# SoftwareReviews
A Division of **Info-Tech Research Group**

BUYER EXPERIENCE REPORT

**Application Performance Management - Enterprise**

# eG Enterprise

**JANUARY 2024**

# Table of Contents

## How to Use This Report

SoftwareReviews captures the most compelling, useful, and detailed information on software performance to help evaluate, compare, and ultimately select the best tool for your business.

Our proprietary evaluation methodology is built on decades of experience helping businesses select software. We surface key elements every prospective buyer should review and understand prior to selecting a software provider, going much deeper than features and price to provide a detailed understanding of the relationship, negotiations, and value drivers of the solution.

This report is an evaluation of eG Enterprise created entirely using data sourced from users of the software. Use this report to help inform your selection decision, inform your evaluation, or reinforce your choice to bring on a new software product and technology partner.

# Understanding the Market

## What Is Application Performance Management - Enterprise

Application Performance Management (APM) software monitors software applications and strives to diagnose performance issues and maintain a high service level for users. The best APM software will increase user satisfaction and application performance and lower application support costs. More advanced APM solutions can diagnose performance issues across today's heterogeneous computing environments where workloads are deployed on-premises, in private clouds, public, and even hybrid clouds. Leading solutions use predictive analytics that enables IT to forecast capacity needs, deploy test scripts based on actual user workloads and pinpoint issues across user geographies and data center architecture components.
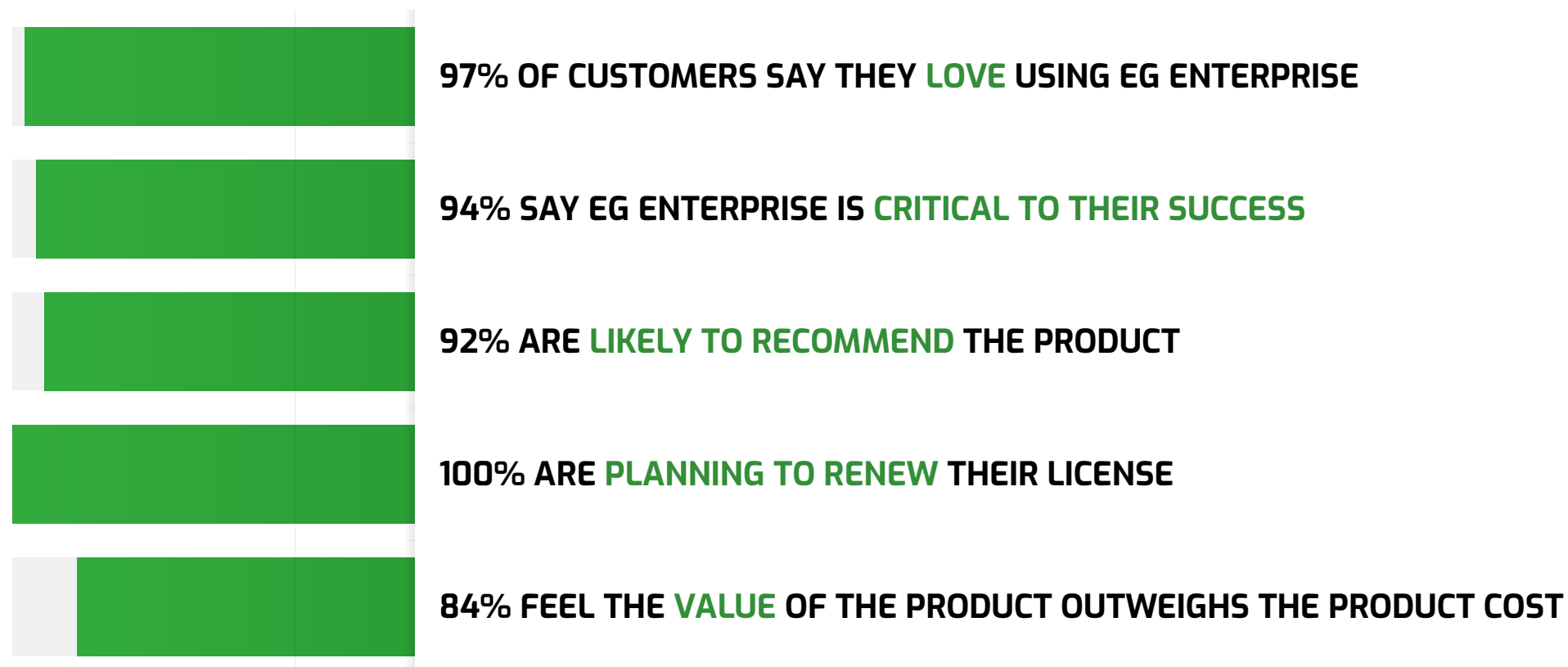
# Understanding the Product

## About eG Enterprise

eG Enterprise is a total performance management solution that provides automated monitoring, diagnosis, and reporting to troubleshoot application slowdowns, user experience issues, network outages, virtualization bottlenecks, server failures, storage hotspots, and more. eG Enterprise uses a combination of agent-based and agentless approach to monitor the health and performance of the entire IT infrastructure from application code to bare metal across physical, virtual and cloud, and hybrid IT environments

# We asked real users what they thought about using eG Enterprise and the value they received

**Here's what they had to say:**

**97% OF CUSTOMERS SAY THEY LOVE USING EG ENTERPRISE**

**94% SAY EG ENTERPRISE IS CRITICAL TO THEIR SUCCESS**

**92% ARE LIKELY TO RECOMMEND THE PRODUCT**

**100% ARE PLANNING TO RENEW THEIR LICENSE**

**84% FEEL THE VALUE OF THE PRODUCT OUTWEIGHS THE PRODUCT COST**

# The best software providers will have a strong product tied to immediate value

SoftwareReviews developed a list of the top 11 software capabilities any customer should look for when evaluating a software solution. These capabilities represent table-stakes expectations for any software provider and help define products that are easy to implement and operate and that drive value to the organization.

We asked eG Enterprise customers to help us better understand what they thought about their capabilities as a software provider. Here's a summary of what they had to say:

## Business Value Created

The underlying purpose of software is to create value for employees, customers, partners, and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. Users of eG Enterprise reported satisfaction scores of 83% when evaluating the business value provided to their organization.

**83%**
BUSINESS VALUE CREATED
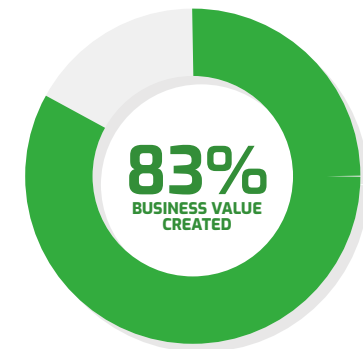
# Features are the gateway to driving **customer satisfaction**

Users want feature-rich software that enables them to perform a diverse series of tasks as opposed to one they find restrictive. Feature quality is just as important as quantity. Software needs to do what you're purchasing it to do, easily, intuitively, reliably, and effectively.

And finally, purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction.

**Breadth of Features**
DEGREE OF SATISFACTION
# 85%

**Quality of Features**
DEGREE OF SATISFACTION
# 82%

**Product Strategy**
DEGREE OF SATISFACTION
# 79%

*eG Enterprise User Satisfaction Across General Features and Functionality.*

# Satisfaction starts with a **successful implementation**

Choosing the right software is only the first step. Successfully implementing the new solution is necessary to realize its full value and promote end-user adoption. Typically, out-of-the-box functionality isn't enough, especially for niche or industry-specific software, and the reason you're buying rather than building is to save time and money in the first place. The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error.

**Ease of Implementation**
DEGREE OF SATISFACTION
# 81%

**Ease of Data Integration**
DEGREE OF SATISFACTION
# 79%

**Ease of Customization**
DEGREE OF SATISFACTION
# 77%

*eG Enterprise User Satisfaction Across Product Implementation.*

# **Usability and support** are drivers of ROI

End-user learning curves cost the organization money, and a tool should eliminate barriers to drive user adoption. Effective and readily available training enables users to get the most out of their software. Issues are inevitable, and vendor support will be key to reducing downtime and troubleshooting problems if they arise.

Administrative interfaces don't typically get the same attention as those built for end users, but they shouldn't be clunky or unintuitive to support management of the tool.

**Availability & Quality of Training**
DEGREE OF SATISFACTION

# 80%

**Ease of IT Administration**
DEGREE OF SATISFACTION

# 85%

**Vendor Support**
DEGREE OF SATISFACTION

# 83%

**Ease of Use**
DEGREE OF SATISFACTION

# 79%

*eG Enterprise User Satisfaction Across Ease of Use and Management.*

# Compare satisfaction across top features needed to **meet your goals**

SoftwareReviews collected this satisfaction data from real customers who have used eG Enterprise. Here's how they rated core features:

**Product Feature Satisfaction**

| Feature | |
|---|---|
| Application Discovery | |
| Application Logging | |
| Application Metric Reporting | |
| Cloud/OnPrem/Hybrid Deployment | |
| Enterprise Cloud Platform Support | |
| Error Reporting | |
| Real User Monitoring | |
| Scalability | |
| Server Monitoring | |
| Synthetic Monitoring (RUM) | |
| Transaction Request Performance | |

0%  20%  40%  60%  80%  100%
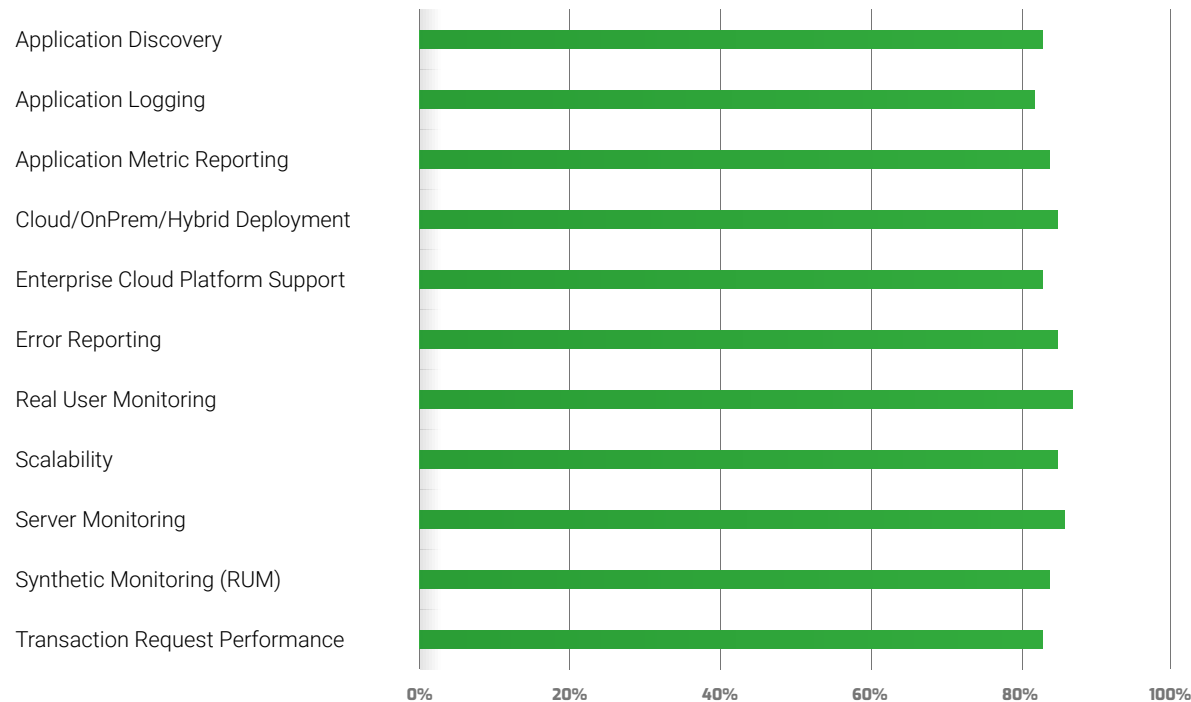
# Identify your best partner using the Emotional Footprint

Satisfaction with your software vendor is more than strong features at a good price. Your relationship with your vendor will have a significant impact on both your short- and long-term satisfaction with the platform.

The Emotional Footprint aims to quantify the value of the relationship by measuring aspects of the provider not typically quantified by RFPs and POCs: which vendors are most reliable, which are trustworthy, and which continue to innovate. Research shows these aspects are more important to satisfaction than cost or functionality.

Within the Emotional Footprint review, we aggregate customer ratings across 25 elements in the areas of Vendor Strategy and Innovation, Service Experience, Product Experience, Negotiation, and Conflict Resolution. This creates a detailed indicator of overall user sentiment toward the vendor and its product.

## How We Measure Emotions

The Emotional Footprint is determined using a standard Net Promoter methodology (see right). To assess the Emotional Footprint score of eG Enterprise, users were asked to evaluate 25 individual emotional sentiments directly correlated to five Emotional Footprint areas.

The Net Emotional Footprint Score calculates the difference between the percentage of active promoters of eG Enterprise and the percentage delivering negative responses.

## Emotional Spectrum Scale

| -4 | -3 | -2 | -1 | | +1 | | +2 | +3 | +4 |
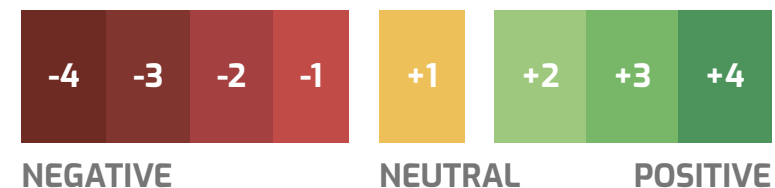
**NEGATIVE**          **NEUTRAL**          **POSITIVE**

$$\% - \% = \text{NET EMOTIONAL FOOTPRINT}$$

POSITIVE    NEGATIVE

**Users Gave eG Enterprise an Overall Net Emotional Footprint Score of**

# +98

# The Emotional Footprint assesses **five key areas to evaluate the vendor relationship**

**1**

**Strategy and Innovation**

Your organization and market are constantly changing, and your software partners need to change with them. Relationships are built on your software partner's ability not only to react but also to proactively innovate against your needs.

**2**

**Service Experience**

Software is no longer just about a tool; it is also about the people who support it. Many people will interact with the software provider, and these interactions will play a key role in building a long-term partnership.

**3**

**Product Experience**

When you purchase a product, you are sold on its ability to improve your capabilities, improve processes, and be reliable. An important part of creating an emotional connection is its ability to keep these product promises.

**4**

**Negotiation and Contract Experience**

During a sales experience, your first true look into your software partner is during the negotiation and contracting phase. This helps establish the baseline of the nature of the organization you'll be working with.

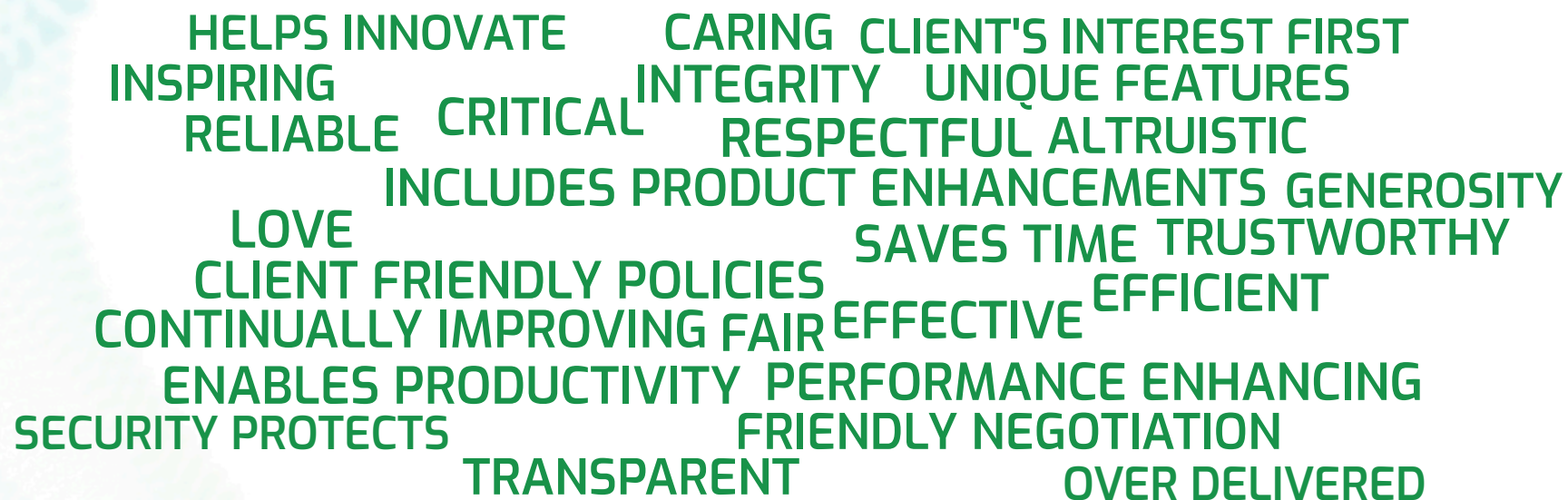**5**

**Conflict Resolution**

It's inevitable that in the course of your partnership, conflicts and issues will arise. In the face of challenges, will your software provider jump in the foxhole to help solve your problem or leave you to it?

# eG Enterprise **Word Cloud**

The SoftwareReviews Word Cloud aggregates the most commonly experienced sentiments held by eG Enterprise users based on the data collected within the Emotional Footprint. At a glance, it helps evaluate the vendor-client relationship and product effectiveness. Word size is driven by the strength of the sentiment. Word color is driven by the number of reviews that share the sentiment.

| Weak | | | | | | | | Strong |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |

NEGATIVE · NEUTRAL · POSITIVE

HELPS INNOVATE  CARING  CLIENT'S INTEREST FIRST
INSPIRING  INTEGRITY  UNIQUE FEATURES
RELIABLE  CRITICAL  RESPECTFUL  ALTRUISTIC
INCLUDES PRODUCT ENHANCEMENTS  GENEROSITY
LOVE  SAVES TIME  TRUSTWORTHY
CLIENT FRIENDLY POLICIES  EFFICIENT
CONTINUALLY IMPROVING  FAIR  EFFECTIVE
ENABLES PRODUCTIVITY  PERFORMANCE ENHANCING
SECURITY PROTECTS  FRIENDLY NEGOTIATION
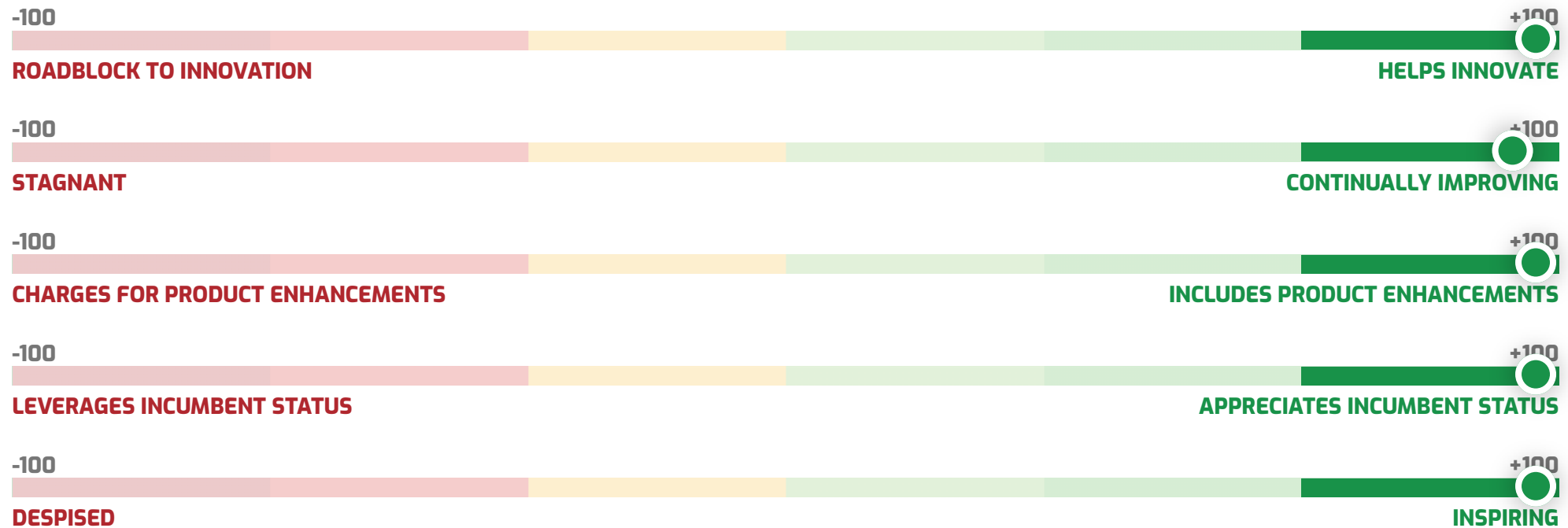TRANSPARENT  OVER DELIVERED

*Additional data about each of the emotional sentiments can be found on the following pages.*

# eG Enterprise
# Strategy and Innovation Experience

Your software provider's attitude toward innovation is important; if they aren't at least keeping pace with market directions and trends, they certainly won't be enabling you to get ahead. Use the data in this section to determine whether users felt eG Enterprise appreciates the need to innovate.

**Average Score**

## +96

-100                                                      +100
**ROADBLOCK TO INNOVATION**                **HELPS INNOVATE**

-100                                                      +100
**STAGNANT**                           **CONTINUALLY IMPROVING**

-100                                                      +100
**CHARGES FOR PRODUCT ENHANCEMENTS**   **INCLUDES PRODUCT ENHANCEMENTS**

-100                                                      +100
**LEVERAGES INCUMBENT STATUS**         **APPRECIATES INCUMBENT STATUS**

-100                                                      +100
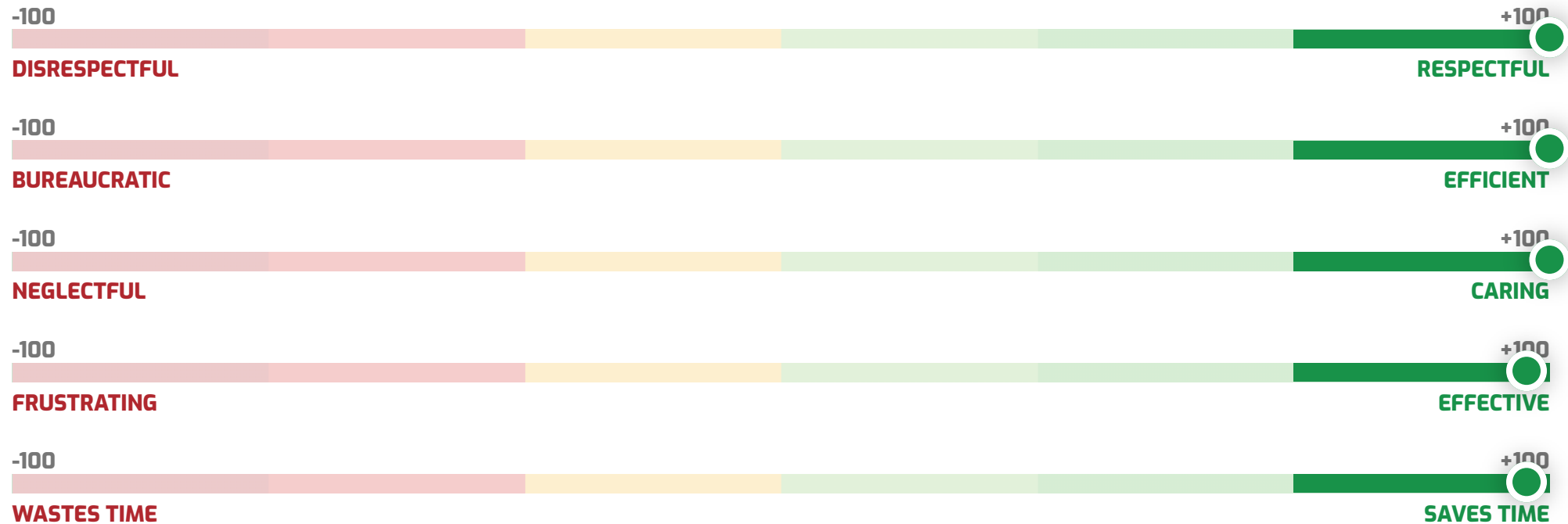**DESPISED**                                    **INSPIRING**

# eG Enterprise
# Service Experience

Good service matters. The last thing you need is to be disrespected by your software provider or to get bogged down by their ineptitude or neglect. This section displays data related to quality and effectiveness of service, so you can know whether you'll be treated well before and after you've made the purchase. Use this data to determine how users reported their service experience with eG Innovations.

**Average Score**

## +99

| -100 | | | | | +100 |
|---|---|---|---|---|---|
| **DISRESPECTFUL** | | | | | **RESPECTFUL** |

| -100 | | | | | +100 |
|---|---|---|---|---|---|
| **BUREAUCRATIC** | | | | | **EFFICIENT** |

| -100 | | | | | +100 |
|---|---|---|---|---|---|
| **NEGLECTFUL** | | | | | **CARING** |

| -100 | | | | | +100 |
|---|---|---|---|---|---|
| **FRUSTRATING** | | | | | **EFFECTIVE** |

| -100 | | | | | +100 |
|---|---|---|---|---|---|
| **WASTES TIME** | | | | | **SAVES TIME** |

SoftwareReviews
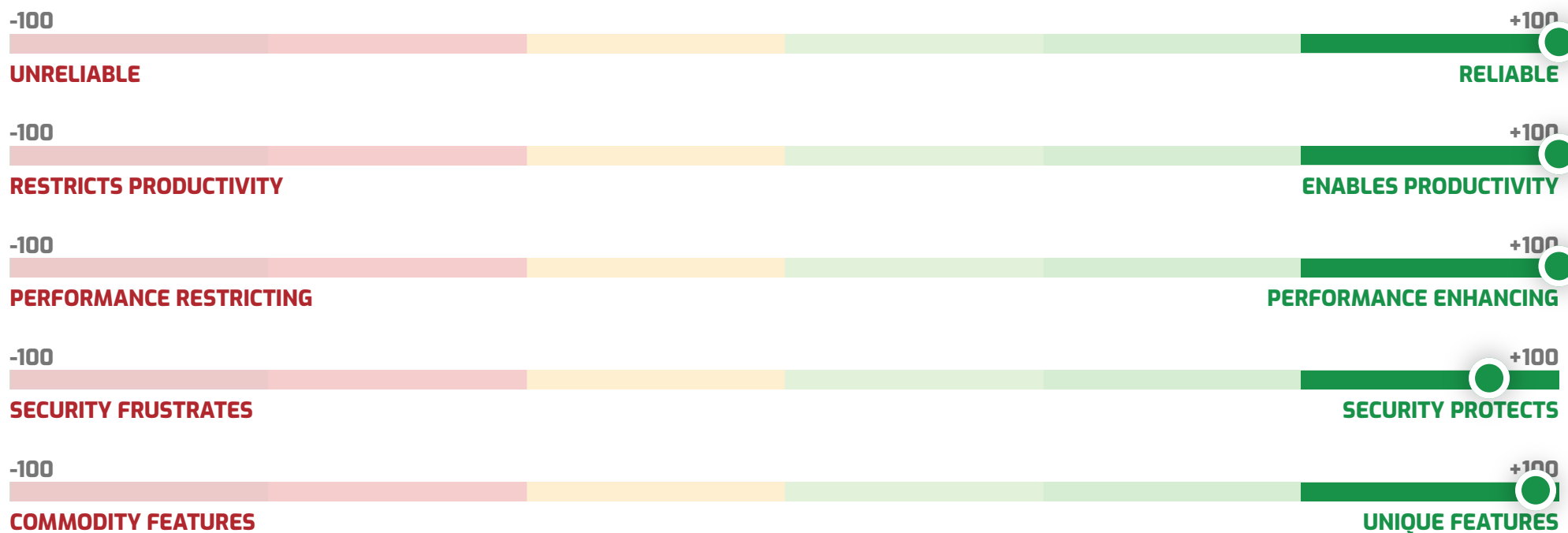*A Division of* **Info-Tech Research Group**

# eG Enterprise
# Product Experience

Software needs to reliably enable your performance and productivity. This can be the difference between a product propelling your organization forward or being dead weight that you'll need to carry. Use this to data to determine how users reported their product experience with eG Innovations.

### Average Score
## +98

-100     +100
**UNRELIABLE**     **RELIABLE**

-100     +100
**RESTRICTS PRODUCTIVITY**     **ENABLES PRODUCTIVITY**

-100     +100
**PERFORMANCE RESTRICTING**     **PERFORMANCE ENHANCING**

-100     +100
**SECURITY FRUSTRATES**     **SECURITY PROTECTS**

-100     +100
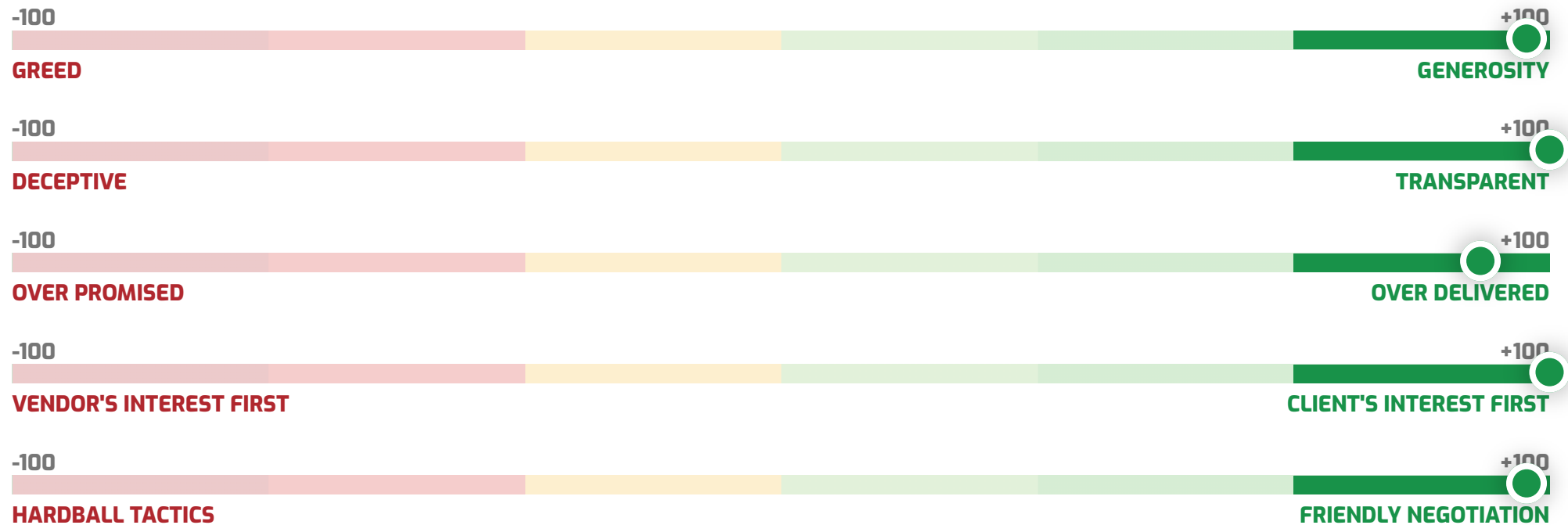**COMMODITY FEATURES**     **UNIQUE FEATURES**

# eG Enterprise
# Negotiation and Contract Experience

Negotiation doesn't have to be adversarial. Both parties are always looking to get the best deal, but finding a vendor who will work with – rather than against – you makes it more likely you'll both be happy with the results. Use the data in this section to determine how users reported their negotiation and contract experience with eG Innovations.
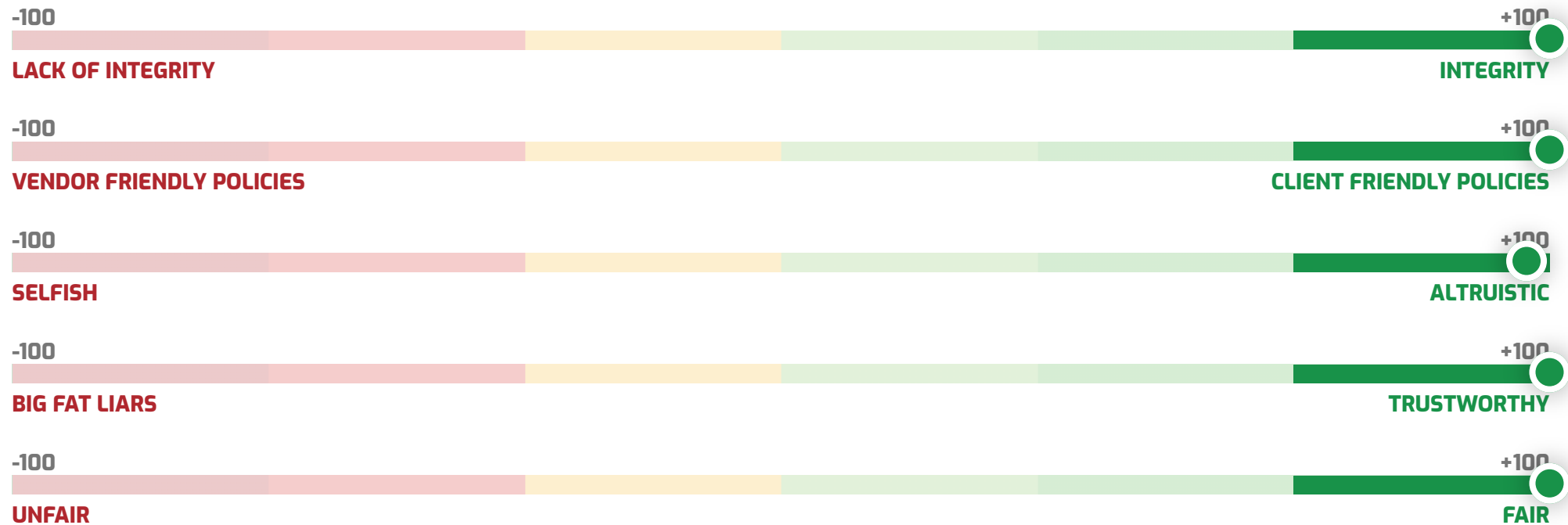
**Average Score**
## +97

| | -100 | +100 |
|---|---|---|
| **GREED** | | **GENEROSITY** |
| **DECEPTIVE** | | **TRANSPARENT** |
| **OVER PROMISED** | | **OVER DELIVERED** |
| **VENDOR'S INTEREST FIRST** | | **CLIENT'S INTEREST FIRST** |
| **HARDBALL TACTICS** | | **FRIENDLY NEGOTIATION** |

# eG Enterprise
# **Conflict Resolution Experience**

Disagreements are inevitable, but knowing your software provider will handle them reasonably, fairly, and amiably can give you peace of mind. Use the data in this section to understand how users of eG Enterprise felt when conflict arose and how eG Innovations acted in response.

**Average Score**

# +99

| -100 | | +100 |
|---|---|---|
| **LACK OF INTEGRITY** | | **INTEGRITY** |

| -100 | | +100 |
|---|---|---|
| **VENDOR FRIENDLY POLICIES** | | **CLIENT FRIENDLY POLICIES** |

| -100 | | +100 |
|---|---|---|
| **SELFISH** | | **ALTRUISTIC** |

| -100 | | +100 |
|---|---|---|
| **BIG FAT LIARS** | | **TRUSTWORTHY** |

| -100 | | +100 |
|---|---|---|
| **UNFAIR** | | **FAIR** |

# What Users Love Best About eG Enterprise

SoftwareReviews asks users what they love best about the platform. Here are direct quotes from users of eG Enterprise.

**"eG Enterprise excels in rapidly identifying the root causes of performance issues, allowing IT teams to resolve problems efficiently and minimize downtime. "**

**Rudolf D**
IT Development, Integration, and Administration
Information Technology

**"The topology view that gives a quick overview of the entire infrastructure is great. I also like their stack model view that makes it simple to determine where are the problems - which layer, and who to call. "**

**Jason D**
IT Development, Integration, and Administration
Information Technology

**"The easy of use and supported Application detection out of the box."**

**Mikael T**
Business Leader or Manager
C-Level

## What Users Love Best about eG Enterprise

**"It's cover entire Application overflow. Like Application Hardware, Network, Database, Webservice, Application Code....."**

**Prakash R**
IT Leader or Manager
Information Technology

**"The Layer view of the problem. You can easily identify the root cause of any problem which is running in your environment and eG will give you the answer in just few clicks."**

**Nirpendra S**
IT Development, Integration, and Administration
Consultant

**"My favorite part of eG is the deep rich metrics that you get right out of the box with very little configuration required. Up and running very quickly with meaningful and actionable reports built in."**

**Robert S**
Business Leader or Manager
C-Level

## What Users Love Best about eG Enterprise

**"Full stack monitoring of IT resources providing quick drill down to important matrices for operational support."**

**Whye Wong T**
IT Development, Integration, and Administration
Consultant

**"Performance improvements to the business IT and maintaining a proactive / healthy IT business"**

**Sean M**
Business Leader or Manager
Consultant

**"It able to provide a holistic view from Network and Application perspective "**

**Tzyy Biau T**
Business Leader or Manager
Information Technology

## What Users Love Best about eG Enterprise

**"The eG solution gives me a lot of visibility while also presenting data in a really useful way. I currently run the product for several of our clients, and I can work on more essential requirements knowing that the IT infrastructure is in good working order. It excels in identifying root issues and quickly correcting them, hence improving the overall customer experience. The system offers unparalleled visibility, encompassing not only application performance but also user experience, supporting infrastructure, and business processes. "**

**Jack H**
Business Leader or Manager
Information Technology

# Why Users Recommend eG Enterprise

SoftwareReviews asks users why they recommend the platform. Here are direct quotes from users of eG Enterprise.

**"Have a thorough understanding of your IT environment, including applications, servers, and network components. This knowledge will facilitate a smoother implementation and configuration process."**

**Rudolf D**
IT Development, Integration, and Administration
Information Technology

**"Definitely a product i'd recommend. Try their SaaS service - makes it easier to deploy and saves a lot of time as you don't have to try worry about maintaining and operating their management server."**

**Jason D**
IT Development, Integration, and Administration
Information Technology

**"Give it a try, Bang for the $$$"**

**Mikael T**
Business Leader or Manager
C-Level

## Why Users Recommend eG Enterprise

**"Easy to use , low maintenance, Nice and useful dashboards and most importantly you can fix the issue no time with the help of eG. "**

**Nirpendra S**
IT Development, Integration, and Administration
Consultant

**"Take advantage of a free trial. eG is very non-intrusive and will not impact your current production environment. In 24-48 hrs you will see just how good it is. I had severe Citrix and server performance issues that none of my 15 engineers could find. The business model was at risk because we couldn't properly scale. eG found the root cause in 24-48 hrs. A simple disk cache setting that allowed us to double user density."**

**Robert S**
Business Leader or Manager
C-Level

**"Product has wide range of capabilities providing flexible monitoring of environment. Start with the basic and add on features, stacking up the monitoring and alerting platform."**

**Whye Wong T**
IT Development, Integration, and Administration
Consultant

## Why Users Recommend eG Enterprise

"Ensure you train your staff to get the most out of this product. The more you use it, the better it gets!"

**Sean M**
Business Leader or Manager
Consultant

"If you are looking for a unified performance monitoring to provide you a holistic view from Network & Application Performance perspective. eG might be a best fit solution to you. "

**Tzyy Biau T**
Business Leader or Manager
Information Technology

"eG Enterprise provides extensive monitoring capabilities; it monitors servers, apps, networks, and, in general, the complete infrastructure. It is a comprehensive and adaptable monitoring solution with extensive app diagnostic features. It detects app slowdowns and pinpoints the source of the downtrend. The instrument is costly, but it offers good value for money. "

**Jack H**
Business Leader or Manager
Information Technology

# About the **Data**

SoftwareReviews collects in-depth quantitative and qualitative feedback data directly from verified end users about their experience with top enterprise software providers. Its proprietary online survey platform gathers more than 130 data points on each product, allowing end users to thoroughly evaluate their experiences using the software, from selection through purchase and service.

Every review is meticulously checked through a robust quality assurance process to ensure it is submitted by a real person with valid credentials for using the software. End-user experience and sentiment measures revealing product feature fit, perceived capabilities, business value drivers, and the quality of the provider relationship are accessible at both a high-level roll-up and a more detailed drill-down.

Software reports are available to download at **SoftwareReviews.com/categories**

# About **SoftwareReviews**

With practical advisory services and a data-driven approach, SoftwareReviews' mission is to improve the B2B software experience for all software buyers and providers.

SoftwareReviews' pragmatic tools and detailed customer insights help software buyers maximize success with their technology decisions. SoftwareReviews collects the most in-depth customer review data from both business and IT professionals to shorten the time to decision and action for software purchasers and improve overall buyer satisfaction.

Combining deep buyer knowledge and experience, SoftwareReviews' go-to-market practice helps technology providers better understand customer needs and accelerates planning and execution of go-to-market and product strategy.

SoftwareReviews is a division of Info-Tech Research Group, a world-class technology research and advisory firm with over two decades of research-based IT advice and technology implementation.

SoftwareReviews

A Division of **Info-Tech Research Group**