



Trace9[®] Unified Monitoring Solution Battle Card

Trace9[®] ver. 4.5

Read me First

This battlecard compares various feature sets of the various commonly used monitoring solutions in the industry today. The information collected has based on the conducted primary research. The nomenclature is described below for clarity

Partial = the feature set will be available on cloud as a Service or with third-party software integrations.

Limited = limited services monitoring capabilities. No customization or integration offering available by the OEM

Not Available = Not offered by available software version

Buyer Perspective - Small & Medium Enterprise

Feature Category	Description	Trace9	SolarWinds	Nagios	Zabbix	Managed Engine
AI/ML Perditions	Machine Learning models for forecasting, and dynamic dashboards for trend analysis. For following use cases: Availability, Performance and Capacity	Full Support	Partial	Limited	Limited	Partial
AI-Driven Alerting	Data-driven alerting based on learned behaviors from ML use cases.	Full Support	Partial	Partial	Partial	Partial
Visualization	Dashboards for end-to-end monitoring, synthetic testing, and microservices.	Full Support	Partial	Limited	Partial	Partial
IT Infrastructure Monitoring	Monitoring for networks, NetFlow, servers, applications, Kubernetes (K8s), SDN, SD-WAN, advanced virtualization and synthetic monitoring.	Full Support	Full Support	Partial	Partial	Full Support
Hidden Licensing (Monitoring) Cost	Any additional costs for delivering the features/capacity or use cases?	No hidden costs; transparent licensing and deployment model.	Additional licensing costs for over 12K sensor monitoring and scaling.	Free version available, but enterprise features require add-ons and support fees.	Open-source, but high availability and enterprise support require additional investment and complex planning.	Additional costs for Add-ons and user access and other hidden costs
Hidden Allied Costs	Includes infrastructure requirements for MSFT SQL, Windows Server, SQL licensing, and high availability SQL costs.	Not Required	Required	Not Required	Not Required	Required

Buyer Perspective - Large Enterprise

Feature Category	Description	Trace9	Dynatrace	Datadog	IBM IT Monitoring	Broadcom (CA)	Managed Engine
AI/ML Perditions	Machine Learning models for forecasting, and dynamic dashboards for trend analysis. For following use cases Availability, Performance and Capacity	Full Support	Full Support	Full Support	Partial	Partial	Partial
AI-Driven Alerting	Data-driven alerting based on learned behaviors form ML use cases.	Full Support	Full Support	Full Support	Partial	Partial	Partial
Multi-Tenancy Support	Single-organization and multi-tenant models for service providers.	Full Support	Full Support	Partial	Partial	Limited	Full Support
Visualization	Grafana dashboards for end-to-end monitoring, synthetic testing, and microservices.	Full Support	Full Support	Full Support	Partial	Partial	Partial
Kubernetes Deployment	Deployment on Kubernetes	Full Support	Full Support	Full Support	Partial	Limited	Not Supported
Software Licensing Monitoring	To Monitor Licensing of MSFT, VMware, Oracle, IBM or Other enterprise software	Full Support	Not Available	Not Available	Not Available	Not Available	Not Supported
Net Zero Monitoring	Sustainability-focused feature to optimize energy consumption	Full Support	Partial	Partial	Not Available	Not Available	Not Supported
Infrastructure Monitoring	Monitoring for networks, NetFlow, servers, applications, Kubernetes (K8s), SDN, SD-WAN, advanced virtualization, and synthetic monitoring.	Full Support	Full Support	Full Support	Full Support	Full Support	Full Support
Hidden Licensing (Monitoring) Cost	Is it any hidden costs apply?	No hidden costs; transparent licensing and deployment model.	Consumption-based pricing; higher costs for full-stack visibility.	Per-agent pricing; additional fees for log retention and advanced monitoring	Enterprise pricing, often bundled with IBM ecosystem products	Expensive enterprise licensing; additional fees for customization and scalability.	Additional costs for Add-ons and suer access and other hidden cost
Hidden Element Costs	Includes infrastructure requirements for Database Server, Windows/Linux Server, Database Server licensing, and high availability costs.	Not Required	Not Required	Not Required	Required	Required	Required
Dashboard Customization	Extensively customizable for user-specific needs, integrations, and advanced reporting.	Extensive	Extensive	Extensive	Moderate	Moderate	Moderate

Buyer Perspective - Managed Service Provider

Feature	Trace9®	Dynatrace	Datadog	New Relic	AppDynamics	OpenText SiteScope
True Multi-Tenancy for MSPs	Full multi-tenancy with complete data segregation & central admin panel	Limited, needs workarounds	Available but lacks granular role-based control	Available, but requires enterprise pricing	Multi-tenancy but focused on large enterprises	Information not specified; may require further customization for MSP environments.
White-Labeling & MSP Co-Branding	MSPs can fully rebrand dashboards, reports, and themes	No built-in co-branding	No white-label support	No MSP branding options	No MSP branding	Not explicitly mentioned; customization capabilities may be limited.
Custom Dashboards per Client	Client-specific views, per-customer KPIs, and custom widgets	Limited pre-set dashboards	Custom but requires integrations	Good, but lacks MSP-friendly views	Strong, but lacks MSP automation	Provides customizable dashboards; however, the extent of client-specific customization is unclear.
Monetization & Subscription Tools	Supports MSP pricing, metered billing, and usage-based licensing	Requires external tools	No direct MSP monetization	No inbuilt monetization	No inbuilt monetization	Does not offer built-in monetization features; MSPs may need to implement external solutions for billing and subscription management.
Hybrid Cloud & On-Premise Support	Full hybrid monitoring with deep integrations	Strong cloud focus	Cloud-first, on-premise limited	Cloud-first, hybrid support limited	Strong APM but lacks deep hybrid control	Designed for both on-premises and cloud environments, offering flexibility in monitoring diverse infrastructures.
Agentless Monitoring	Agentless monitoring for easier deployment at scale	Requires agents	Requires agents	Requires agents	Requires agents	SiteScope is known for its agentless monitoring capabilities, facilitating easier deployment and maintenance.
Custom Alerting & AI-driven Insights	AI-powered anomaly detection with customer-specific alerting	AI-driven, but complex setup	Good alerts, but lacks deep AI learning	AI-driven insights, but noisy	AI-powered insights but expensive	Offers customizable alerting; however, AI-driven insights are not prominently featured in the available information.

Customization

Feature	Trace9	SolarWinds	Nagios	Zabbix	Managed Engine	Dynatrace, Datadog	IBM IT Monitoring & Broadcom (CA)
Dashboard Customization	Extensive	Moderate	Partial	Moderate	Moderate	Extensive	Moderate
User-Specific Customization	Fully Supported	Partial	Partial	Partial	Partial	Limited	Limited
Integration with Custom Tools	Extensive	Limited	Partial	Moderate	Limited	Limited	Limited
Advanced Reporting Features	Fully Supported	Partial	Partial	Partial	Partial	Moderate	Moderate

Notes:

- SolarWinds:** Offers decent dashboard options but customization cost is too high, especially in case of deeply tailored or user-specific needs.
- Nagios:** Customization is very limited and generally requires additional plugins or manual configurations, which can be time consuming.
- Zabbix:** Provides a moderate level of customization but doesn't match the level of extensive user control and dashboard flexibility offered by Trace9.
- Managed Engine:** While it supports moderate customization, it's not as robust and user focused, and comes with a high cost.
- IBM, Broadcom:** While it supports moderate customization, it's not as robust and user focused, and comes with a high cost.