

ITProToday™ AIOps Tools Buyers Guide

	Performance Monitoring	Collaboration	Data Management	Security Operations	Optimization	Automation	Analytics and Alerting	Platforms and Environments	Operational Management
BMC (Helix, TrueSight, AML)	High: Especially strong capabilities in application monitoring	High: Incident response automation features help teams collaborate efficiently	High: Captures and correlates a range of metrics (tracing, web server health metrics, database metrics, etc.)	Medium: Does not focus on security specifically, but provides broad AIOps features that may be useful for this domain	Medium: Basic business optimization features, but limited support for workload right-sizing	Medium: Uses intelligent swarming to help automate response, but other features (like dashboards) depend largely on manual configuration to optimize	Medium: Robust alerting features, but limited automations to help teams manage them	Low: Lacks native support for application testing automation	High: Supports proactive problem solving and uses complex metrics correlation to help teams manage complex operational problems
Digitate (ignio)	Medium: Standard performance monitoring functionality	Medium: Standard collaboration features, including real-time response and communication for incidents	Medium: Can collect and analyze a variety of standard data	High: Although not limited to the security domain, ignio can interpret a variety of security-relevant data	Medium: Supports standard infrastructure optimization	High: Includes extensive out-of-the-box automations, as well as the ability to extend and customize automations to address unique use cases	Medium: AI-based alert management, but no unique alerting or analytics features	Medium: In the process of expanding to support application development analytics	High: Strong support for key operational tasks, such as user onboarding and infrastructure provisioning
IBM (Cloud Pak for Watson, Instana)	High: Notable, especially for correlating performance metrics with software development metrics	Medium: Collaboration is not a core product focus, but is available through integrations with other products	High: Extensive list of supported operating environments enables broad data collection and analytics capabilities	Medium: No specific focus on security as a use case (this is addressed in a separate product, IBM Cloud Pak for Security)	Medium: Optimization is not a key product focus, but the product can support this use case if properly configured	Medium: Offers many automations, but in general they require manual setup or configuration in order to deliver maximum value	Medium: Standard alerting and analytics features; may require manual configuration to optimize alerting	High: Supports broad set of clouds, databases and operating environments; also offers APIs to integrate with third-party products	Medium: The major operational limitation is that users need to configure their own operations pipelines
LogicMonitor (LogicMonitor v. 152)	High: Performance monitoring is a key product use case, supported through robust out-of-the-box features	Low: No special native collaboration tooling, although collaboration can be implemented via third-party integrations	Medium: Can collect a variety of data types, with a focus on cloud-based environments	Medium: Not a key product focus, but capable of supporting security monitoring	High: Robust workload and cost optimization features, especially for major public cloud environments and edge deployments	Medium: Although native automation features are available, configuring them is somewhat clumsy due to inability to import automation run books	High: Extensive focus on reducing signal-to-noise ratio through smart alert management	Medium: Broad environment support, especially for cloud-based and edge environments	Medium: Standard operations management features
Netreo (Netreo, Stackify by Netreo)	High: Extensive performance monitoring capabilities; especially strong for application performance monitoring	High: Although the product lacks native integration features, it provides extensive support for integration with third-party collaboration platforms	Medium: Supports a variety of infrastructure and application metrics	Low: Minimal focus on security monitoring or management	Medium: Not a specific product focus, but robust performance monitoring capabilities can assist in optimization	Medium: Automations primarily based on third-party tool integrations	Medium: Offers intelligent alert management features, but requires third-party integrations for complete intelligent alert management functionality	High: Supports all major public cloud environments and operating systems (including Solaris and IBM mainframe operating systems)	Medium: In most cases, requires third-party integrations for complete operational management functionality
PagerDuty (PagerDuty Event Intelligence)	Low: Not a performance monitoring solution per se	Medium: Offers basic collaboration tooling, but does not integrate well with third-party collaboration platforms	Medium: Supports standard data types, but somewhat limited by a lack of third-party integrations	Medium: Can help manage security alerts, but it's not a security monitoring tool	Low: Lacks optimization offering	High: Uses concepts of projects and jobs to enable extensive automation configurations	High: Proactively recommends steps for reducing alert noise	Medium: Supports alert management in a variety of cloud and on-premises environments	High: Broad automations enable efficient approach to IT operations
ServiceNow (ServiceNow ITOM Predictive AIOps)	High: Although the product relies largely on third-party tools for data collection, it enriches this data to deliver performance insights that other products may miss	Medium: Good out-of-the-box collaboration tooling, but limited support for integrating with third-party collaboration solutions	Medium: Can collect a variety of data types, with a focus on cloud-based environments	Medium: Not a key product focus, but capable of supporting security monitoring	Low: Although some optimization features are available, product cannot optimize for key resources like storage and networking; however, these features are on the product road map	Medium: Extensive automation support, but generally requires manual setup or configuration to achieve fully automated workflows	Medium: Standard alerting and analytics features; may require manual configuration to optimize alerting	Medium: Broad environment support, especially for cloud-based and edge environments	Medium: Standard operations management features; lack of support for environmental impact monitoring is a limitation
Splunk (Splunk AIOps)	High: Robust performance monitoring across a variety of domains, from infrastructure and application monitoring to digital experience monitoring and log investigation	Medium: Offers some native collaboration tooling while relying on third-party integrations to build out collaboration workflows	High: Supports collection and automated analysis of a very wide set of data types	Medium: Not a key product focus, but capable of supporting security monitoring	Medium: Less focus on optimization than on monitoring, but monitoring insights can drive optimization goals	Medium: Offers standard automation features via playbooks, but no unique automation capabilities	Medium: Standard alerting and analytics features; may require manual configuration to optimize alerting	High: Can collect and analyze data from virtually any type of modern environment, operating system or database	Medium: Standard operations management features
StackState (StackState 4.3)	High: Correlates and contextualizes data from other monitoring solutions to deliver unique insights	High: Although collaboration depends largely on third-party integrations, these integrations are well supported and easy to implement	Medium: Due to reliance primarily on third-party tools for data collection, data management features are limited by what third-party vendors support	Low: Capable of supporting security monitoring and data analysis, but only with extensive manual configuration as this is not a vendor focus	Medium: Less focus on optimization than on monitoring, but monitoring insights can drive optimization goals	Medium: Offers some automation features for IT management and remediation, but lacks an end-to-end automation framework	Medium: Standard alerting and analytics features; strengths in root-cause analysis	Medium: While product can support a range of environments and operating systems, it depends largely on third-party integrations to implement this support	Medium: Robust IT process automation features, but operations management functionality is otherwise standard
Sumo Logic (Sumo Logic AIOps)	Medium: Supports infrastructure, network and application monitoring in standard environments; anonymized benchmark data helps customers compare their performance history with industry trends	High: Notable, especially for collaboration features designed for developers	High: Supports collection and automated analysis of a wide set of data types	Medium: Security analytics is one actively supported product use case	Medium: Not a key product focus, but data analytics insights can assist with optimization goals	Medium: Provides standard automation tooling via playbooks and APIs	High: Strong ability to manage alerts intelligently based on automated problem diagnosis and root-cause analysis	Medium: Supports most major cloud and on-premises environments	Low: Operational management is not a product focus
VuNet Systems (VuNet)	High: Notable, especially for ability to correlate performance metrics with business metrics	Medium: Limited native collaboration features, but integrates with a variety of third-party collaboration platforms	Medium: Limited mostly to business-aligned metrics collection	Low: Not a product focus	Medium: Strong ability to optimize for business goals; less focus on technical performance optimization in cases where cost or other business goals are not a consideration	Medium: Provides automated remediation and automation tooling via playbooks	High: Unique deep-learning features help to map relationships among alerts	Medium: Limited primarily to on-premises and private cloud environments	Low: Operational management is not a product focus