

COMPETITOR ANALYSIS

Monitoring, Observability & IT Operations Market

SolarWinds ■ PRTG ■ Zabbix ■ WhatsUp Gold ■ ManageEngine OpManager

Prepared as a detailed internal positioning and sales-enablement paper

Document Purpose, Scope and Evidence Standard

This paper expands the supplied competitor-analysis workbook into a comprehensive English-language competitive intelligence document for internal sales, marketing, campaign planning and positioning work. It preserves the source workbook's core framing: i-Vertix is compared with SolarWinds, PRTG, Zabbix, WhatsUp Gold and ManageEngine OpManager across licensing, pricing, support, integrations, functionality, performance and scalability.

The source workbook is the primary evidence base. This document deliberately does not treat every statement in the workbook as independently verified market fact. Where the workbook makes qualitative judgments such as "expensive", "limited", "high performance", "customer-focused" or "lower TCO", this paper attributes the characterization to the source analysis rather than presenting it as an externally audited conclusion. Before publication in customer-facing material, pricing, product limits, support terms, ownership, template counts, integration availability and edition-specific capabilities should be revalidated against current vendor documentation.

Evidence note: No external web research was requested for this expansion. Accordingly, this paper is an elaboration and strategic interpretation of the supplied workbook, not an independent 2026 verification of competitor claims.

Executive Summary

The workbook positions i-Vertex as a European, integrated monitoring platform with a comparatively simple licensing approach, broad built-in monitoring coverage, direct multilingual support, distributed poller architecture and full multi-tenancy. The central competitive narrative is not that every alternative lacks capability; rather, each alternative is portrayed as imposing a different trade-off in cost structure, operational complexity, integration effort, modularity or scalability.

SolarWinds is characterized as a mature enterprise platform with broad functionality and integrations, but with element/module-based licensing that can become expensive and complex at scale. PRTG is characterized as easy to enter and sensor-based, with open interfaces and familiar monitoring concepts, but with costs and operational effort increasing as sensor counts and distributed deployments grow.

Zabbix is characterized as highly flexible, open-source and technically scalable, but with a greater requirement for internal engineering, architecture planning, tuning and operational expertise.

WhatsUp Gold is characterized as a network-focused product with straightforward monitoring capabilities, but with limitations around multi-tenancy, distributed management and broader application/integration depth.

ManageEngine OpManager is characterized as attractively priced at entry and strong inside the wider ManageEngine ecosystem, while add-ons, maintenance and enterprise-scale requirements can increase cost and complexity.

i-Vertex is positioned as the integrated alternative: host/service-based licensing, broad included functionality, REST-based openness, 600–700+ monitoring profiles depending on the workbook section, multi-Tenney, smart pollers and European multilingual support.

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The strongest source-derived positioning theme is therefore “reduce the hidden complexity around monitoring”. In the workbook, complexity appears in different forms: license multiplication, add-on proliferation, sensor growth, engineering effort, distributed-server administration, separate product silos or support distance. i-Vertix is positioned against those trade-offs with a consolidated platform and a more predictable operating model.

1. Competitive Landscape at a Glance

Aspect	SolarWinds	PRTG	Zabbix	WhatsUp Gold (Progress)	ManageEngine OpManager	i-Vertix
Origin	USA (Austin, TX) – American provider	Germany (Nuremberg) – German manufacturer	Latvia (Riga) – European open-source development	USA – originally Ipswitch (MA), acquired by Progress Software in 2019	India (Chennai) – Part of Zoho Corp. since 2009	Italy (Bolzano) – European solution from South Tyrol, focus on GDPR
License Model	Per element/module – Licensing based on monitored objects (e.g., devices,	Per sensor – Licensing tiers based on the number of	Open Source – Free software (GPL); optional paid support	Device + Plugins – Base license per device; additional plugins needed for VM and application monitoring	Device + Add-ons – Base license per device; many functions (APM, storage, URL, WLAN, etc.) only	Per device or per service – Flexible choice; All-in-one license includes the

	interfaces) and separate modules	sensors (checks); >1000 devices only with PRTG Enterprise (Subscription)	subscriptions		available as paid add-on packages	full feature set; optional distributed pollers (Smart Poller) included
Price	High-priced – Expensive enterprise licenses; overall operation is cost- intensive (many individual licenses required)	Low entry cost, scales expensive – Freeware up to 100 sensors; pricing models become costly with	License- free, but not free – Internal operational, maintenance, and develop- ment costs need to be considered; possibly expensive premium	Medium – Competitive price for basic edition; Total Plus Edition for full functionality is very expensive	Moderate acquisition, high follow-up costs – Initial lower cost than US solutions, but many add- ons + 20% maintenance fee/year increase costs	Cost- efficient – Simple, transparent pricing structure without "hidden costs". Typically much lower TCO than comparable

		many sensors	support contracts			US solutions
Support	Enterprise support available through maintenance contract (24/7 for paying customers); global support (USA)	Email support (business hours, best effort ~24h); no phone support in the standard	Community support for open-source; professional support only via Zabbix SIA (paid)	Standard support from the manufacturer (Progress/Ipswitch); no dedicated on-site support in the EU known	Global support, but centralized from India; response time and quality are sometimes seen as improvable	Manufacturer support in Europe; personal support in DE/EN/IT. Maintenance & updates included. Very customer-focused and adaptable (direct access to the development team)
Integrations	Broad portfolio – Integration primarily	Open interfaces – REST API,	High customization – Zabbix offers APIs	Limited out-of-the-box integrations – Many	Suite approach – Good synergy with other	Modern & open – Comprehensive REST

	with SolarWinds' own products (comprehensive IT management suite); API and external integrations available (e.g., webhooks, SNMP traps)	webhooks, scripting enable connection to third-party systems (tickets, automation). No native ITSM modules integrated (focus on monitoring)	and a template ecosystem for nearly all systems. Integration with third-party systems requires in-house engineering, but is flexible due to open-source nature	monitoring objects (apps, DB) only via APM plugin. Few native connections to external ITSM/CMDB, but standard interfaces (REST API, email) available	ManageEngine /Zoho products (ServiceDesk, AD tools, etc.). External integrations possible via API but can be complex. Log management is separately licensed, inflexible by source types	API for easy integration into ticketing, CMDB, automation, etc. Over 600+ monitoring plugins/profiles for common devices and applications already included. Support for network config backup, synthetic monitoring, and more without
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						additional cost
Scalability	Enterprise scaling with effort – SolarWinds can monitor large networks but requires additional polling servers and high license costs for many elements	Limited scalability – Single server performs well up to about 5,000 sensors; scalable with multiple probes and enterprise console, but maintenance effort increases significantly	Scalable with know-how – Zabbix can monitor thousands of nodes through distributed servers/proxies. However, architecture planning, tuning, and hardware investments must be done in-house (no license limit)	Scaling with hurdles – A distributed edition exists for remote locations, but it consists of many independent WUG servers (high maintenance effort, no central console). No multi-tenancy (each customer/departments requires a separate instance)	Medium scalability – OpManager can manage hundreds to a few thousand devices on a server; beyond that, the enterprise edition is required (with distributed servers), but it is very expensive	Highly scalable – Designed for both small environments and very large installations (>10,000 devices). Distributed pollers offload the central server and buffer during WAN failure. Multi-tenancy allows

						parallel monitoring of many customers/sites in one instance
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1.1 Core Competitive Pattern

Across the comparison, the workbook implicitly divides the market into five archetypes. SolarWinds represents broad enterprise modularity; PRTG represents sensor-based simplicity that can become costly at scale; Zabbix represents open-source flexibility with internal engineering responsibility; WhatsUp Gold represents traditional network monitoring with narrower enterprise/MSP architecture; and ManageEngine represents a suite-oriented model with multiple products and add-ons. i-Vertix is positioned as an integrated European platform intended to combine breadth, distributed architecture and predictable licensing.

1.2 Decision Criteria Emerging from the Workbook

Predictability of licensing as monitored environments grow

Breadth of functionality included without separate modules

Ease of integrating with ITSM, CMDB and automation systems

Operational effort for distributed monitoring

Multi-tenancy and tenant separation for MSP or multi-entity environments

Support accessibility, language and proximity

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Scalability without multiplying independent management servers

Ability to cover network, server, cloud, applications, logs, assets and end-user experience from one platform

2. Licensing and Commercial Model

The commercial architecture matters because monitoring platforms expand organically: more hosts, services, interfaces, applications, sites and teams are added over time. The workbook therefore treats licensing not only as a procurement question but as an architectural factor that can influence how freely customers extend monitoring.

SolarWinds

Per element/module – Licensing based on monitored objects (e.g., devices, interfaces) and separate modules

PRTG (Paessler)

Per sensor – Licensing tiers based on the number of sensors (checks); >1000 devices only with PRTG Enterprise (Subscription)

Zabbix

Open Source – Free software (GPL); optional paid support subscriptions

WhatsUp Gold (Progress)

Device + Plugins – Base license per device; additional plugins needed for VM and application monitoring

ManageEngine OpManager

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Device + Add-ons – Base license per device; many functions (APM, storage, URL, WLAN, etc.) only available as paid add-on packages

i-Vertix

Per device or per service – Flexible choice; All-in-one license includes the full feature set; optional distributed pollers (Smart Poller) included

Positioning implication: Use this as a value narrative, but substantiate customer-facing TCO or “included functionality” claims with the current commercial configuration and scope.

3. Pricing and Total-Cost Narrative

The workbook does not provide a complete normalized price benchmark. Instead, it uses qualitative TCO positioning. The useful strategic question is therefore not “which sticker price is lowest?” but “what additional licenses, modules, engineering effort, maintenance, support and infrastructure are required to achieve the target operating model?”

SolarWinds

High-priced – Expensive enterprise licenses; overall operation is cost-intensive (many individual licenses required)

PRTG (Paessler)

Low entry cost, scales expensive – Freeware up to 100 sensors; pricing models become costly with many sensors

Zabbix

License-free, but not free – Internal operational, maintenance, and development costs need to be considered; possibly expensive premium support contracts

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WhatsUp Gold (Progress)

Medium – Competitive price for basic edition; Total Plus Edition for full functionality is very expensive

ManageEngine OpManager

Moderate acquisition, high follow-up costs – Initial lower cost than US solutions, but many add-ons + 20% maintenance fee/year increase costs

i-Vertex

Cost-efficient – Simple, transparent pricing structure without "hidden costs". Typically much lower TCO than comparable US solutions

Positioning implication: Use this as a value narrative, but substantiate customer-facing TCO or "included functionality" claims with the current commercial configuration and scope.

4. Support and Operating Model

Support is presented as a differentiation dimension combining availability, language, proximity and access to technical expertise. The workbook positions i-Vertex around European support, DE/EN/IT language coverage, maintenance and updates, and direct access to the development team.

SolarWinds

Enterprise support available through maintenance contract (24/7 for paying customers); global support (USA)

PRTG (Paessler)

Email support (business hours, best effort ~24h); no phone support in the standard

Zabbix

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Community support for open-source; professional support only via Zabbix SIA (paid)

WhatsUp Gold (Progress)

Standard support from the manufacturer (Progress/Ipswitch); no dedicated on-site support in the EU known

ManageEngine OpManager

Global support, but centralized from India; response time and quality are sometimes seen as improvable

i-Vertix

Manufacturer support in Europe; personal support in DE/EN/IT. Maintenance & updates included. Very customer-focused and adaptable (direct access to the development team)

Positioning implication: Use this as a value narrative, but substantiate customer-facing TCO or “included functionality” claims with the current commercial configuration and scope.

5. Integrations and Platform Openness

The source analysis distinguishes between broad APIs and genuinely low-friction integration. Most competitors expose APIs or scripting options, but the workbook emphasizes the amount of engineering needed, the degree of suite lock-in and whether ITSM/CMDB/network-automation integrations are already available.

SolarWinds

Broad portfolio – Integration primarily with SolarWinds' own products (comprehensive IT management suite); API and external integrations available (e.g., webhooks, SNMP traps)

PRTG (Paessler)

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Open interfaces – REST API, webhooks, scripting enable connection to third-party systems (tickets, automation). No native ITSM modules integrated (focus on monitoring)

Zabbix

High customization – Zabbix offers APIs and a template ecosystem for nearly all systems. Integration with third-party systems requires in-house engineering, but is flexible due to open-source nature

WhatsUp Gold (Progress)

Limited out-of-the-box integrations – Many monitoring objects (apps, DB) only via APM plugin. Few native connections to external ITSM/CMDB, but standard interfaces (REST API, email) available

ManageEngine OpManager

Suite approach – Good synergy with other ManageEngine/Zoho products (ServiceDesk, AD tools, etc.). External integrations possible via API but can be complex. Log management is separately licensed, inflexible by source types

i-Vertex

Modern & open – Comprehensive REST API for easy integration into ticketing, CMDB, automation, etc. Over 600+ monitoring plugins/profiles for common devices and applications already included. Support for network config backup, synthetic monitoring, and more without additional cost

Positioning implication: Use this as a value narrative, but substantiate customer-facing TCO or “included functionality” claims with the current commercial configuration and scope.

6. Scalability and Distributed Architecture

Scalability is framed as more than a maximum device count. The workbook repeatedly focuses on how a product scales operationally: whether additional pollers/proxies/remotes are centrally managed, whether

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hardware and tuning effort rises sharply, and whether multi-tenancy is available for many customers or organizational units.

SolarWinds

Enterprise scaling with effort – SolarWinds can monitor large networks but requires additional polling servers and high license costs for many elements

PRTG (Paessler)

Limited scalability – Single server performs well up to about 5,000 sensors; scalable with multiple probes and enterprise console, but maintenance effort increases significantly

Zabbix

Scalable with know-how – Zabbix can monitor thousands of nodes through distributed servers/proxies. However, architecture planning, tuning, and hardware investments must be done in-house (no license limit)

WhatsUp Gold (Progress)

Scaling with hurdles – A distributed edition exists for remote locations, but it consists of many independent WUG servers (high maintenance effort, no central console). No multi-tenancy (each customer/department requires a separate instance)

ManageEngine OpManager

Medium scalability – OpManager can manage hundreds to a few thousand devices on a server; beyond that, the enterprise edition is required (with distributed servers), but it is very expensive

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Highly scalable – Designed for both small environments and very large installations (>10,000 devices).
Distributed pollers offload the central server and buffer during WAN failure. Multi-tenancy allows parallel monitoring of many customers/sites in one instance

Positioning implication: Use this as a value narrative, but substantiate customer-facing TCO or “included functionality” claims with the current commercial configuration and scope.

7. Detailed Pricing & Licensing Matrix

The following section preserves and reorganizes the detailed statements contained in the workbook sheet “Pricing (EN)”.

Product

License Model and Pricing: License Model and Pricing

Support and Maintenance: Support and Maintenance

SolarWinds

License Model and Pricing: SolarWinds follows an element-based license model. Licenses are usually based on the number of monitored elements, such as network interfaces, nodes (devices), or volumes. The largest value in these categories determines the license. SolarWinds offers a range of individual modules (e.g., Network Performance Monitor, Application Monitor, Virtualization Monitor) that are licensed separately. This can quickly drive up costs, especially when a comprehensive monitoring solution is required. SolarWinds is often regarded as expensive, especially when scaling up. It targets large enterprise customers with big budgets.

Support and Maintenance: SolarWinds offers 24/7 Enterprise Support for paying customers with an active maintenance contract. However, support is centralized through an online portal or phone hotline, often in English. Although SolarWinds has global support centers, none are specifically in continental

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Europe. Users have complained about long response times, especially for first-level support. Premier Support is available at an extra cost for more dedicated assistance. Maintenance contracts are usually included for one year and need to be renewed thereafter (~20-25% of the license cost annually).

PRTG Network Monitor

License Model and Pricing: PRTG uses a sensor-based license model. A sensor represents a single measurement (e.g., CPU load, port traffic, ping). Licenses are tiered based on the number of sensors (e.g., 500, 1000, 2500, unlimited). PRTG is free for up to 100 sensors, making it attractive for small environments. However, as the infrastructure grows, the cost increases with the number of sensors. At around 5000 sensors, a single PRTG server hits performance limits, requiring hardware upgrades or the Enterprise Monitor edition (subscription model) for unlimited sensors on distributed core servers. PRTG is affordable for smaller installations but can become expensive for large companies with thousands of measurement points. The good thing is that all sensor types are included in the license – no extra charge for specific functionalities, only the sensor count matters.

Support and Maintenance: PRTG's standard support is based on email/ticketing. In general, Paessler responds within 24 hours on business days. There is no 24/7 phone support in the standard package. Customers with active maintenance (included in the first year, then optional) can get support from Paessler's team in Nuremberg (in German for D/A/CH). For critical issues, a hotline is available during German business hours. The support is reliable but not in real-time. Paessler is known for in-house support (no outsourced hotlines), which ensures competent assistance.

Zabbix

License Model and Pricing: Zabbix is open source and can be used for free in its Community Edition. It sounds unbeatable – no license fees regardless of the number of devices or data points monitored. However, the cost of operation, maintenance, and development of the open-source solution must be

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managed internally. Often, dedicated experts are needed to configure and scale Zabbix optimally, which leads to internal personnel costs. Commercial support and consulting can be purchased, which adds additional costs (usually in the form of subscriptions or service packages). The Total Cost of Ownership (TCO) is not zero; it just shifts from license fees to indirect costs (personnel or external services). Zabbix is attractive for many organizations because they can control costs flexibly and avoid upfront license purchases.

Support and Maintenance: As an open-source project, Zabbix offers community support via forums, blogs, and knowledge bases. If professional support is needed, subscription packages can be purchased directly from Zabbix (or certified partners). These packages offer SLA-based support (e.g., response within 2 hours, depending on urgency). Without a contract, users rely on self-help or experience wait times. Companies using Zabbix for mission-critical purposes often invest in a commercial support plan or hire Zabbix experts. Upgrades and patches for the community edition are somewhat self-managed; the manufacturer regularly releases updates, but planning/installation is up to the user. The open community often quickly identifies and discusses issues, but without a dedicated manufacturer contact unless a contract is in place.

WhatsUp Gold (WUG)

License Model and Pricing: WhatsUp Gold offers two licensing models: The Premium Edition licenses the basic functionality per monitored device (node), and separate modules (e.g., virtualization monitoring, application monitoring) require additional licenses. Alternatively, the Total Plus Edition includes all features and uses a point system: each device counts as 1 point, each application instance counts as 10 points, etc. Total Plus is intended for larger environments but is considered very expensive – often more expensive than comparable offerings when many servers and applications are involved. For mid-sized environments, WUG is priced reasonably but can quickly become costly when trying to match the feature

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set of other tools (including application monitoring, cloud, etc.) as many features must be licensed separately in the Premium Edition.

Support and Maintenance: WhatsUp Gold offers standard support (8x5) with optional 24/7 support (with a premium contract). Support is provided from the USA but may also be supported by partners depending on the region. A specific issue with WUG is related to the Distributed Edition: there is no real central support contact because the solution consists of many individual installations, which makes troubleshooting more complex. While Progress offers maintenance and updates (included in the first year), larger MSP deployments may require customers to handle routine maintenance tasks (e.g., database upkeep, instance updates). Overall, WUG's support is solid for typical network issues but lacks proactive assistance in complex setups.

ManageEngine OpManager

License Model and Pricing: ManageEngine OpManager follows a device-based licensing model (tiered by the number of monitored devices). However, many advanced monitoring functions need to be purchased as add-ons, such as SLA monitoring for WAN/VoIP, storage system monitoring, URL monitoring, additional users for dashboards, and advanced APM features (for SAP, Oracle, etc.). The basic license only includes 2 user accounts; more users incur extra costs. For monitoring more than 1000 devices, the more expensive Enterprise Edition is required. It is important to note that when purchasing a perpetual license, the first year does not include maintenance, which must be purchased separately (about 20% of the license cost annually). ManageEngine may start cheaper in the base package but can become expensive when adding necessary add-ons and maintenance.

Support and Maintenance: Support is provided globally by Zoho Corp., with major support centers in India (Chennai) and the USA. European customers often need to work with English-speaking support engineers from India. There are regional offices and partners, but technical issues are usually escalated to the main

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team. In customer forums, the quality and speed of ManageEngine support are sometimes criticized (e.g., requesting long trace logs, follow-ups). However, ManageEngine provides a comprehensive online help center and emphasizes supporting customers during evaluation phases with free support. Maintenance contracts (~20% of the license price annually) cover access to updates and support. Overall, the support is reactive and standardized, and personal contact with the development team is rare. For urgent cases, on-site partners or professional services can be hired.

i-Vertix

License Model and Pricing: i-Vertix offers a very transparent licensing model. There are two options: licensing per host (device) – allowing unlimited services/sensors to be monitored on that host – or per service (individual check), with as many services as needed across any hosts. The advantage: the customer can freely choose which counting method suits them best and even mix them (e.g., “Smart Pollers” count as separate units). All core features (network, servers, applications, logs, topology maps, etc.) are included in the license with no additional charges for specific device types. For very large or distributed installations, poller appliances are available, which are also covered in the license. Thanks to this model and generally lower pricing tiers, i-Vertix is usually much more cost-efficient than US-based solutions. In internal documents, it is stated that i-Vertix is often only a fraction of the cost of SolarWinds for a similar scope. i-Vertix removes the worry of “every sensor costing extra,” which is particularly appreciated by MSPs, who can pass on a flat-rate-like model to their end customers.

Support and Maintenance: i-Vertix takes a customer-oriented approach to support. As a European provider with a lean team, i-Vertix offers direct support from product developers or experienced technicians – sometimes even from the core team in Bozen. Language and time zone are no obstacles for DACH customers (support is available in German, Italian, and English). Maintenance and updates are already included in the license price (annual subscription covers support), so there is no separate maintenance invoice. Customer feedback indicates high satisfaction, particularly because i-Vertix is very

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flexible and quick to respond to customer requirements. Feature requests or device support are often implemented promptly, which is a benefit of being a smaller, agile vendor. For large partners (e.g., MSPs), i-Vertex also offers MSP-grade support, helping with operations and onboarding of end customers, often beyond the usual scope. Overall, i-Vertex is known for its customer proximity – customers feel "heard" and not like just another ticket number.

Summary:

SolarWinds and ManageEngine can be quite expensive when fully implemented.

PRTG follows a tiered pricing model, which can become costly as infrastructure grows.

Zabbix has no licensing fees but requires internal expertise or external consulting, leading to indirect costs.

WhatsUp Gold is mid-range but can become expensive for larger environments, especially if the Total Plus edition is used.

8. Integration & Feature Matrix

The following section preserves and reorganizes the detailed statements contained in the workbook sheet "Integration & features".

Solution

Integrations: Integrations

Feature Set: Feature Set

Multi-Tenancy: Multi-Tenancy

SolarWinds Orion

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Integrations: APIs (REST, SNMP, Syslog, E-Mail), Service Desk Integration (SolarWinds Service Desk), ITIL-compatible, Integration with ITSM tools (e.g., ServiceNow, etc.)

Feature Set: Modular architecture with numerous monitoring modules (network, server, applications, databases, etc.), hundreds of templates, high licensing costs and complexity

Multi-Tenancy: Limited to SolarWinds products, no deep integration with third-party tools. Multi-tenancy is only possible with separate instances.

PRTG

Integrations: REST API, Webhooks (e.g., for Jira, ServiceNow), Integration with ticket systems via email/API, third-party plugins for external systems, custom sensors via scripting

Feature Set: All-in-one solution with ~300 sensors for various devices and platforms (Windows, Linux, VMware, Cloud, IoT, etc.), easy to use

Multi-Tenancy: No true multi-tenancy, but user permissions are configurable. For MSP scenarios, separate instances per customer are required.

Zabbix

Integrations: API, Community plugins, Access to database for custom integrations (e.g., ticket system adapters), extendable through scripting and automation

Feature Set: Over 1000 templates for various devices and software, visualization and mapping (rudimentary compared to commercial tools)

Multi-Tenancy: Can be configured for multi-tenancy, but often separate Zabbix instances are preferred for clean tenant separation.

WhatsUp Gold

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Integrations: E-mail, SNMP Traps, REST API, PowerShell scripts, no webhooks or ITSM connectors, no central alarm dashboard

Feature Set: Strong focus on network monitoring, extendable with plugins for server and application monitoring, limitations in the feature set for applications

Multi-Tenancy: No multi-tenancy support, separate installation required per customer.

ManageEngine OpManager

Integrations: REST API, Webservices, Integration with other ManageEngine products (e.g., ServiceDesk Plus), scripting for third-party integrations

Feature Set: Extensive device support (SNMP), plugins for database/SAP monitoring, log management as a separate product, not integrated in the base tool

Multi-Tenancy: Enterprise Edition allows a sort of multi-tenancy with a central server instance, but no full tenant separation for MSPs.

i-Vertix

Integrations: Comprehensive REST API, pre-built integrations for ITSM and CMDB (e.g., ServiceNow), network automation (configuration management), Nagios plugin compatibility

Feature Set: Over 700 monitoring profiles for devices and applications (network, server, cloud, applications, databases, end-user experience, log and asset management)

Multi-Tenancy: Full multi-tenancy support with complete tenant separation (data isolation, specific dashboards per tenant).

Conclusion:

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i-Vertix offers the most flexible and comprehensive solution, uniting all required features under a single platform, including multi-tenancy and easily customizable integrations.

Other solutions like SolarWinds and ManageEngine OpManager offer strong integration within their own product ecosystems but often require separate modules and have more complexity.

PRTG and Zabbix offer flexible integrations but are somewhat limited in terms of multi-tenancy and deep integration with third-party systems.

9. Performance & Scalability Matrix

The following section preserves and reorganizes the detailed statements contained in the workbook sheet "Performance & Scalability".

Scalability

Performance: Performance

- Uses a central Orion server instance (with database), which scales through additional polling engines.

Performance: - Performance can decrease if hardware is insufficient.

- Can be expanded to a very large number of nodes (SolarWinds reports customers with tens of thousands of items).

Performance: - Scaling often leads to exponential cost increases.

- Requires additional engines for larger environments.

Performance: - In larger environments, it can become slow if hardware is not upgraded, especially with multiple sites or a distributed architecture.

- Practical scaling needs significant investment.

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- A single core server can handle approximately 5,000–10,000 sensors without performance issues.

Performance: - In very large installations, performance may be affected due to data aggregation.

- Scalable by distributing the load across multiple core servers.

Performance: - Remote probes buffer measurement data in case of connection loss but cannot send alerts independently.

- Offers an Enterprise Monitor for very large installations.

Performance: - Not the best performance for extremely large environments.

- Best suited for smaller to mid-sized environments.

- Can scale with clusters or distributed proxy servers.

Performance: - Performance depends heavily on the database and tuning parameters.

- Scalable for large environments (>100,000 hosts).

Performance: - Without optimized architecture (database sharding, caching), performance issues may arise with large installations.

- Flexible historical data settings influence database size.

Performance: - Agents in large environments increase effort and load.

- Requires careful planning for very large installations.

- Best suited for small to medium-sized networks.

Performance: - Performance can suffer when dealing with many remotes and data points.

- The distributed edition allows scaling by adding multiple remotes.

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Performance: - Managing multiple remotes becomes increasingly cumbersome.

- Requires separate management for each remote server.

Performance: - No concept for poller appliances, which makes scaling in large environments difficult.

- Suitable for manageable networks.
- Scalable through distributed probe servers (probes/collectors).

Performance: - Performance degrades as the number of devices increases.

- Suitable for mid-sized environments (~1,000 nodes).

Performance: - Web interface becomes slower when too many objects are visualized.

- Can be expanded with additional servers for larger installations.

Performance: - For >10,000 devices, an MS-SQL database is recommended to improve performance.

- Designed for large, distributed infrastructures.

Performance: - Efficiently implemented monitoring engine (C/C++) provides high performance.

- Uses a distributed poller architecture with a central core and remote smart pollers.

Performance: - Scaling is efficient without exponential increases in hardware requirements.

- Scalable with many pollers – up to >20 pollers and >20,000 checks.

Performance: - Modular, cloud-native architecture and flexible microservices enhance performance.

- Supports both horizontal and vertical scaling.

Performance: - High performance even with very large numbers of hosts and services.

Conclusion:

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Scalability: SolarWinds and i-Vertix are the most scalable solutions, with SolarWinds requiring higher investment, while i-Vertix scales efficiently through modern architecture. PRTG and ManageEngine work well for medium-sized environments but hit limitations for large rollouts. WhatsUp Gold is best for small networks.

Performance: i-Vertix offers outstanding performance due to its efficient architecture, while Zabbix and SolarWinds need careful planning and optimization for large deployments. PRTG and WhatsUp Gold may struggle with performance in very large environments.

10. Competitive Deep Dive: SolarWinds

This section translates the workbook's pairwise SolarWinds comparison into a sales and positioning narrative. It should be used as an internal battlecard framework rather than as externally verified product documentation.

Solution

SolarWinds: source characterization

- Modern, scalable monitoring solution with flexible architecture.

i-Vertix: source characterization

- Modular, element-based solution (e.g., Nodes, Interfaces, Volumes).

Sales interpretation

License Model

SolarWinds: source characterization

- Licensing model based on the number of pollers and monitoring instances. Flexible for small to large companies.

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i-Vertex: source characterization

- Element-based, e.g., for Nodes, Interfaces, Volumes.

Sales interpretation

Pricing

SolarWinds: source characterization

- Flexible and transparent pricing tailored to actual needs.

i-Vertex: source characterization

- Expensive at larger scale.

Sales interpretation

The commercial conversation should focus on the full target scope rather than entry price alone. The workbook contrasts SolarWinds's licensing/cost structure with i-Vertex's host/service model and included capabilities. A discovery call should therefore quantify hosts, services, sites, required modules, support expectations and expected growth before comparing TCO.

Support

SolarWinds: source characterization

- 24/7 support and additional European support centers.

i-Vertex: source characterization

- 24/7 enterprise support, but no dedicated support centers in Europe.

Sales interpretation

Integrations

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SolarWinds: source characterization

- Offers comprehensive integrations (SNMP, Syslog, REST APIs, ServiceNow, ITIL-compliant).

i-Vertex: source characterization

- APIs (REST, SNMP, Syslog, E-mail), Service Desk integration (SolarWinds Service Desk).

Sales interpretation

The relevant discovery questions are tenant separation, ITSM/CMDB integration, API use, automation requirements and whether the customer expects a single central platform across multiple organizational units or customers.

Functionality

SolarWinds: source characterization

- Modular architecture that integrates all IT assets.

i-Vertex: source characterization

- Modular architecture with numerous monitoring modules (network, servers, applications, databases, etc.).

Sales interpretation

The source suggests a breadth-versus-fragmentation conversation. Rather than claiming that SolarWinds cannot monitor a given technology, establish which capabilities are native, which require modules or engineering, and how many operational tools the customer wants to maintain.

Discovery Questions

How is the current environment licensed today, and which metrics cause cost to increase?

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Which monitoring functions require separate modules, products or plugins?

How many sites, customers, business units or security zones must be monitored?

Is true tenant separation required, or is role-based visibility sufficient?

Which ITSM, CMDB, ticketing and automation systems must be integrated?

How much internal engineering effort is currently spent maintaining templates, proxies, probes, remotes or custom scripts?

Which support languages, response expectations and escalation paths are required?

What growth is expected over the next 24–36 months?

Proof Required Before Making External Claims

Current vendor licensing and edition rules

Current public or quoted pricing

Current support windows and SLA terms

Current integration catalog and API capabilities

Current documented scalability limits

Current multi-tenancy architecture and tenant-isolation behavior

11. Competitive Deep Dive: Zabbix

This section translates the workbook's pairwise Zabbix comparison into a sales and positioning narrative. It should be used as an internal battlecard framework rather than as externally verified product documentation.

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Zabbix: source characterization

- Open-source, free (Community Edition), optional commercial support.

i-Vertix: source characterization

- Licensing per host or service.

Sales interpretation

The commercial conversation should focus on the full target scope rather than entry price alone. The workbook contrasts Zabbix's licensing/cost structure with i-Vertix's host/service model and included capabilities. A discovery call should therefore quantify hosts, services, sites, required modules, support expectations and expected growth before comparing TCO.

Functionality

Zabbix: source characterization

- API, community plugins, access to the database for custom integrations (e.g., ticket system adapters), extendable through scripting and automation.

i-Vertix: source characterization

- Extensive REST API, pre-built integrations for ITSM and CMDB (e.g., ServiceNow), network automation (configuration management), Nagios plugin compatibility.

Sales interpretation

The source suggests a breadth-versus-fragmentation conversation. Rather than claiming that Zabbix cannot monitor a given technology, establish which capabilities are native, which require modules or engineering, and how many operational tools the customer wants to maintain.

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Performance

Zabbix: source characterization

- Performance heavily depends on the database and tuning parameters.

i-Vertix: source characterization

- Efficiently implemented monitoring engine (C/C++) provides high performance.

Sales interpretation

The strongest proof point should be architecture, not an abstract performance claim. Validate number of hosts/services, sites, WAN constraints, poller distribution, retention, expected growth and failure-domain requirements.

Scalability

Zabbix: source characterization

- Can scale with clusters or distributed proxy servers.

i-Vertix: source characterization

- Designed for large, distributed infrastructures.

Sales interpretation

The strongest proof point should be architecture, not an abstract performance claim. Validate number of hosts/services, sites, WAN constraints, poller distribution, retention, expected growth and failure-domain requirements.

Discovery Questions

How is the current environment licensed today, and which metrics cause cost to increase?

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Which monitoring functions require separate modules, products or plugins?

How many sites, customers, business units or security zones must be monitored?

Is true tenant separation required, or is role-based visibility sufficient?

Which ITSM, CMDB, ticketing and automation systems must be integrated?

How much internal engineering effort is currently spent maintaining templates, proxies, probes, remotes or custom scripts?

Which support languages, response expectations and escalation paths are required?

What growth is expected over the next 24–36 months?

Proof Required Before Making External Claims

Current vendor licensing and edition rules

Current public or quoted pricing

Current support windows and SLA terms

Current integration catalog and API capabilities

Current documented scalability limits

Current multi-tenancy architecture and tenant-isolation behavior

12. Competitive Deep Dive: WhatsUp Gold

This section translates the workbook's pairwise WhatsUp Gold comparison into a sales and positioning narrative. It should be used as an internal battlecard framework rather than as externally verified product documentation.

Pricing

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WhatsUp Gold: source characterization

Device-licensed or point-based system (Total Plus Edition). Expensive for many devices and applications, especially with the Total Plus Edition. Modules like application monitoring need to be licensed separately. 8x5 standard support, optional 24/7 support. Troubleshooting distributed installations is challenging.

i-Vertix: source characterization

Licensing per host or service. Unlimited sensors per host or many services across any number of hosts. Transparent licensing model with no additional costs for plugins or specific devices. Cost-effective compared to US vendors. Direct support from the development team in DACH languages (German, English, Italian). Includes maintenance and updates.

Sales interpretation

The commercial conversation should focus on the full target scope rather than entry price alone. The workbook contrasts WhatsUp Gold's licensing/cost structure with i-Vertix's host/service model and included capabilities. A discovery call should therefore quantify hosts, services, sites, required modules, support expectations and expected growth before comparing TCO.

Functionality

WhatsUp Gold: source characterization

Email, SNMP traps, REST API, PowerShell scripts, no webhooks or ITSM connectors, no central alarm dashboard. Strong focus on network monitoring, extendable with plugins for server and application monitoring, but limitations in functionality for applications.

i-Vertix: source characterization

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Over 700 monitoring profiles for devices and applications (network, servers, cloud, applications, databases, end-user experience, log and asset management).

Sales interpretation

The source suggests a breadth-versus-fragmentation conversation. Rather than claiming that WhatsUp Gold cannot monitor a given technology, establish which capabilities are native, which require modules or engineering, and how many operational tools the customer wants to maintain.

Integration

WhatsUp Gold: source characterization

No multi-tenancy support, separate installation for each customer required.

i-Vertex: source characterization

Extensive REST API, pre-built integrations for ITSM and CMDB (e.g., ServiceNow), network automation (configuration management), Nagios plugin compatibility. Full multi-tenancy support with complete tenant separation (data isolation, specific dashboards per tenant).

Sales interpretation

The relevant discovery questions are tenant separation, ITSM/CMDB integration, API use, automation requirements and whether the customer expects a single central platform across multiple organizational units or customers.

Performance

WhatsUp Gold: source characterization

Suitable for small to medium-sized networks. Performance may suffer with many remotes and data points.

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i-Vertex: source characterization

Efficiently implemented monitoring engine (C/C++) offers high performance.

Sales interpretation

The strongest proof point should be architecture, not an abstract performance claim. Validate number of hosts/services, sites, WAN constraints, poller distribution, retention, expected growth and failure-domain requirements.

Scalability

WhatsUp Gold: source characterization

The Distributed Edition allows scaling through multiple remotes. Managing multiple remotes becomes increasingly cumbersome. Requires separate management for each remote server. No concept for poller appliances, which complicates scalability in large environments. Suitable for small networks. Scalable through distributed probe servers (Probes/Collectors). Performance degrades as the number of devices increases.

i-Vertex: source characterization

Uses a distributed poller architecture with a central core and remote smart pollers. Scaling is efficient without an exponential increase in hardware requirements. Scalable with many pollers – up to >20 pollers and >20,000 checks. Modular, cloud-native architecture, and flexible microservices increase performance. Supports horizontal and vertical scaling. High performance even with a very large number of hosts and services.

Sales interpretation

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The strongest proof point should be architecture, not an abstract performance claim. Validate number of hosts/services, sites, WAN constraints, poller distribution, retention, expected growth and failure-domain requirements.

Discovery Questions

How is the current environment licensed today, and which metrics cause cost to increase?

Which monitoring functions require separate modules, products or plugins?

How many sites, customers, business units or security zones must be monitored?

Is true tenant separation required, or is role-based visibility sufficient?

Which ITSM, CMDB, ticketing and automation systems must be integrated?

How much internal engineering effort is currently spent maintaining templates, proxies, probes, remotes or custom scripts?

Which support languages, response expectations and escalation paths are required?

What growth is expected over the next 24–36 months?

Proof Required Before Making External Claims

Current vendor licensing and edition rules

Current public or quoted pricing

Current support windows and SLA terms

Current integration catalog and API capabilities

Current documented scalability limits

Current multi-tenancy architecture and tenant-isolation behavior

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13. Competitive Deep Dive: ManageEngine OpManager

This section translates the workbook's pairwise ManageEngine OpManager comparison into a sales and positioning narrative. It should be used as an internal battlecard framework rather than as externally verified product documentation.

Pricing

ManageEngine OpManager: source characterization

License-based per device, but many features available as add-ons (e.g., SLA monitoring, APM). Affordable entry cost, but add-ons and maintenance fees can significantly increase total costs. Enterprise Edition required for larger installations. Standard support from India and the USA. Customer feedback on support quality is mixed. Maintenance contracts are required.

i-Vertix: source characterization

Licensing per host or service. Unlimited sensors per host or many services across any hosts. Transparent licensing model with no additional fees for plugins or specific devices. Cost-efficient compared to US providers. Direct support from the development team in DACH languages (German, English, Italian), including maintenance and updates.

Sales interpretation

The commercial conversation should focus on the full target scope rather than entry price alone. The workbook contrasts ManageEngine OpManager's licensing/cost structure with i-Vertix's host/service model and included capabilities. A discovery call should therefore quantify hosts, services, sites, required modules, support expectations and expected growth before comparing TCO.

Functionality

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ManageEngine OpManager: source characterization

Extensive REST API, web services, integration with other ManageEngine products (e.g., ServiceDesk Plus), scripting for third-party integrations. Extensive device support (SNMP), plugins for database and SAP monitoring, log management as a separate product, not integrated into the base tool.

i-Vertix: source characterization

Extensive REST API, pre-built integrations for ITSM and CMDB (e.g., ServiceNow), network automation (configuration management), Nagios plugin compatibility. Over 600 monitoring profiles for devices and applications (network, servers, cloud, applications, databases, end-user experience, log, and asset management).

Sales interpretation

The source suggests a breadth-versus-fragmentation conversation. Rather than claiming that ManageEngine OpManager cannot monitor a given technology, establish which capabilities are native, which require modules or engineering, and how many operational tools the customer wants to maintain.

Integration

ManageEngine OpManager: source characterization

Enterprise Edition enables a sort of multi-tenancy through a central server instance, but no full tenant separation for MSPs.

i-Vertix: source characterization

Full multi-tenancy support with complete tenant separation (data isolation, specific dashboards per tenant).

Sales interpretation

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The relevant discovery questions are tenant separation, ITSM/CMDB integration, API use, automation requirements and whether the customer expects a single central platform across multiple organizational units or customers.

Performance

ManageEngine OpManager: source characterization

Designed for large, distributed infrastructures. Extensive device support (SNMP), plugins for database and SAP monitoring, log management as a separate product, not integrated into the base tool.

i-Vertix: source characterization

Efficiently implemented monitoring engine (C/C++) offers high performance. Uses a distributed poller architecture with a central core and remote smart pollers.

Sales interpretation

The strongest proof point should be architecture, not an abstract performance claim. Validate number of hosts/services, sites, WAN constraints, poller distribution, retention, expected growth and failure-domain requirements.

Scalability

ManageEngine OpManager: source characterization

Enterprise Edition allows some level of scalability with a central server instance, but lacks full tenant separation for MSPs.

i-Vertix: source characterization

Scaling is efficient without exponential increases in hardware requirements. Scalable with many pollers – up to >20 pollers and >20,000 checks. Modular, cloud-native architecture and flexible microservices

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boost performance. Supports horizontal and vertical scaling. High performance even with very large numbers of hosts and services.

Sales interpretation

The strongest proof point should be architecture, not an abstract performance claim. Validate number of hosts/services, sites, WAN constraints, poller distribution, retention, expected growth and failure-domain requirements.

Discovery Questions

How is the current environment licensed today, and which metrics cause cost to increase?

Which monitoring functions require separate modules, products or plugins?

How many sites, customers, business units or security zones must be monitored?

Is true tenant separation required, or is role-based visibility sufficient?

Which ITSM, CMDB, ticketing and automation systems must be integrated?

How much internal engineering effort is currently spent maintaining templates, proxies, probes, remotes or custom scripts?

Which support languages, response expectations and escalation paths are required?

What growth is expected over the next 24–36 months?

Proof Required Before Making External Claims

Current vendor licensing and edition rules

Current public or quoted pricing

Current support windows and SLA terms

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Current integration catalog and API capabilities

Current documented scalability limits

Current multi-tenancy architecture and tenant-isolation behavior

14. Competitive Deep Dive: PRTG

The workbook does not contain a dedicated pairwise i-Vertex-versus-PRTG sheet in the extracted English set, so this section stays strictly within the general comparison and cross-category statements available in the source.

License Model

PRTG: source characterization

Per sensor – Licensing tiers based on the number of sensors (checks); >1000 devices only with PRTG Enterprise (Subscription)

i-Vertex: source characterization

Per device or per service – Flexible choice; All-in-one license includes the full feature set; optional distributed pollers (Smart Poller) included

Price

PRTG: source characterization

Low entry cost, scales expensive – Freeware up to 100 sensors; pricing models become costly with many sensors

i-Vertex: source characterization

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Cost-efficient – Simple, transparent pricing structure without "hidden costs". Typically much lower TCO than comparable US solutions

Support

PRTG: source characterization

Email support (business hours, best effort ~24h); no phone support in the standard

i-Vertix: source characterization

Manufacturer support in Europe; personal support in DE/EN/IT. Maintenance & updates included. Very customer-focused and adaptable (direct access to the development team)

Integrations

PRTG: source characterization

Open interfaces – REST API, webhooks, scripting enable connection to third-party systems (tickets, automation). No native ITSM modules integrated (focus on monitoring)

i-Vertix: source characterization

Modern & open – Comprehensive REST API for easy integration into ticketing, CMDB, automation, etc. Over 600+ monitoring plugins/profiles for common devices and applications already included. Support for network config backup, synthetic monitoring, and more without additional cost

Scalability

PRTG: source characterization

Limited scalability – Single server performs well up to about 5,000 sensors; scalable with multiple probes and enterprise console, but maintenance effort increases significantly

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i-Vertex: source characterization

Highly scalable – Designed for both small environments and very large installations (>10,000 devices).

Distributed pollers offload the central server and buffer during WAN failure. Multi-tenancy allows parallel monitoring of many customers/sites in one instance

Strategic Sales Angle

The workbook's PRTG narrative is primarily about the economics and operational consequences of sensor-based licensing and distributed scaling. The most useful conversation is therefore quantitative: how many sensors are consumed per device or service, how that count changes with deeper monitoring, how many probes are required, and what the customer expects to add over time. The i-Vertex contrast is the option to license by host or service while keeping broad monitoring functionality within one platform.

15. Competitive Sales Playbook

15.1 Lead with Architecture, Not Product Attacks

The workbook supports a consultative competitive strategy. Most competitors listed are capable products. The more credible sales approach is to expose the operating-model trade-offs that matter to the customer: licensing growth, module sprawl, engineering effort, multi-site operations, tenant separation, integration workload and support model. This avoids weak "feature checklist" selling and creates a defensible basis for comparison.

15.2 Recommended Discovery Sequence

Step 1: Environment size and growth

Establish hosts, devices, services, interfaces, applications, cloud resources and expected growth.

Competitive licensing differences become meaningful only after the monitored scope is quantified.

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Step 2: Monitoring depth and technology mix

Identify whether the customer needs network-only monitoring or also servers, applications, databases, cloud, end-user experience, logs, assets and configuration management.

Step 3: Distributed sites and network constraints

Determine the number of remote sites, WAN reliability, buffering requirements and where pollers/proxies/probes must run.

Step 4: Multi-tenancy / organizational separation

Clarify whether the requirement is simply role-based access or true tenant isolation for customers, departments or subsidiaries.

Step 5: Integration and automation requirements

List ITSM, CMDB, ticketing, API, automation and configuration-management requirements.

Step 6: Support and operating responsibility

Clarify whether the customer wants community/self-service, vendor support, local-language support or a closer technical relationship.

Step 7: Commercial model and TCO

Model not only licenses but modules, support, maintenance, infrastructure, implementation and internal operating effort.

Step 8: Migration constraints and coexistence

Identify existing templates, custom scripts, historical data, dashboards and processes that may need migration or coexistence.

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15.3 Objection Handling Framework

"PRTG is simpler." Acknowledge the simplicity of the sensor concept, then quantify sensor growth for the required monitoring depth and discuss distributed operations if the environment is large.

"Zabbix is free." Separate license cost from operating cost. Explore internal engineering, tuning, template maintenance, database operations, support and responsibility for large distributed environments.

"SolarWinds is the enterprise standard." Do not challenge maturity. Compare the required modules, monitored elements, polling architecture and commercial footprint for the exact target scope.

"ManageEngine is cheaper." Compare the complete target stack, including add-ons, enterprise requirements, maintenance and any separate products required for logs or adjacent capabilities.

"WhatsUp Gold already covers our network." Clarify whether the requirement remains network-centric or is expanding toward applications, multi-tenancy, ITSM/CMDB integration, distributed architecture or consolidated operations.

16. Marketing and Landing-Page Implications

Because the source workbook was created in the context of landing pages and Google Ads, the competitive analysis can be translated into campaign themes. Customer-facing copy should avoid unverifiable absolutes and should not name competitors negatively unless claims have been freshly substantiated.

Theme 1 – Predictable Licensing

Emphasize transparent host/service-based options and the ability to expand monitoring depth without turning every additional check into a separate commercial decision.

Theme 2 – One Platform, Broad Coverage

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Emphasize network, server, cloud, applications, databases, end-user experience, logs and assets as a consolidated operational story.

Theme 3 – Distributed by Design

Emphasize central control with remote smart pollers, resilience across sites and an architecture designed for distributed environments.

Theme 4 – Built for Multi-Tenant Operations

Emphasize tenant separation, isolated data views and customer-specific dashboards where this is relevant to MSPs or multi-entity organizations.

Theme 5 – European Support

Emphasize multilingual support, proximity and direct technical access without making unsupported claims about competitor service quality.

Theme 6 – Integration without Lock-In

Emphasize REST APIs, ITSM/CMDB connectivity, automation and compatibility rather than relying on a closed suite.

17. Competitive Messaging Guardrails

Use “the source analysis indicates” internally when a claim has not been independently verified.

Do not publish exact competitor prices, limits or support commitments without a current source.

Do not use “unlimited”, “always”, “no hidden costs”, “much lower TCO” or similar absolutes externally unless the commercial scope supports them.

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Where the workbook lists 600+ in one place and 700+ monitoring profiles in another, standardize only after confirming the current official number.

Distinguish technical scalability from commercially licensed scalability.

Distinguish API availability from prebuilt integration and from supported integration.

Distinguish multi-user role separation from true multi-tenancy and data isolation.

When comparing open source, separate license cost from implementation and operating effort without implying that internal effort is necessarily higher for every customer.

18. Recommended Competitive Qualification Matrix

Qualification Criterion	What to Ask	What to Validate
License predictability	What makes your current license grow: devices, sensors, elements, modules or services?	Current architecture, edition, licensing and operational process in the customer environment.
Breadth of included monitoring	Which capabilities require separate products or paid modules?	Current architecture, edition, licensing and operational process in the customer environment.
Distributed architecture	How are remote sites collected and centrally managed?	Current architecture, edition, licensing and operational process in the customer environment.

Multi-tenancy	Do you need hard tenant separation or only role-based views?	Current architecture, edition, licensing and operational process in the customer environment.
REST/API openness	Which workflows must be automated through APIs?	Current architecture, edition, licensing and operational process in the customer environment.
ITSM/CMDB integration	Which systems must exchange incidents, assets or configuration data?	Current architecture, edition, licensing and operational process in the customer environment.
Local-language support	Which languages and escalation paths are operationally required?	Current architecture, edition, licensing and operational process in the customer environment.
Internal engineering burden	How much effort goes into templates, tuning, scripts and platform maintenance?	Current architecture, edition, licensing and operational process in the customer environment.

Add-on/module dependency	How many commercial components are needed for the target scope?	Current architecture, edition, licensing and operational process in the customer environment.
Suitability for MSP/multi-entity use	How many customers/entities must be managed from one control plane?	Current architecture, edition, licensing and operational process in the customer environment.

Appendix A – Source Workbook Statements

This appendix preserves the source material in compact form for traceability. Wording reflects the workbook and may contain qualitative judgments that require external validation before publication.

Gesamt

SolarWinds (Orion) | PRTG (Paessler) | Zabbix | WhatsUp Gold (Progress) | ManageEngine OpManager | i-Vertix

Herkunft | USA (Austin, TX) – Amerikanischer Anbieter | Deutschland (Nürnberg) – Deutscher Hersteller | Lettland (Riga) – Europäische Open-Source-Entwicklung | USA – ursprünglich Ipswitch (MA), 2019 von Progress Software übernommen | Indien (Chennai) – Teil von Zoho Corp. seit 2009 | Italien (Bozen) – Europäische Lösung aus Südtirol, Fokus auf DSGVO

Lizenzmodell | Per Element/Modul – Lizenzierung nach überwachten Objekten (z. B. Geräte, Interfaces) und separaten Modulen | Per Sensor – Lizenzstaffel nach Anzahl Sensoren (Checks); >1000 Geräte nur mit PRTG Enterprise (Subscription) | Open Source – Kostenlose Software (GPL); optionale kostenpflichtige Support-Subscriptions | Device + Plugins – Basislizenz pro Gerät; zusätzliche Plugins nötig für VM- und

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Anwendungs-Monitoring | Device + Add-ons – Grundlizenz pro Gerät; viele Funktionen (APM, Storage, URL, WLAN etc.) nur als kostenpflichtige Add-on-Pakete | Pro Gerät oder pro Service – Flexible Wahlmöglichkeit; All-in-One-Lizenz umfasst komplettes Feature-Set; optional verteilte Poller (Smart Poller) inkludiert

Preis | Hochpreisig – Teure Enterprise-Lizenzen; Gesamtbetrieb kostenintensiv (viele Einzellizenzen nötig) | Einstieg günstig, Skaliert teuer – Freeware bis 100 Sensoren; darüber Preismodelle, die bei sehr vielen Sensoren kostspielig werden | Lizenzfrei, aber nicht kostenlos – Interne Betriebs-, Wartungs- und Entwicklungskosten sind zu berücksichtigen; ggf. teure Premium-Supportverträge | Mittel – Wettbewerbsfähiger Preis für Grundedition; Total Plus Edition für vollständigen Funktionsumfang jedoch sehr teuer | Moderate Anschaffung, hohe Folgekosten – Initial günstiger als US-Lösungen, aber viele Zusatzmodule + 20 % Wartungsgebühr/Jahr treiben Kosten | Kosteneffizient – Einfache, transparente Preisstruktur ohne „Hidden Costs“. Meist deutlich niedrigeres TCO als vergleichbare US-Lösungen

Support | Enterprise-Support über Wartungsvertrag verfügbar (24/7 für zahlende Kunden); globaler Support (USA) | E-Mail-Support (werktags, best effort ~24h); kein telefonischer Support im Standard | Community-Support für Open Source; Professional Support nur über Zabbix SIA (kostenpflichtig) | Standard-Support durch Hersteller (Progress/Ipswitch); kein dedizierter Vor-Ort-Support in EU bekannt | Globaler Support, aber zentral aus Indien; Reaktionszeit und Qualität werden teils als verbesserungsfähig angesehen | Hersteller-Support in Europa; persönliche Betreuung in DE/EN/IT. Wartung & Updates inklusive. Sehr kundenfokussiert und anpassungsfähig (direkter Draht zum Entwicklungsteam)

Integrationen | Breites Portfolio – Integration v. a. mit eigenen SolarWinds-Produkten (umfangreiche IT-Management-Suite); API und externe Integrationen vorhanden (z. B. Webhooks, SNMP-Traps) | Offene Schnittstellen – REST API, Webhooks, Skripting ermöglichen Anbindung an Drittsysteme (Tickets, Automatisierung). Keine nativen ITSM-Module integriert (Fokus auf Monitoring) | Hohe Anpassbarkeit – Zabbix bietet APIs und ein Template-Ökosystem für nahezu alle Systeme. Integration mit

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Fremdsystemen erfordert eigenes Engineering, ist aber durch Open-Source-Natur flexibel |
Eingeschränkte Out-of-the-Box-Integrationen – Viele Überwachungsobjekte (Apps, DB) nur via APM-
Plugin verfügbar. Wenig native Anbindungen an externe ITSM/CMDB, aber Standard-Schnittstellen (REST
API, E-Mail) vorhanden | Suite-Ansatz – Guter Zusammenhalt mit anderen ManageEngine/Zoho-
Produkten (ServiceDesk, AD-Tools etc.). Externe Integrationen möglich über API, aber teilweise komplex.
Log-Management separat lizenziert, unflexible nach Quelltypen | Modern & offen – Umfassende REST-
API für einfache Integration in Ticketing, CMDB, Automation etc. Bereits 700+ Monitoring-Plugins/Profile
für gängige Geräte und Anwendungen enthalten. Unterstützung für Netzwerk-Konfig-Backup, Synthetic
Monitoring, u.v.m. ohne Aufpreis

Skalierbarkeit | Enterprise-Skalierung mit Aufwand – SolarWinds kann große Netzwerke überwachen,
erfordert aber bei vielen Elementen zusätzliche Polling-Server und hohe Lizenzkosten | Begrenzt
skalierbar – Einzelserver performant bis ca. 5.000 Sensoren; verteilt skalierbar mit mehreren Probes und
Enterprise Console, jedoch steigt Wartungsaufwand stark | Skalierbar mit Know-how – Zabbix kann
durch verteilte Server/Proxies tausende Nodes überwachen. Allerdings sind Architekturplanung, Tuning
und Hardwareinvestitionen in Eigenregie nötig (kein Lizenzlimit) | Skalierung mit Hürden – Für verteilte
Standorte existiert eine Distributed Edition, die aber aus vielen unabhängigen WUG-Servern besteht
(hoher Pflegeaufwand, keine zentrale Console). Keine Mandantenfähigkeit (jeder Kunde/Abteilung
erfordert separate Instanz) | Mittlere Skalierung – OpManager kann hunderte bis wenige tausend Geräte
auf einem Server verwalten; darüber hinaus ist die Enterprise Edition nötig (mit verteilten Servern), die
jedoch sehr teuer ist | Hochskalierbar – Von kleinen Umgebungen bis zu sehr großen Installationen
(>10.000 Geräte) ausgelegt. Verteilte Poller entlasten die Zentrale und puffern bei WAN-Ausfall. Multi-
Tenancy erlaubt paralleles Monitoring vieler Kunden/Standorte in einer Instanz

Allover

SolarWinds | PRTG (Paessler) | Zabbix | WhatsUp Gold (Progress) | ManageEngine OpManager | i-Vertix

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Origin | USA (Austin, TX) – American provider | Germany (Nuremberg) – German manufacturer | Latvia (Riga) – European open-source development | USA – originally Ipswitch (MA), acquired by Progress Software in 2019 | India (Chennai) – Part of Zoho Corp. since 2009 | Italy (Bolzano) – European solution from South Tyrol, focus on GDPR

License Model | Per element/module – Licensing based on monitored objects (e.g., devices, interfaces) and separate modules | Per sensor – Licensing tiers based on the number of sensors (checks); >1000 devices only with PRTG Enterprise (Subscription) | Open Source – Free software (GPL); optional paid support subscriptions | Device + Plugins – Base license per device; additional plugins needed for VM and application monitoring | Device + Add-ons – Base license per device; many functions (APM, storage, URL, WLAN, etc.) only available as paid add-on packages | Per device or per service – Flexible choice; All-in-one license includes the full feature set; optional distributed pollers (Smart Poller) included

Price | High-priced – Expensive enterprise licenses; overall operation is cost-intensive (many individual licenses required) | Low entry cost, scales expensive – Freeware up to 100 sensors; pricing models become costly with many sensors | License-free, but not free – Internal operational, maintenance, and development costs need to be considered; possibly expensive premium support contracts | Medium – Competitive price for basic edition; Total Plus Edition for full functionality is very expensive | Moderate acquisition, high follow-up costs – Initial lower cost than US solutions, but many add-ons + 20% maintenance fee/year increase costs | Cost-efficient – Simple, transparent pricing structure without "hidden costs". Typically much lower TCO than comparable US solutions

Support | Enterprise support available through maintenance contract (24/7 for paying customers); global support (USA) | Email support (business hours, best effort ~24h); no phone support in the standard | Community support for open-source; professional support only via Zabbix SIA (paid) | Standard support from the manufacturer (Progress/Ipswitch); no dedicated on-site support in the EU known | Global support, but centralized from India; response time and quality are sometimes seen as improvable |

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Manufacturer support in Europe; personal support in DE/EN/IT. Maintenance & updates included. Very customer-focused and adaptable (direct access to the development team)

Integrations | Broad portfolio – Integration primarily with SolarWinds' own products (comprehensive IT management suite); API and external integrations available (e.g., webhooks, SNMP traps) | Open interfaces – REST API, webhooks, scripting enable connection to third-party systems (tickets, automation). No native ITSM modules integrated (focus on monitoring) | High customization – Zabbix offers APIs and a template ecosystem for nearly all systems. Integration with third-party systems requires in-house engineering, but is flexible due to open-source nature | Limited out-of-the-box integrations – Many monitoring objects (apps, DB) only via APM plugin. Few native connections to external ITSM/CMDB, but standard interfaces (REST API, email) available | Suite approach – Good synergy with other ManageEngine/Zoho products (ServiceDesk, AD tools, etc.). External integrations possible via API but can be complex. Log management is separately licensed, inflexible by source types | Modern & open – Comprehensive REST API for easy integration into ticketing, CMDB, automation, etc. Over 600+ monitoring plugins/profiles for common devices and applications already included. Support for network config backup, synthetic monitoring, and more without additional cost

Scalability | Enterprise scaling with effort – SolarWinds can monitor large networks but requires additional polling servers and high license costs for many elements | Limited scalability – Single server performs well up to about 5,000 sensors; scalable with multiple probes and enterprise console, but maintenance effort increases significantly | Scalable with know-how – Zabbix can monitor thousands of nodes through distributed servers/proxies. However, architecture planning, tuning, and hardware investments must be done in-house (no license limit) | Scaling with hurdles – A distributed edition exists for remote locations, but it consists of many independent WUG servers (high maintenance effort, no central console). No multi-tenancy (each customer/department requires a separate instance) | Medium scalability – OpManager can manage hundreds to a few thousand devices on a server; beyond that, the

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enterprise edition is required (with distributed servers), but it is very expensive | Highly scalable – Designed for both small environments and very large installations (>10,000 devices). Distributed pollers offload the central server and buffer during WAN failure. Multi-tenancy allows parallel monitoring of many customers/sites in one instance

Pricing (EN)

Product | License Model and Pricing | Support and Maintenance

SolarWinds | SolarWinds follows an element-based license model. Licenses are usually based on the number of monitored elements, such as network interfaces, nodes (devices), or volumes. The largest value in these categories determines the license. SolarWinds offers a range of individual modules (e.g., Network Performance Monitor, Application Monitor, Virtualization Monitor) that are licensed separately. This can quickly drive up costs, especially when a comprehensive monitoring solution is required.

SolarWinds is often regarded as expensive, especially when scaling up. It targets large enterprise customers with big budgets. | SolarWinds offers 24/7 Enterprise Support for paying customers with an active maintenance contract. However, support is centralized through an online portal or phone hotline, often in English. Although SolarWinds has global support centers, none are specifically in continental Europe. Users have complained about long response times, especially for first-level support. Premier Support is available at an extra cost for more dedicated assistance. Maintenance contracts are usually included for one year and need to be renewed thereafter (~20-25% of the license cost annually).

PRTG Network Monitor | PRTG uses a sensor-based license model. A sensor represents a single measurement (e.g., CPU load, port traffic, ping). Licenses are tiered based on the number of sensors (e.g., 500, 1000, 2500, unlimited). PRTG is free for up to 100 sensors, making it attractive for small environments. However, as the infrastructure grows, the cost increases with the number of sensors. At around 5000 sensors, a single PRTG server hits performance limits, requiring hardware upgrades or the

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Enterprise Monitor edition (subscription model) for unlimited sensors on distributed core servers. PRTG is affordable for smaller installations but can become expensive for large companies with thousands of measurement points. The good thing is that all sensor types are included in the license – no extra charge for specific functionalities, only the sensor count matters. | PRTG's standard support is based on email/ticketing. In general, Paessler responds within 24 hours on business days. There is no 24/7 phone support in the standard package. Customers with active maintenance (included in the first year, then optional) can get support from Paessler's team in Nuremberg (in German for D/A/CH). For critical issues, a hotline is available during German business hours. The support is reliable but not in real-time. Paessler is known for in-house support (no outsourced hotlines), which ensures competent assistance.

Zabbix | Zabbix is open source and can be used for free in its Community Edition. It sounds unbeatable – no license fees regardless of the number of devices or data points monitored. However, the cost of operation, maintenance, and development of the open-source solution must be managed internally. Often, dedicated experts are needed to configure and scale Zabbix optimally, which leads to internal personnel costs. Commercial support and consulting can be purchased, which adds additional costs (usually in the form of subscriptions or service packages). The Total Cost of Ownership (TCO) is not zero; it just shifts from license fees to indirect costs (personnel or external services). Zabbix is attractive for many organizations because they can control costs flexibly and avoid upfront license purchases. | As an open-source project, Zabbix offers community support via forums, blogs, and knowledge bases. If professional support is needed, subscription packages can be purchased directly from Zabbix (or certified partners). These packages offer SLA-based support (e.g., response within 2 hours, depending on urgency). Without a contract, users rely on self-help or experience wait times. Companies using Zabbix for mission-critical purposes often invest in a commercial support plan or hire Zabbix experts. Upgrades and patches for the community edition are somewhat self-managed; the manufacturer regularly releases updates, but

planning/installation is up to the user. The open community often quickly identifies and discusses issues, but without a dedicated manufacturer contact unless a contract is in place.

WhatsUp Gold (WUG) | WhatsUp Gold offers two licensing models: The Premium Edition licenses the basic functionality per monitored device (node), and separate modules (e.g., virtualization monitoring, application monitoring) require additional licenses. Alternatively, the Total Plus Edition includes all features and uses a point system: each device counts as 1 point, each application instance counts as 10 points, etc. Total Plus is intended for larger environments but is considered very expensive – often more expensive than comparable offerings when many servers and applications are involved. For mid-sized environments, WUG is priced reasonably but can quickly become costly when trying to match the feature set of other tools (including application monitoring, cloud, etc.) as many features must be licensed separately in the Premium Edition. | WhatsUp Gold offers standard support (8x5) with optional 24/7 support (with a premium contract). Support is provided from the USA but may also be supported by partners depending on the region. A specific issue with WUG is related to the Distributed Edition: there is no real central support contact because the solution consists of many individual installations, which makes troubleshooting more complex. While Progress offers maintenance and updates (included in the first year), larger MSP deployments may require customers to handle routine maintenance tasks (e.g., database upkeep, instance updates). Overall, WUG's support is solid for typical network issues but lacks proactive assistance in complex setups.

ManageEngine OpManager | ManageEngine OpManager follows a device-based licensing model (tiered by the number of monitored devices). However, many advanced monitoring functions need to be purchased as add-ons, such as SLA monitoring for WAN/VoIP, storage system monitoring, URL monitoring, additional users for dashboards, and advanced APM features (for SAP, Oracle, etc.). The basic license only includes 2 user accounts; more users incur extra costs. For monitoring more than 1000 devices, the more expensive Enterprise Edition is required. It is important to note that when purchasing a

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perpetual license, the first year does not include maintenance, which must be purchased separately (about 20% of the license cost annually). ManageEngine may start cheaper in the base package but can become expensive when adding necessary add-ons and maintenance. | Support is provided globally by Zoho Corp., with major support centers in India (Chennai) and the USA. European customers often need to work with English-speaking support engineers from India. There are regional offices and partners, but technical issues are usually escalated to the main team. In customer forums, the quality and speed of ManageEngine support are sometimes criticized (e.g., requesting long trace logs, follow-ups). However, ManageEngine provides a comprehensive online help center and emphasizes supporting customers during evaluation phases with free support. Maintenance contracts (~20% of the license price annually) cover access to updates and support. Overall, the support is reactive and standardized, and personal contact with the development team is rare. For urgent cases, on-site partners or professional services can be hired.

i-Vertix | i-Vertix offers a very transparent licensing model. There are two options: licensing per host (device) – allowing unlimited services/sensors to be monitored on that host – or per service (individual check), with as many services as needed across any hosts. The advantage: the customer can freely choose which counting method suits them best and even mix them (e.g., “Smart Pollers” count as separate units). All core features (network, servers, applications, logs, topology maps, etc.) are included in the license with no additional charges for specific device types. For very large or distributed installations, poller appliances are available, which are also covered in the license. Thanks to this model and generally lower pricing tiers, i-Vertix is usually much more cost-efficient than US-based solutions. In internal documents, it is stated that i-Vertix is often only a fraction of the cost of SolarWinds for a similar scope. i-Vertix removes the worry of “every sensor costing extra,” which is particularly appreciated by MSPs, who can pass on a flat-rate-like model to their end customers. | i-Vertix takes a customer-oriented approach to support. As a European provider with a lean team, i-Vertix offers direct support from product

developers or experienced technicians – sometimes even from the core team in Bozen. Language and time zone are no obstacles for DACH customers (support is available in German, Italian, and English). Maintenance and updates are already included in the license price (annual subscription covers support), so there is no separate maintenance invoice. Customer feedback indicates high satisfaction, particularly because i-Vertix is very flexible and quick to respond to customer requirements. Feature requests or device support are often implemented promptly, which is a benefit of being a smaller, agile vendor. For large partners (e.g., MSPs), i-Vertix also offers MSP-grade support, helping with operations and onboarding of end customers, often beyond the usual scope. Overall, i-Vertix is known for its customer proximity – customers feel "heard" and not like just another ticket number.

Summary:

SolarWinds and ManageEngine can be quite expensive when fully implemented.

PRTG follows a tiered pricing model, which can become costly as infrastructure grows.

Zabbix has no licensing fees but requires internal expertise or external consulting, leading to indirect costs.

WhatsUp Gold is mid-range but can become expensive for larger environments, especially if the Total Plus edition is used.

Integration & features

Solution | Integrations | Feature Set | Multi-Tenancy

SolarWinds Orion | APIs (REST, SNMP, Syslog, E-Mail), Service Desk Integration (SolarWinds Service Desk), ITIL-compatible, Integration with ITSM tools (e.g., ServiceNow, etc.) | Modular architecture with numerous monitoring modules (network, server, applications, databases, etc.), hundreds of templates,

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high licensing costs and complexity | Limited to SolarWinds products, no deep integration with third-party tools. Multi-tenancy is only possible with separate instances.

PRTG | REST API, Webhooks (e.g., for Jira, ServiceNow), Integration with ticket systems via email/API, third-party plugins for external systems, custom sensors via scripting | All-in-one solution with ~300 sensors for various devices and platforms (Windows, Linux, VMware, Cloud, IoT, etc.), easy to use | No true multi-tenancy, but user permissions are configurable. For MSP scenarios, separate instances per customer are required.

Zabbix | API, Community plugins, Access to database for custom integrations (e.g., ticket system adapters), extendable through scripting and automation | Over 1000 templates for various devices and software, visualization and mapping (rudimentary compared to commercial tools) | Can be configured for multi-tenancy, but often separate Zabbix instances are preferred for clean tenant separation.

WhatsUp Gold | E-mail, SNMP Traps, REST API, PowerShell scripts, no webhooks or ITSM connectors, no central alarm dashboard | Strong focus on network monitoring, extendable with plugins for server and application monitoring, limitations in the feature set for applications | No multi-tenancy support, separate installation required per customer.

ManageEngine OpManager | REST API, Webservices, Integration with other ManageEngine products (e.g., ServiceDesk Plus), scripting for third-party integrations | Extensive device support (SNMP), plugins for database/SAP monitoring, log management as a separate product, not integrated in the base tool | Enterprise Edition allows a sort of multi-tenancy with a central server instance, but no full tenant separation for MSPs.

i-Vertix | Comprehensive REST API, pre-built integrations for ITSM and CMDB (e.g., ServiceNow), network automation (configuration management), Nagios plugin compatibility | Over 700 monitoring profiles for devices and applications (network, server, cloud, applications, databases, end-user experience, log and

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asset management) | Full multi-tenancy support with complete tenant separation (data isolation, specific dashboards per tenant).

Conclusion:

i-Vertix offers the most flexible and comprehensive solution, uniting all required features under a single platform, including multi-tenancy and easily customizable integrations.

Other solutions like SolarWinds and ManageEngine OpManager offer strong integration within their own product ecosystems but often require separate modules and have more complexity.

PRTG and Zabbix offer flexible integrations but are somewhat limited in terms of multi-tenancy and deep integration with third-party systems.

Performance & Scalability

Scalability | Performance

SolarWinds Orion | - Uses a central Orion server instance (with database), which scales through additional polling engines. | - Performance can decrease if hardware is insufficient.

- Can be expanded to a very large number of nodes (SolarWinds reports customers with tens of thousands of items). | - Scaling often leads to exponential cost increases.

- Requires additional engines for larger environments. | - In larger environments, it can become slow if hardware is not upgraded, especially with multiple sites or a distributed architecture.

- Practical scaling needs significant investment.

PRTG | - A single core server can handle approximately 5,000-10,000 sensors without performance issues. | - In very large installations, performance may be affected due to data aggregation.

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- Scalable by distributing the load across multiple core servers. | - Remote probes buffer measurement data in case of connection loss but cannot send alerts independently.

- Offers an Enterprise Monitor for very large installations. | - Not the best performance for extremely large environments.

- Best suited for smaller to mid-sized environments.

Zabbix | - Can scale with clusters or distributed proxy servers. | - Performance depends heavily on the database and tuning parameters.

- Scalable for large environments (>100,000 hosts). | - Without optimized architecture (database sharding, caching), performance issues may arise with large installations.

- Flexible historical data settings influence database size. | - Agents in large environments increase effort and load.

- Requires careful planning for very large installations.

WhatsUp Gold | - Best suited for small to medium-sized networks. | - Performance can suffer when dealing with many remotes and data points.

- The distributed edition allows scaling by adding multiple remotes. | - Managing multiple remotes becomes increasingly cumbersome.

- Requires separate management for each remote server. | - No concept for poller appliances, which makes scaling in large environments difficult.

- Suitable for manageable networks.

ManageEngine OpManager | - Scalable through distributed probe servers (probes/collectors). | - Performance degrades as the number of devices increases.

- Suitable for mid-sized environments (~1,000 nodes). | - Web interface becomes slower when too many objects are visualized.

- Can be expanded with additional servers for larger installations. | - For >10,000 devices, an MS-SQL database is recommended to improve performance.

i-Vertix | - Designed for large, distributed infrastructures. | - Efficiently implemented monitoring engine (C/C++) provides high performance.

- Uses a distributed poller architecture with a central core and remote smart pollers. | - Scaling is efficient without exponential increases in hardware requirements.

- Scalable with many pollers – up to >20 pollers and >20,000 checks. | - Modular, cloud-native architecture and flexible microservices enhance performance.

- Supports both horizontal and vertical scaling. | - High performance even with very large numbers of hosts and services.

Conclusion:

Scalability: SolarWinds and i-Vertix are the most scalable solutions, with SolarWinds requiring higher investment, while i-Vertix scales efficiently through modern architecture. PRTG and ManageEngine work well for medium-sized environments but hit limitations for large rollouts. WhatsUp Gold is best for small networks.

Performance: i-Vertix offers outstanding performance due to its efficient architecture, while Zabbix and SolarWinds need careful planning and optimization for large deployments. PRTG and WhatsUp Gold may struggle with performance in very large environments.

i-Vertix-Solarwinds (EN)

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i-Vertix | SolarWinds Orion

0 | Solution | - Modern, scalable monitoring solution with flexible architecture. | - Modular, element-based solution (e.g., Nodes, Interfaces, Volumes).

- Uses smart pollers and a distributed architecture. | - Expensive in full deployment, especially for large enterprise customers.

- Integrates various monitoring services into one solution. | - Can be extended with separate modules, which can quickly increase costs.

License Model | - Licensing model based on the number of pollers and monitoring instances. Flexible for small to large companies. | - Element-based, e.g., for Nodes, Interfaces, Volumes.

- More affordable than other high-end solutions. | - Expensive at full scale, especially for large enterprises.

- Separate modules can incur high additional costs.

Pricing | - Flexible and transparent pricing tailored to actual needs. | - Expensive at larger scale.

- Optimized cost-performance ratio, especially for large installations. | - Especially high costs for large enterprise environments due to separate modules.

Support | - 24/7 support and additional European support centers. | - 24/7 enterprise support, but no dedicated support centers in Europe.

- Direct access to specialized technicians. | - Support is mainly in English.

- Optional extended Service Level Agreements (SLAs). | - No personal support in the European market.

Integrations | - Offers comprehensive integrations (SNMP, Syslog, REST APIs, ServiceNow, ITIL-compliant). | - APIs (REST, SNMP, Syslog, E-mail), Service Desk integration (SolarWinds Service Desk).

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- Advanced third-party integrations and flexible interfaces for connectivity. | - ITIL-compliant, integration with ITSM tools like ServiceNow.

- Limited third-party integrations.

Functionality | - Modular architecture that integrates all IT assets. | - Modular architecture with numerous monitoring modules (network, servers, applications, databases, etc.).

- Microservices allow efficient scaling of each module. | - Hundreds of templates.

- Comprehensive monitoring for networks, servers, applications, cloud services, and more. | - Complex licensing costs and numerous modules.

i-Vertix-Zabbix (EN)

Zabbix | i-Vertix

Pricing | - Open-source, free (Community Edition), optional commercial support. | - Licensing per host or service.

- No license fees, but high internal personnel costs for maintenance and operation. | - Unlimited sensors per host or many services across any hosts.

- Optional support subscriptions for commercial support. | - Transparent licensing model, no additional costs for plugins or special devices.

- Community support, commercial support with SLA available. No dedicated support person without a contract. | - Cost-effective compared to US vendors.

- Direct support from the development team, support in DACH languages (German, English, Italian).

Includes maintenance and updates.

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Functionality | - API, community plugins, access to the database for custom integrations (e.g., ticket system adapters), extendable through scripting and automation. | - Extensive REST API, pre-built integrations for ITSM and CMDB (e.g., ServiceNow), network automation (configuration management), Nagios plugin compatibility.

- Over 1000 templates for different devices and software, visualization, and mapping (rudimentary compared to commercial tools). | Over 700 monitoring profiles for devices and applications (network, servers, cloud, applications, databases, end-user experience, log and asset management).

- Can be configured for multi-tenancy, but often requires separate Zabbix instances for clean tenant separation. | - Full multi-tenancy support with complete tenant separation (data isolation, specific dashboards per tenant).

Performance | - Performance heavily depends on the database and tuning parameters. | - Efficiently implemented monitoring engine (C/C++) provides high performance.

- Without optimized architecture (database sharding, caching), performance issues can occur in large installations. | - Modular, cloud-native architecture and flexible microservices improve performance.

- Performance may suffer with many remotes and data points. | - High performance even with very large numbers of hosts and services.

Scalability | - Can scale with clusters or distributed proxy servers. | - Designed for large, distributed infrastructures.

- Scalable for large environments (>100,000 hosts). | - Uses a distributed poller architecture with a central core and remote smart pollers.

- Flexible history settings to control database size. | - Scalable with many pollers – up to >20 pollers and >20,000 checks.

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- Agents in large environments increase effort and load. | - Supports horizontal and vertical scaling.
- Requires detailed planning for very large installations.
- Suitable for small to medium-sized networks.

i-Vertex WhatsUp Gold (EN)

WhatsUp Gold | i-Vertex

Pricing | Device-licensed or point-based system (Total Plus Edition). Expensive for many devices and applications, especially with the Total Plus Edition. Modules like application monitoring need to be licensed separately. 8x5 standard support, optional 24/7 support. Troubleshooting distributed installations is challenging. | Licensing per host or service. Unlimited sensors per host or many services across any number of hosts. Transparent licensing model with no additional costs for plugins or specific devices. Cost-effective compared to US vendors. Direct support from the development team in DACH languages (German, English, Italian). Includes maintenance and updates.

Functionality | Email, SNMP traps, REST API, PowerShell scripts, no webhooks or ITSM connectors, no central alarm dashboard. Strong focus on network monitoring, extendable with plugins for server and application monitoring, but limitations in functionality for applications. | Over 700 monitoring profiles for devices and applications (network, servers, cloud, applications, databases, end-user experience, log and asset management).

Integration | No multi-tenancy support, separate installation for each customer required. | Extensive REST API, pre-built integrations for ITSM and CMDB (e.g., ServiceNow), network automation (configuration management), Nagios plugin compatibility. Full multi-tenancy support with complete tenant separation (data isolation, specific dashboards per tenant).

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Performance | Suitable for small to medium-sized networks. Performance may suffer with many remotes and data points. | Efficiently implemented monitoring engine (C/C++) offers high performance.

Scalability | The Distributed Edition allows scaling through multiple remotes. Managing multiple remotes becomes increasingly cumbersome. Requires separate management for each remote server. No concept for poller appliances, which complicates scalability in large environments. Suitable for small networks.

Scalable through distributed probe servers (Probes/Collectors). Performance degrades as the number of devices increases. | Uses a distributed poller architecture with a central core and remote smart pollers.

Scaling is efficient without an exponential increase in hardware requirements. Scalable with many pollers – up to >20 pollers and >20,000 checks. Modular, cloud-native architecture, and flexible microservices increase performance. Supports horizontal and vertical scaling. High performance even with a very large number of hosts and services.

i-Vertex Manage Engine (EN)

Manage Engine | i-Vertex

Pricing | License-based per device, but many features available as add-ons (e.g., SLA monitoring, APM). Affordable entry cost, but add-ons and maintenance fees can significantly increase total costs. Enterprise Edition required for larger installations. Standard support from India and the USA. Customer feedback on support quality is mixed. Maintenance contracts are required. | Licensing per host or service. Unlimited sensors per host or many services across any hosts. Transparent licensing model with no additional fees for plugins or specific devices. Cost-efficient compared to US providers. Direct support from the development team in DACH languages (German, English, Italian), including maintenance and updates.

Functionality | Extensive REST API, web services, integration with other ManageEngine products (e.g., ServiceDesk Plus), scripting for third-party integrations. Extensive device support (SNMP), plugins for database and SAP monitoring, log management as a separate product, not integrated into the base tool. |

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Extensive REST API, pre-built integrations for ITSM and CMDB (e.g., ServiceNow), network automation (configuration management), Nagios plugin compatibility. Over 600 monitoring profiles for devices and applications (network, servers, cloud, applications, databases, end-user experience, log, and asset management).

Integration | Enterprise Edition enables a sort of multi-tenancy through a central server instance, but no full tenant separation for MSPs. | Full multi-tenancy support with complete tenant separation (data isolation, specific dashboards per tenant).

Performance | Designed for large, distributed infrastructures. Extensive device support (SNMP), plugins for database and SAP monitoring, log management as a separate product, not integrated into the base tool. | Efficiently implemented monitoring engine (C/C++) offers high performance. Uses a distributed poller architecture with a central core and remote smart pollers.

Scalability | Enterprise Edition allows some level of scalability with a central server instance, but lacks full tenant separation for MSPs. | Scaling is efficient without exponential increases in hardware requirements. Scalable with many pollers – up to >20 pollers and >20,000 checks. Modular, cloud-native architecture and flexible microservices boost performance. Supports horizontal and vertical scaling. High performance even with very large numbers of hosts and services.