just this one request? The answer is no. To highlight what is the issue going on in our currently running 100 requests, we just highlight that one request which is very slow or maybe we just move it to the top so that we can alert everybody that this is the problem. All the 99 are okay, but the only issue which we are facing is with this single request which is very slow. What is the reason? We can identify that through the log traces again. If we see any odd patterns, then it automatically highlights them. Any outliers are there, so it makes them a bit visible so that we can make the investigation a bit fast paced. Unusual behavior can be highlighted to everyone so that we could be exploiting the solution that we might have, the developers we can engage so that they can rectify that problem and all the 100 requests are in shape again and do not cause the unwanted latency which we sometimes do experience just because of maybe one or two requests.

Since our teams involve multiple users and this is not just a situation where we are in one location, somebody might be from abroad. The team is quite vast and has everybody from every corner of the globe. What this means is that it enables everybody to log in and collaborate together and work on the single task. Sometimes when the major issue happens, just a single developer is not given the priority to be doing the same task and multiple users are required to be involved in this kind of issues at the same time. They can address the different aspects of the same, but the logs are common. The collaboration feature, which is a very highly rated feature of Honeycomb Enterprise is offered by it for keeping multiple logins for all the users across the team. That way we can share the data amongst each other. We can add the comments so that everybody can view what are the observations of some other person from some other aspect of the issue. That way everybody is on the same page. Dashboards can be viewed together. We can even sometimes see multiple people viewing the same dashboard at the same time. This is a part of this collaboration feature. This enables the team, the global team for investigating the issues together and not just investigating it, but also

collaborating with each other to help each other and to resolve this issue in a lesser amount of time. That way everybody could trace the logs and keep tracking simultaneously. Suppose that if we are working on one issue, maybe some other issue also comes up, but few developers couldn't notice it, but the third one could notice that and can bring it to the forum and everybody could then work on that..”

Prateek Dwivedi

IT Analyst at cmc

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Other Advice

“Some of the best features Honeycomb Enterprise offers include distributed tracing, which is probably the most important feature for my use case, and it helped me answer where the request spent its time.

“If production troubleshooting is an issue for you, Honeycomb Enterprise is the only solution and is a very good one. I would rate this review 8.5 out of 10..”

PrinceKumar7

Cloud Engineer at a computer software company with 501-1,000 employees

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“About 30% more projects can be handled than prior to the use of observability tools as a whole. Although more than one type of tool is used because diverse clients with different requirements are served, in general, 30% improvement has been observed. This is measured based on the number of new projects that can be taken and the revenues that can be generated as a result. Due diligence and evaluations should be conducted before choosing if Honeycomb Enterprise is optimum for what is required. The review rating for this product is 6 out of 10..”

Bigdeli Behzad

Founder at Exponential Advisor

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“If we speak about whether Honeycomb Enterprise is worth the money, I would say if we speak about enterprises or companies such as mine, we have dozens of applications we have developed or deployed or are running live. It provides a single

dashboard for all of them. We can select projects and see their logs and debug from there. Basically, it is based on OpenTelemetry. So, OpenTelemetry provides great graphical analytics. We can trace each and every call from there, historic calls also, from two or three years ago. So, it helps a lot in debugging. What does a developer need? If a bug came out, if a service fails, then we should work on it immediately. Before, we had to watch AWS CloudWatch logs and see terminals of the [EC2](#) instance machines. So, that is quite time-consuming and very irritating. This resolves all of that because we have a dashboard and we can run queries to get these error logs. For debugging, we can just run queries such as what API is taking more than five milliseconds. It is just amazing working with it. We can get directly what we want within the time frame, and it helps debug the code and the terminal. I gave this review a rating of nine out of ten..”

Vikash Kushwaha

Full-Stack Software Engineer at mindpathtech

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“I would recommend Honeycomb Enterprise based on cost evaluation. Companies considering purchasing it should discuss the features they want and partner with Honeycomb Enterprise. The decision is theirs, but as an end-user, I would recommend the UI interface, the interaction with the UI, and all the services that I have seen in Honeycomb Enterprise.

“I am completely unaware of the pricing because we as engineers are not aware of the price. In every company, there is a pricing manager, COGS management team, and a fabric team. The fabric team handles all the pricing models and related matters. As an end developer, I am not certain what pricing was incurred by Smarsh for using this service. However, one thing I learned is that due to pricing considerations, Smarsh moved from Honeycomb Enterprise to another service.

“I would rate this review an eight overall..”

Ranganath K

Software Engineer II at Smarsh

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“I would say that Honeycomb Enterprise takes governance and security very seriously. I appreciate that it supports enterprise features such as role-based access control, [SSO](#) integration, and audit capabilities, which are important for controlling access to observability data. From an AI perspective, I see the AI features more as an assistant for integration rather than something making autonomous decisions, which is the right approach for production environments. I still want engineers to validate recommendations before taking actions. Overall, I would say the governance and security are strong, and I would always prefer to see continuous improvement around access control areas, data privacy options, and transparency into how AI generates insights and processes data, especially for organizations with very strict compliance requirements.

“The AI capabilities are generally accurate and reliable, especially when used to assist with integration rather than replacing engineering judgment. The

suggestions and insights usually surface patterns that I might not notice immediately. That being said, I do not treat AI output as my final answer. I always validate it against distributed traces, telemetry, and application logs before making production decisions. Overall, I rate the AI accuracy high for accelerating root cause analysis, but I still see it as a decision support tool rather than an autonomous troubleshooting solution.

“My advice would be to invest time in planning an observability strategy before rolling it out and instrument your applications. I would also recommend instrumenting your applications with OpenTelemetry from the beginning and focusing on collecting meaningful telemetry instead of trying to capture everything. Start with your most critical service and build from there. I also recommend training the engineering team on distributed tracing and Honeycomb Enterprise query capability because that is where you will get the most value. Finally, monitor your telemetry volume and retention policy to keep costs under control as your environment grows. If you approach it that way, Honeycomb Enterprise becomes a very powerful tool for troubleshooting, performance optimization, and improving the reliability of your cloud-native applications. I rate this product a 9 out of 10 overall..”

Ernest Nwaefulu

Tech Consultant at multi ideal

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“Effectiveness means, Honeycomb Enterprise is very effective. We have all these kind of things structured tracing, collaborating feature, and data analysis. Honeycomb Enterprise is more effective than Splunk. When we are working on a large data set, we have a lot of values. High cardinality data support is offered by Honeycomb Enterprise, which means we can analyze lots of unique values. It helps in fast debugging. This is a major win. Fast debugging is what it offers. In Splunk, tracing becomes very slow if we have complex queries. That is something which we cannot afford to have when we are having immediate deadlines, very tight

deadlines. At that time we need a very fast debug. If we build new dashboards, then even it helps in tracking these issues very fast. You have graphs also, you have a tabular format of analysis. BubbleUp anomalies again, because they highly, if any issue occurred in any of the request, it will be shooting it up directly on the dashboard and you can see from there that this is the issue, it is highlighted. We need to address it quickly because the deadline is nearing and it is a very close call. It has a good tracing support. It helps tracking the request across the services. It offers better collaboration because teams can investigate the incident together by this collaboration feature of Honeycomb Enterprise. Honeycomb Enterprise is effective because it helps teams quickly find, understand and debug unusual behavior in the complex systems.

Whenever we make a request, there is an inter-service communication. One service makes a request to another service. In that journey, we have a trace ID, we have a span ID, we have a service name, a status and duration. This gives us proper fields and the format to record the behavior of each request while it is making the transition from one service to another service. This is a transit. During this transit, we need to maintain the logs. Honeycomb Enterprise has given us a very good facility where we have a few fields. The trace ID is the main, span ID comes under it and the service name, status and the duration for which this request happened. This is one thing that we have these kind of format wherein these kind of parameters are there. But ideally, everybody looks for the benefit. That is one aspect that we have this kind of format, but what will this help in? It helps in finding the problem a bit faster. Anomalies, requests, wherever it went slower, wherever we found some bug or maybe the request got stuck somewhere. It is helpful in identifying it a bit easily and maybe faster. It is helpful in understanding that flow, how we are navigating from one request to the other request, what are the intermediate processes happening in between and whatever operations are happening between this one request, we have each thing properly formatted with the help of these parameters like the trace ID and span ID. That way we can probably identify the root causes of our if any issues occur. Even if the issues don't occur, then it is a good practice to keep the logs so that some or another day, maybe if you want to track yourself back to the previous logs, you can basically possibly track it. You can address the issue or maybe that aspect or behavior which

you want to monitor in some time in the future.

My overall review rating for Honeycomb Enterprise is 9 out of 10..”

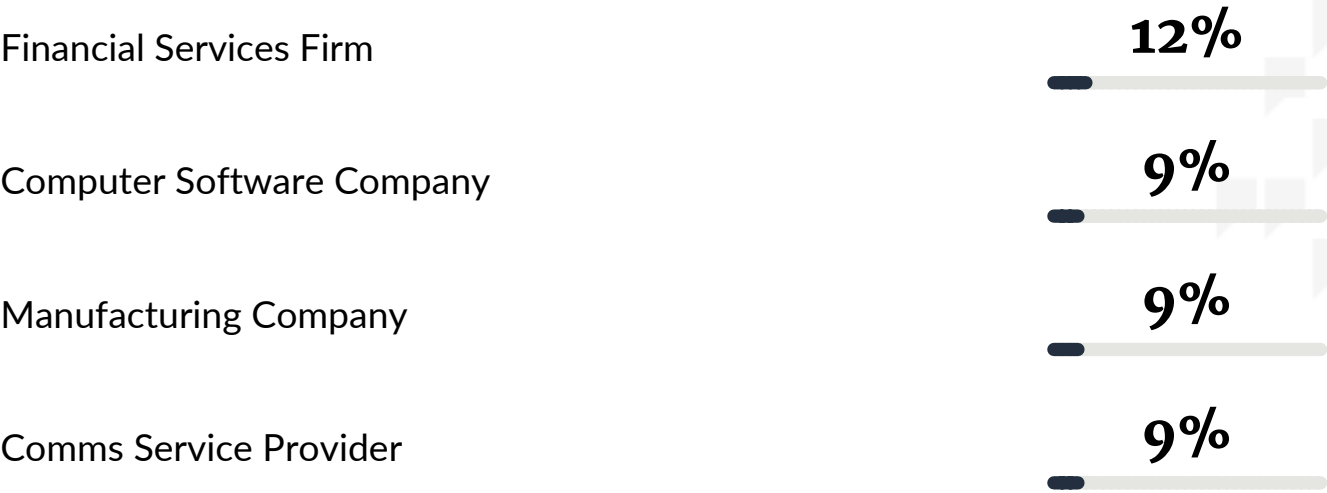
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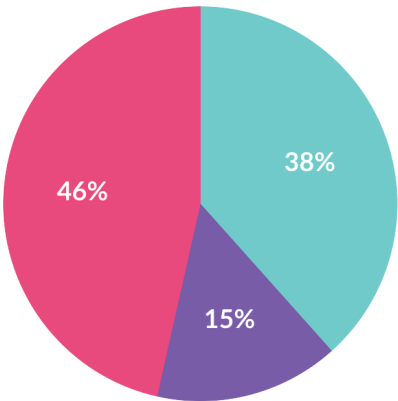
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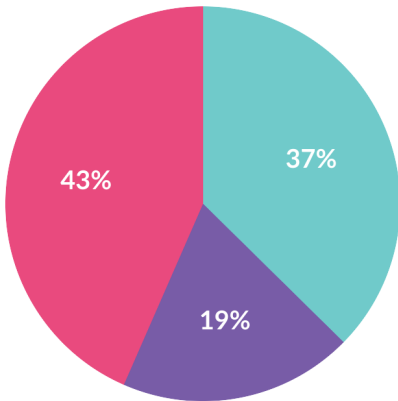
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