

COMPETITIVE MATRIX

Features 100–2500	Quest PacketTrap IT	SolarWinds Orion	IPSwitch What's Up Gold Premium	IPSwitch What's Up Gold Standard	ManageEngine OpManager	PacketTrap IT Differentiation
Flexible Deployment (Agent vs. Agent-less)	•					Monitor servers and computers with agents
Network Discovery	•	•	•	•	•	
"Load and Go" Smart Policies	•					
SNMP Monitoring (i.e. CPU, Memory)	•	•	•	•	•	PacketTrap includes SNMP enable utility
WMI Monitors (i.e. event logs)	•	•	•	•	•	
Remote Office Support via VPN	•	•	•	•	•	
Remote Office Support utilizing Distributed Architecture	•		Distributed Edition			Monitor multiple locations using agents
VM Monitoring	•	•				
VoIP Monitoring	add-on	add-on	add-on	add-on	add-on	Only PacketTrap IT provides call history, active call, and user history (for Cisco devices)
Wireless access point monitoring	add-on	add-on	add-on	add-on	add-on	
Application Monitoring (AD, Exchange, SQL)	•	add-on	•			
Traffic Flow Analysis	add-on NetFlow, sFlow, J-Flow, ptFlow	add-on NetFlow, sFlow, J-Flow	add-on NetFlow, sFlow, J-Flow	add-on NetFlow, sFlow, J-Flow	add-on NetFlow, sFlow, J-Flow	ptFlow allows PacketTrap to monitor traffic on non-flow supported devices, turning traffic into netflow records
360° Network Aspect	•					View the network from the aspect of any device
Use performance base lining to identify normal increases and decreases in network utilization	•					Self-learning process for networks to determine normal performance. More accurate reporting of network performance
Eliminate false alerts based on normal activity	•					
SNMP Trap Manager	•	•	•	•	•	
Configurable Alerts via SMS and email	•	•	•	•	•	
Automatically escalate unresolved alerts	•	•				
Remediation (actions via scripts)	•	•				
Help Desk Integration	•				•	
Router configuration backup	•	add-on				
ExpertAssist Advanced Remote Troubleshooting and Resolution	•					Behind-the-screen remote management of Windows desktops and servers
Go Live Monitoring	•					Live view of activity on the network
Configurable Dashboard	•		•	•		Drag and drop customization
Configurable Reports	•	•	•		•	PacketTrap IT has both real-time and historical reporting capabilities
Network Mapping	•	•	•	•	•	
Role-based Administration	•	•	•		•	
Licensing	Per Device	Combination of per interface, volume, node	Per Device	Per Device	Per Device	
Devices Monitored	50–unlimited	100–unlimited	100–2500	100–2500	100–2000	

• = Standard Feature

add-on = Functionality available at additional cost