

EMA Radar™ for Enterprise Hybrid Infrastructure Management



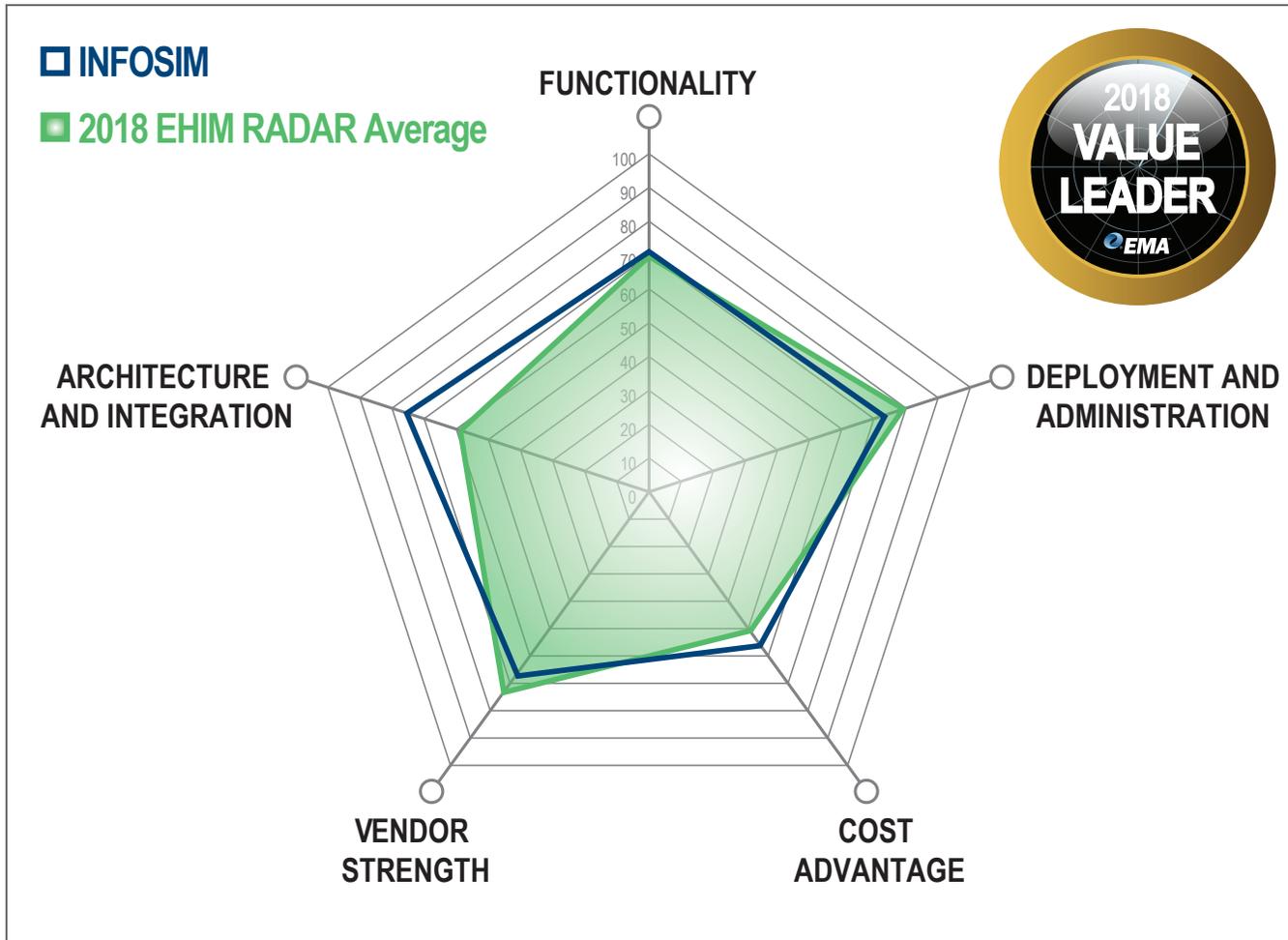
INFOSIM PROFILE

An Enterprise Management Associates Radar™ Report

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Q1 2018

RADAR CHART



Introduction

Founded in 2003, Infosim is a German vendor of service assurance solutions with operations in Austin, Texas. Infosim's core product is StableNet, a network availability and performance management solution designed to serve the needs of communications service providers and large enterprises. Like most network monitoring solutions, StableNet has evolved to provide cross-domain and cross-cloud visibility, making it a candidate for inclusion in this EMA EHIM Radar. Infosim offers two versions of its product: StableNet Telco and StableNet Enterprise. For this study, EMA evaluated the enterprise edition.

Deployment and Administration

Infosim offers a few licensing models for StableNet, including packages based on monitoring objects or devices, regardless of size. It's also very flexible with its licensing packages, and reference customers reported little difficulty in understanding and managing their licenses. Customers frequently buy professional services during deployment, although they are not required.

A large percentage of operations personnel uses the solution, according to reference customers, and StableNet sees some moderate cross-team usage in the IT organization. It received average scores for ease of use, although customers usually require training on the product. Administrative overhead for StableNet is low, but customers sometimes struggle with keeping it in synch with other management



systems. The tool is efficient in its use of resources, and the updates and patches Infosim ships are highly stable. While Infosim provides a fairly good breadth of customer support capabilities, customer satisfaction with support and services were low compared to other vendors in this report.

Cost Advantage

StableNet is actually one of the more affordable solutions for large enterprise deployment scenarios. However, it is definitely priced for large enterprises and communication service providers. Smaller enterprises will find the solution often outside their price range, based on prices quoted for midmarket deployment scenarios.

Functionality

StableNet received strong overall scores for its EHIM functionality. The product's infrastructure discovery capabilities are deep and excellent, in terms of cross-domain infrastructure and public cloud. It can also automatically discover and map popular applications and service dependencies. It offers comprehensive alarm management capabilities, but reference customers saw some room for improvement in terms of customization. StableNet offers strong, service-centric monitoring views from its dashboard, and fairly good reporting customization capabilities. EMA spoke to a reference who was successfully monitoring public IaaS resources with the tool.

StableNet's fault isolation and troubleshooting capabilities are strong, particularly around complex event correlation and alarm suppression features. The product's operational analytics features rank among the top four vendors in this study, which should help customers drive workflow efficiencies. StableNet is also

highly flexible in terms of the technology it is able to monitor. EMA has spoken to multiple customers who were able to monitor the availability and performance of nonstandard Internet of Things (IoT) devices after Infosim applied custom scripts to its external monitoring probes. Finally, Infosim offers a good set of inventory management features.

Architecture and Integration

StableNet received the second-highest score for architecture and integration. The core platform is well-integrated, with an average breadth of high availability configuration options and very strong data collection methods. It offers good options for specialized console views for different types of users. The product is quite scalable, which is no surprise given its use by service providers, and EMA was able to verify this scalability in conversations with reference customers.

Infosim offers certified integration with a large number of third-party IT management solutions, including event management, service desk, virtualization management, cloud orchestration, and CMDB/CMS. It also offers an open REST API for custom integrations.

Vendor Strength

Infosim is a private company, so it is difficult to assess its financial position. The company did disclose that it has been continuously profitable for two fiscal years and that StableNet has experienced revenue growth over four straight fiscal quarters. Infosim has an above average ecosystem of technical partners.

Strengths and Weakness

StableNet's EHIM strengths are:

- **Integration** – Large companies will appreciate Infosim's ability to provide certified integrations with a variety of third-party systems. The product is architected to serve as an OSS system for telcos, and it shows. IT operations teams that adhere to best practices standards like ITIL will especially appreciate these integrations.
- **Troubleshooting excellence** – StableNet's fault isolation and diagnostics capabilities are very strong. It has excellent event correlation and very good operational analytics features.
- **Priced for large enterprises** – Infosim is highly affordable for large enterprise deployment scenarios. While it's not priced well for smaller companies, large enterprises will find it a low-cost option.

StableNet's EHIM limitations are:

- **API complexity** – While Infosim scores very well in overall integration, customers said the REST API is complicated and difficult to use. It also requires an additional license, which discourages use.
- **Customer support** – Reference customers gave Infosim low scores for its responsiveness to feature requests. Also, its documentation needs improvement. However, it is generally responsive to problems and it offers effective live customer support.

CUSTOMER QUOTES

"The product is very stable."

Managed Services Provider



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