March 2019

INFO~TECH RESEARCH GROUP

CUSTOMER EXPERIENCE REPORT

Security Incident and Event Management

AT&T Cybersecurity SIEM Solutions
Dell Quest InTrust
FortiAnalyzer
Graylog
IBM QRadar SIEM
Juniper Secure Analytics
LogRhythm Security Intelligence Platform
ManageEngine Log360
McAfee Enterprise Security Manager
SolarWinds SIEM: Log and Event Manager
Splunk Enterprise Security

498
Reviews

11
Vendors Evaluated

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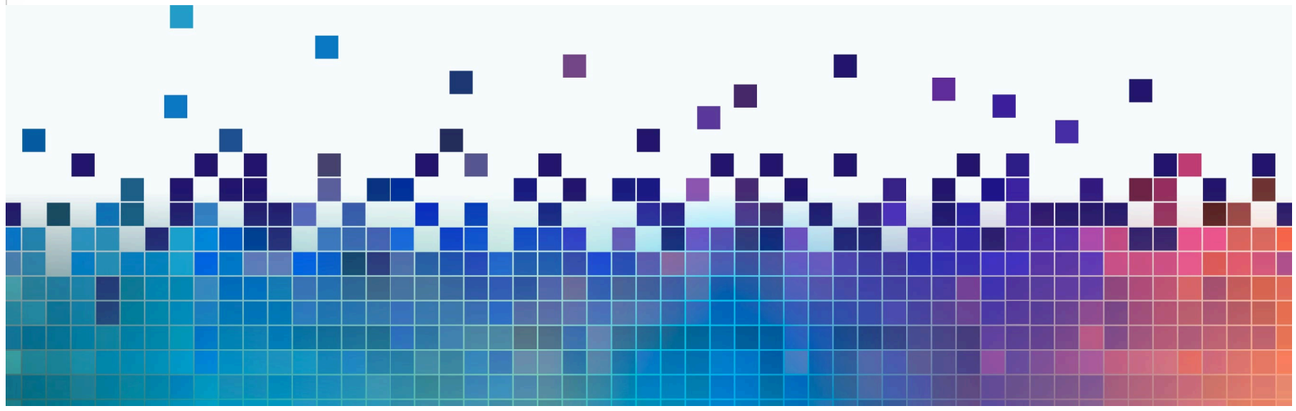
Emotional Footprint 7

How to Use the Report

Info-Tech's Category Reports provide a comprehensive evaluation of popular products in the Security Incident and Event Management market. This buyer's guide is designed to help prospective purchasers make better decisions by leveraging the experiences of real users.

The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other vendors in their category to create a holistic, unbiased view of the product landscape.

Use this report to determine which product is right for your organization. For highly detailed reports on individual products, see Info-Tech's Product Scorecard.



Software Directory

SECURITY INCIDENT AND EVENT MANAGEMENT SOFTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software vendors in a particular category. Use this page to create the right vendor shortlist by exploring all of the options available to your organization.



Security Incident and Event Management Software

- Accelops Security Monitoring (SIEM)
- AlertLogic LogManager
- ArcSight Enterprise Security Manager
- Assuria Log Manager (ALM)
- AT&T AlienVault USM
- ControlScan Managed Security Services
- CorreLog SIEM Correlation Server and Compliance Management
- Dell Quest InTrust
- EiQ SOCVue
- Exabeam
- Extreme Networks SIEM
- Fortinet FortiSIEM
- GFI EventsManager
- Graylog
- Hexis Cyber Solutions
- Huntsman Cyber Security Platform
- IBM QRadar
- Juniper Secure Analytics
- Loggly
- Logpoint
- LogRhythm Security Intelligence Platform
- Logscape
- Logz.io
- Lumeta IPsonar
- ManageEngine Log360
- McAfee Enterprise Security Manager
- NetIQ Sentinel Enterprise
- Quadrant Sagan
- Rapid7 SIEM Solutions
- RSA NetWitness Suite
- SIEMphonic Enterprise
- SIEM Storm
- SolarWinds SIEM: Log and Event Manager
- Solutionary Managed Security Services
- Splunk Enterprise Security
- Sumo Logic

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Security Incident and Event Management Software

- Tibco LogLogic
- Tripwire Log Center
- Trustwave SIEM Enterprise
- VisualGuard
- XpoLog

SOFTWARE REVIEWS

Customer Experience Diamond

The Customer Experience (CX) Diamond illustrates how users view their interactions with their software vendor, compared against their perceived cost to value of the software. This delivers you an in-depth insight into your potential relationship with the vendor.

SECURITY AND INCIDENT MANAGEMENT

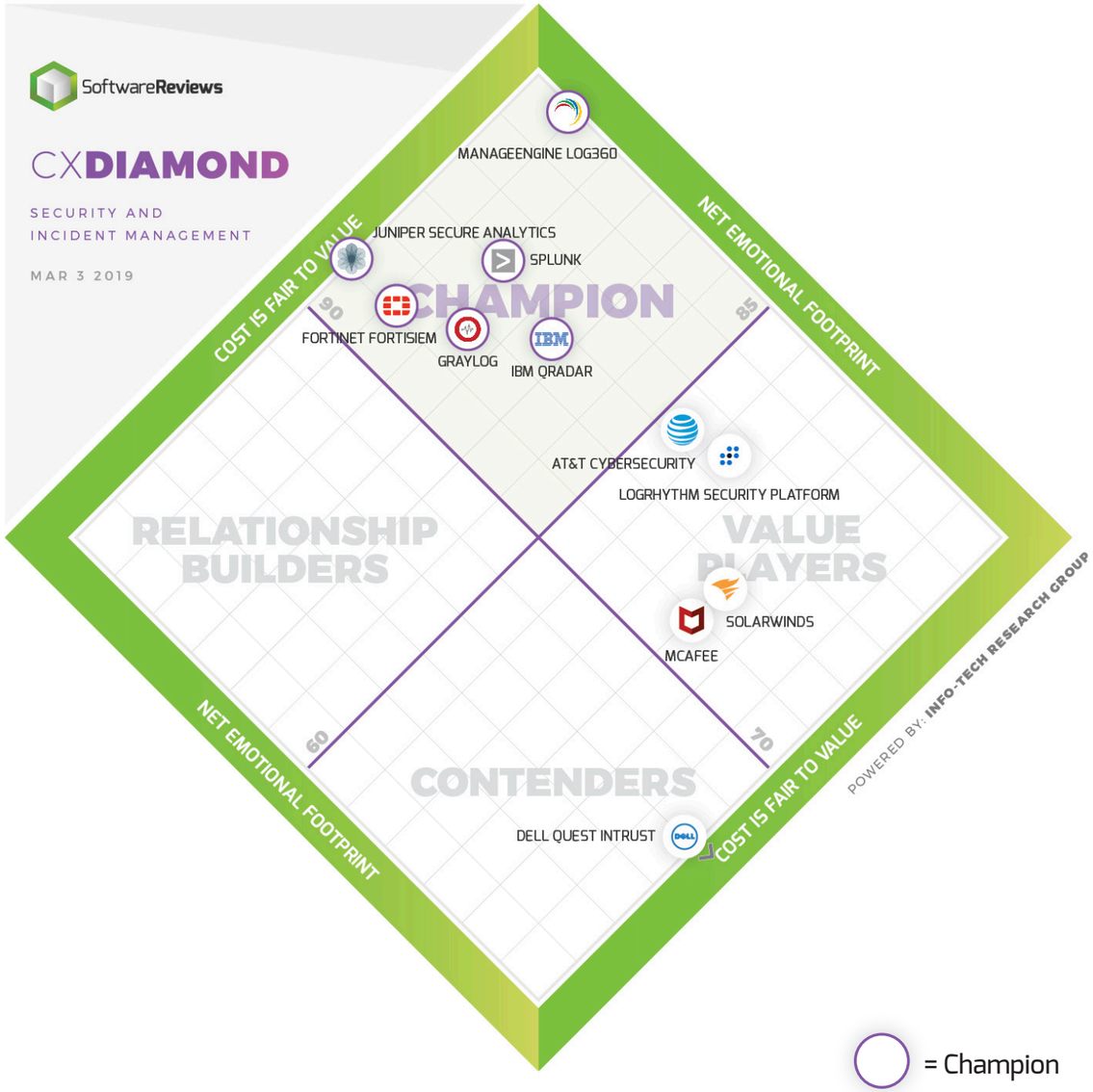
The Customer Experience with a software vendor will be a complex relationship that spans procurement, implementation, service, and support. Picking software can commit you to a extended period with that vendor, and knowing how real users feel about their service experience is crucial before making that commitment. When compared with how fair the price is for the software, you receive a comprehensive overview of the expected interaction and experience with the vendor.

Cost is Fair to Value

Software pricing can be complicated and confusing, but knowing if you're getting business value for the price you're paying is not. The Fair Cost to Value metric captures user satisfaction with their software given the costs they are paying.

Net Emotional Footprint

The Net Emotional Footprint measures high-level user sentiment. It aggregates emotional response ratings across 25 provocative questions creating a powerful indicator of overall user feeling toward the vendor and product.



Note: The axes ranges are dynamically adjusted based on minimum and maximum values in the dataset.

Emotional Footprint Summary

The Net Emotional Footprint measures high-level user sentiment towards particular product offerings. It aggregates emotional response ratings for various dimensions of the vendor-client relationship and product effectiveness, creating a powerful indicator of overall user feeling toward the vendor and product. While purchasing decisions shouldn't be based on emotion, it's valuable to know what kind of emotional response the vendor you're considering elicits from their users.

EMOTIONAL SPECTRUM SCALE

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

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

RANK	VENDOR	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	STRONGEST POSITIVE EMOTIONS						STRONGEST NEGATIVE EMOTIONS					
	Juniper Secure Analytics	+90	1% NEGATIVE / 91% POSITIVE	FRIENDLY NEGOTIATION	100%	ALTRUISTIC	100%	FAIR	100%	OVER PROMISED	13%	ROADBLOCK TO INNOVATION	10%		
	ManageEngine Log360	+89	3% NEGATIVE / 92% POSITIVE	ENABLES PRODUCTIVITY	100%	PERFORMANCE ENHANCING	100%	RELIABLE	100%	DESPISED	7%	ROADBLOCK TO INNOVATION	7%	DISRESPECTFUL	7%
	Fortinet FortiSIEM	+88	3% NEGATIVE / 91% POSITIVE	PERFORMANCE ENHANCING	100%	EFFICIENT	100%	INCLUDES PRODUCT ENHANCEMENTS	100%	HARDBALL TACTICS	11%	VENDOR'S INTEREST FIRST	11%	DECEPTIVE	11%
	Splunk Enterprise Security	+87	1% NEGATIVE / 88% POSITIVE	FAIR	96%	RELIABLE	95%	UNIQUE FEATURES	95%	FRUSTRATING	7%	VENDOR'S INTEREST FIRST	6%	CHARGES FOR PRODUCT ENHANCEMENTS	4%
	Graylog	+86	3% NEGATIVE / 89% POSITIVE	EFFICIENT	100%	EFFECTIVE	96%	FAIR	96%	OVER PROMISED	9%	GREEDY	8%	WASTES TIME	7%
	IBM QRadar	+84	3% NEGATIVE / 87% POSITIVE	RESPECTFUL	96%	ENABLES PRODUCTIVITY	93%	EFFICIENT	91%	VENDOR'S INTEREST FIRST	9%	UNFAIR	9%	BIG FAT LIARS	7%
7	AT&T AlienVault USM	+79	6% NEGATIVE / 85% POSITIVE	FRIENDLY NEGOTIATION	100%	INTEGRITY	100%	ENABLES PRODUCTIVITY	100%	GREEDY	18%	OVER PROMISED	18%	COMMODITY FEATURES	17%
8	LogRhythm Security Platform	+78	2% NEGATIVE / 80% POSITIVE	EFFECTIVE	94%	RESPECTFUL	94%	FAIR	88%	VENDOR FRIENDLY POLICIES	12%	OVER PROMISED	6%	VENDOR'S INTEREST FIRST	6%
9	SolarWinds SIEM	+75	6% NEGATIVE / 81% POSITIVE	RESPECTFUL	91%	SAVES TIME	89%	HELPS INNOVATE	88%	LEVERAGES INCUMBENT STATUS	12%	OVER PROMISED	12%	DESPISED	12%
9	McAfee Enterprise Security	+75	7% NEGATIVE / 82% POSITIVE	RESPECTFUL	90%	INTEGRITY	87%	RELIABLE	86%	OVER PROMISED	16%	COMMODITY FEATURES	10%	PERFORMANCE RESTRICTING	10%

Emotional Footprint Summary

The Net Emotional Footprint measures high-level user sentiment towards particular product offerings. It aggregates emotional response ratings for various dimensions of the vendor-client relationship and product effectiveness, creating a powerful indicator of overall user feeling toward the vendor and product. While purchasing decisions shouldn't be based on emotion, it's valuable to know what kind of emotional response the vendor you're considering elicits from their users.

EMOTIONAL SPECTRUM SCALE

-4 -3 -2 -1 +1 +2 +3 +4

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-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

RANK	VENDOR	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	STRONGEST POSITIVE EMOTIONS	STRONGEST NEGATIVE EMOTIONS
11	Dell Quest InTrust	+66	11% NEGATIVE / 77% POSITIVE	INTEGRITY 95% · PERFORMANCE ENHANCING 84% · RELIABLE 84%	FRUSTRATING 26% · NEGLECTFUL 16% · LEVERAGES INCUMBENT STATUS 16%
VENDORS WITH INSUFFICIENT DATA					
RSA Netwitness Suite		+68	5% NEGATIVE / 73% POSITIVE	PERFORMANCE ENHANCING 100% · SECURITY PROTECTS 100% · TRANSPARENT 89%	OVER PROMISED 33% · CHARGES FOR PRODUCT ENHANCEMENTS 11% · ROADBLOCK TO INNOVATION 11%
Trustwave SIEM Enterprise		+65	11% NEGATIVE / 76% POSITIVE	TRUSTWORTHY 100% · FRIENDLY NEGOTIATION 88% · GENEROUS 88%	LEVERAGES INCUMBENT STATUS 38% · DESPISED 25% · COMMODITY FEATURES 25%
SIEMphonic Enterprise		+87	2% NEGATIVE / 89% POSITIVE	ALTRUISTIC 100% · CLIENT FRIENDLY POLICIES 100% · FAIR 100%	OVER PROMISED 14% · NEGLECTFUL 14% · FRUSTRATING 14%
Loggly		+70	5% NEGATIVE / 75% POSITIVE	CLIENT FRIENDLY POLICIES 100% · INTEGRITY 100% · TRUSTWORTHY 100%	ROADBLOCK TO INNOVATION 40% · HARDBALL TACTICS 20% · VENDOR'S INTEREST FIRST 20%
Tripwire Log Center		+63	17% NEGATIVE / 80% POSITIVE	CLIENT'S INTEREST FIRST 100% · FRIENDLY NEGOTIATION 100% · GENEROUS 100%	STAGNANT 20% · LEVERAGES INCUMBENT STATUS 20% · WASTES TIME 20%
Huntsman Cyber Security Platform		+94	2% NEGATIVE / 96% POSITIVE	CLIENT'S INTEREST FIRST 100% · FRIENDLY NEGOTIATION 100% · UNDER PROMISED 100%	DECEPTIVE 25% · BUREAUCRATIC 25%
NetIQ Sentinel Enterprise		+97	-- NEGATIVE / 97% POSITIVE	CLIENT'S INTEREST FIRST 100% · FRIENDLY NEGOTIATION 100% · GENEROUS 100%	
Tibco LogLogic		+75	6% NEGATIVE / 81% POSITIVE	CLIENT'S INTEREST FIRST 100% · GENEROUS 100% · TRANSPARENT 100%	LACK OF INTEGRITY 33% · UNFAIR 33% · HARDBALL TACTICS 33%
VisualGuard		+100	-- NEGATIVE / 100% POSITIVE	CLIENT'S INTEREST FIRST 100% · FRIENDLY NEGOTIATION 100% · GENEROUS 100%	

Emotional Footprint

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

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

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CATEGORY

Service Experience

Good service matters. The last thing you need is to be disrespected by your software vendor, or to get bogged down by their ineptitude or neglect. This section displays data related to quality and effectiveness of service, so you can know whether you'll be treated well before and after you've made the purchase.

Service Experience
Disrespectful vs. Respectful

1	Juniper Secure Analytics	+100	DISTRIBUTION -- -- 100%
2	IBM QRadar	+96	DISTRIBUTION -- 4% 96%
3	LogRhythm Security Intelligence Platform	+94	DISTRIBUTION -- 6% 94%
4	SolarWinds SIEM: Log and Event Manager	+91	DISTRIBUTION -- 9% 91%
5	Fortinet FortiSIEM	+90	DISTRIBUTION 5% -- 95%
6	Splunk Enterprise Security	+88	DISTRIBUTION -- 13% 88%
7	McAfee Enterprise Security Manager	+87	DISTRIBUTION 3% 7% 90%
8	Graylog	+85	DISTRIBUTION 4% 7% 89%
9	AT&T AlienVault USM	+84	DISTRIBUTION 8% -- 92%
10	Dell Quest InTrust	+79	DISTRIBUTION 5% 11% 84%
CATEGORY AVERAGE		+88	DISTRIBUTION 2% 7% 91%

Emotional Footprint

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Service Experience
Bureaucratic vs. Efficient

1	Graylog	+100	DISTRIBUTION -- -- 100%
2	Fortinet FortiSIEM	+100	DISTRIBUTION -- -- 100%
3	ManageEngine Log360	+100	DISTRIBUTION -- -- 100%
4	Juniper Secure Analytics	+90	DISTRIBUTION -- 10% 90%
5	IBM QRadar	+89	DISTRIBUTION 2% 7% 91%
6	AT&T AlienVault USM	+84	DISTRIBUTION 8% -- 92%
7	Splunk Enterprise Security	+84	DISTRIBUTION 2% 13% 86%
8	McAfee Enterprise Security Manager	+79	DISTRIBUTION 5% 10% 84%
9	Dell Quest InTrust	+79	DISTRIBUTION 5% 11% 84%
10	SolarWinds SIEM: Log and Event Manager	+79	DISTRIBUTION 6% 9% 85%
CATEGORY AVERAGE		+84	DISTRIBUTION 4% 8% 88%

Service Experience
Neglectful vs. Caring

1	ManageEngine Log360	+93	DISTRIBUTION -- 7% 93%
2	Fortinet FortiSIEM	+90	DISTRIBUTION -- 10% 90%
3	Juniper Secure Analytics	+90	DISTRIBUTION -- 10% 90%
4	LogRhythm Security Intelligence Platform	+88	DISTRIBUTION -- 12% 88%
5	Splunk Enterprise Security	+88	DISTRIBUTION -- 13% 88%
6	IBM QRadar	+87	DISTRIBUTION 2% 9% 89%
7	AT&T AlienVault USM	+83	DISTRIBUTION -- 17% 83%
8	Graylog	+79	DISTRIBUTION -- 21% 79%
9	SolarWinds SIEM: Log and Event Manager	+76	DISTRIBUTION 6% 12% 82%
10	McAfee Enterprise Security Manager	+76	DISTRIBUTION 5% 13% 81%
CATEGORY AVERAGE		+81	DISTRIBUTION 4% 12% 84%

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Service Experience
Frustrating vs. Effective

1	ManageEngine Log360	+100	DISTRIBUTION -- -- 100%
2	Graylog	+96	DISTRIBUTION -- 4% 96%
3	Fortinet FortiSIEM	+95	DISTRIBUTION -- 5% 95%
4	LogRhythm Security Intelligence Platform	+94	DISTRIBUTION -- 6% 94%
5	Juniper Secure Analytics	+90	DISTRIBUTION -- 10% 90%
6	AT&T AlienVault USM	+84	DISTRIBUTION 8% -- 92%
7	IBM QRadar	+83	DISTRIBUTION 4% 9% 87%
8	McAfee Enterprise Security Manager	+80	DISTRIBUTION 5% 10% 85%
9	Splunk Enterprise Security	+73	DISTRIBUTION 7% 13% 80%
10	SolarWinds SIEM: Log and Event Manager	+68	DISTRIBUTION 9% 14% 77%
CATEGORY AVERAGE		+80	DISTRIBUTION 6% 9% 86%

Service Experience
Wastes Time vs. Saves Time

1	ManageEngine Log360	+100	DISTRIBUTION -- -- 100%
2	Juniper Secure Analytics	+90	DISTRIBUTION -- 10% 90%
3	Fortinet FortiSIEM	+90	DISTRIBUTION -- 10% 90%
4	SolarWinds SIEM: Log and Event Manager	+86	DISTRIBUTION 3% 9% 89%
5	Splunk Enterprise Security	+84	DISTRIBUTION 2% 13% 86%
6	LogRhythm Security Intelligence Platform	+82	DISTRIBUTION -- 18% 82%
7	Graylog	+82	DISTRIBUTION 7% 4% 89%
8	IBM QRadar	+78	DISTRIBUTION 7% 9% 85%
9	McAfee Enterprise Security Manager	+77	DISTRIBUTION 7% 8% 84%
10	AT&T AlienVault USM	+75	DISTRIBUTION 8% 8% 83%
CATEGORY AVERAGE		+80	DISTRIBUTION 5% 9% 86%

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CATEGORY

Negotiation and Contract

Negotiation doesn't have to be adversarial. Both parties are always looking to get the best deal, but finding a vendor who will work with you rather than against makes it more likely you'll both be happy with the results. Use the data in this section to determine which vendors will negotiate pleasantly and in good faith.

Negotiation and Contract
Greedy vs. Generous

1	ManageEngine Log360	+93	DISTRIBUTION -- 7% 93%
2	Fortinet FortiSIEM	+90	DISTRIBUTION 5% -- 95%
3	Juniper Secure Analytics	+88	DISTRIBUTION -- 13% 88%
4	Splunk Enterprise Security	+86	DISTRIBUTION 2% 10% 88%
5	IBM QRadar	+84	DISTRIBUTION 5% 7% 89%
6	LogRhythm Security Intelligence Platform	+81	DISTRIBUTION -- 19% 81%
7	Graylog	+80	DISTRIBUTION 8% 4% 88%
8	SolarWinds SIEM: Log and Event Manager	+76	DISTRIBUTION 6% 12% 82%
9	McAfee Enterprise Security Manager	+69	DISTRIBUTION 9% 13% 78%
10	AT&T AlienVault USM	+55	DISTRIBUTION 18% 9% 73%
CATEGORY AVERAGE		+76	DISTRIBUTION 7% 11% 83%

Emotional Footprint

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Negotiation and Contract
Deceptive vs. Transparent

1	ManageEngine Log360	+93	DISTRIBUTION -- 7% 93%
2	Juniper Secure Analytics	+88	DISTRIBUTION -- 13% 88%
3	Splunk Enterprise Security	+84	DISTRIBUTION 2% 12% 86%
4	IBM QRadar	+84	DISTRIBUTION 2% 11% 86%
5	Graylog	+81	DISTRIBUTION 5% 9% 86%
6	LogRhythm Security Intelligence Platform	+81	DISTRIBUTION -- 19% 81%
7	SolarWinds SIEM: Log and Event Manager	+79	DISTRIBUTION 3% 15% 82%
8	Fortinet FortiSIEM	+78	DISTRIBUTION 11% -- 89%
9	McAfee Enterprise Security Manager	+74	DISTRIBUTION 6% 14% 80%
10	AT&T AlienVault USM	+64	DISTRIBUTION 9% 18% 73%
CATEGORY AVERAGE		+77	DISTRIBUTION 5% 13% 82%

Negotiation and Contract
Over Promised vs. Under Promised

1	Fortinet FortiSIEM	+79	DISTRIBUTION 5% 11% 84%
2	IBM QRadar	+77	DISTRIBUTION 5% 14% 82%
3	Juniper Secure Analytics	+75	DISTRIBUTION 13% -- 88%
4	Splunk Enterprise Security	+74	DISTRIBUTION 2% 22% 76%
5	ManageEngine Log360	+72	DISTRIBUTION 7% 14% 79%
6	Graylog	+59	DISTRIBUTION 9% 23% 68%
7	SolarWinds SIEM: Log and Event Manager	+58	DISTRIBUTION 12% 18% 70%
8	LogRhythm Security Intelligence Platform	+57	DISTRIBUTION 6% 31% 63%
9	AT&T AlienVault USM	+55	DISTRIBUTION 18% 9% 73%
10	McAfee Enterprise Security Manager	+49	DISTRIBUTION 16% 19% 65%
CATEGORY AVERAGE		+60	DISTRIBUTION 11% 18% 71%

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-4 -3 -2 -1 +1 +2 +3 +4

NEGATIVE NEUTRAL POSITIVE

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Negotiation and Contract

Vendor's Interest First vs. Client's Interest First

1	Graylog	+95	DISTRIBUTION -- 5% 95%
2	Juniper Secure Analytics	+88	DISTRIBUTION -- 13% 88%
3	ManageEngine Log360	+79	DISTRIBUTION 7% 7% 86%
4	Splunk Enterprise Security	+76	DISTRIBUTION 6% 12% 82%
5	IBM QRadar	+73	DISTRIBUTION 9% 9% 82%
6	Fortinet FortiSIEM	+73	DISTRIBUTION 11% 5% 84%
7	LogRhythm Security Intelligence Platform	+69	DISTRIBUTION 6% 19% 75%
8	Dell Quest InTrust	+68	DISTRIBUTION 11% 11% 79%
9	SolarWinds SIEM: Log and Event Manager	+67	DISTRIBUTION 9% 15% 76%
10	McAfee Enterprise Security Manager	+67	DISTRIBUTION 9% 16% 76%
CATEGORY AVERAGE		+71	DISTRIBUTION 8% 13% 79%

Negotiation and Contract

Hardball Tactics vs. Friendly Negotiation

1	AT&T AlienVault USM	+100	DISTRIBUTION -- -- 100%
2	Juniper Secure Analytics	+100	DISTRIBUTION -- -- 100%
3	Graylog	+91	DISTRIBUTION -- 9% 91%
4	IBM QRadar	+81	DISTRIBUTION 5% 9% 86%
5	Splunk Enterprise Security	+80	DISTRIBUTION 2% 16% 82%
6	ManageEngine Log360	+79	DISTRIBUTION 7% 7% 86%
7	Fortinet FortiSIEM	+78	DISTRIBUTION 11% -- 89%
8	LogRhythm Security Intelligence Platform	+75	DISTRIBUTION -- 25% 75%
9	McAfee Enterprise Security Manager	+69	DISTRIBUTION 8% 16% 77%
10	Dell Quest InTrust	+63	DISTRIBUTION 11% 16% 74%
CATEGORY AVERAGE		+75	DISTRIBUTION 6% 14% 80%

Emotional Footprint

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NEGATIVE				NEUTRAL			POSITIVE

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CATEGORY

Strategy and Innovation

Your vendor's attitude toward innovation is important; if they aren't at least keeping pace with market directions and trends, they certainly won't be enabling you to get ahead. Use the data in this section to gauge whether your vendor appreciates the need to innovate and the extent to which they'll support you to do the same.

Strategy and Innovation
Roadblock To Innovation vs. Helps Innovate

1	Splunk Enterprise Security	+93	DISTRIBUTION -- 7% 93%
2	AT&T AlienVault USM	+92	DISTRIBUTION -- 8% 92%
3	Graylog	+89	DISTRIBUTION -- 11% 89%
4	Fortinet FortiSIEM	+85	DISTRIBUTION 5% 5% 90%
5	IBM QRadar	+85	DISTRIBUTION 4% 7% 89%
6	SolarWinds SIEM: Log and Event Manager	+82	DISTRIBUTION 6% 6% 88%
7	McAfee Enterprise Security Manager	+82	DISTRIBUTION 4% 11% 86%
8	Juniper Secure Analytics	+80	DISTRIBUTION 10% -- 90%
9	ManageEngine Log360	+79	DISTRIBUTION 7% 7% 86%
10	LogRhythm Security Intelligence Platform	+76	DISTRIBUTION 6% 12% 82%
CATEGORY AVERAGE		+84	DISTRIBUTION 4% 9% 88%

Emotional Footprint

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EMOTIONAL SPECTRUM SCALE

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NEGATIVE				NEUTRAL			POSITIVE

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Strategy and Innovation
Stagnant vs. Continually Improving

1	ManageEngine Log360	+93	DISTRIBUTION -- 7% 93%
2	Juniper Secure Analytics	+90	DISTRIBUTION -- 10% 90%
3	Splunk Enterprise Security	+88	DISTRIBUTION -- 13% 88%
4	Fortinet FortiSIEM	+85	DISTRIBUTION -- 15% 85%
5	Graylog	+82	DISTRIBUTION 4% 11% 86%
6	IBM QRadar	+81	DISTRIBUTION 4% 11% 85%
7	SolarWinds SIEM: Log and Event Manager	+79	DISTRIBUTION 6% 9% 85%
8	LogRhythm Security Intelligence Platform	+76	DISTRIBUTION -- 24% 76%
9	McAfee Enterprise Security Manager	+76	DISTRIBUTION 7% 11% 83%
10	AT&T AlienVault USM	+75	DISTRIBUTION -- 25% 75%
	CATEGORY AVERAGE	+79	DISTRIBUTION 4% 12% 83%

Strategy and Innovation
Charges For Product Enhancements vs. Includes Product Enhancements

1	Fortinet FortiSIEM	+100	DISTRIBUTION -- -- 100%
2	ManageEngine Log360	+93	DISTRIBUTION -- 7% 93%
3	Juniper Secure Analytics	+90	DISTRIBUTION -- 10% 90%
4	LogRhythm Security Intelligence Platform	+88	DISTRIBUTION -- 13% 88%
5	IBM QRadar	+85	DISTRIBUTION 2% 11% 87%
6	AT&T AlienVault USM	+83	DISTRIBUTION -- 17% 83%
7	Splunk Enterprise Security	+80	DISTRIBUTION 4% 13% 84%
8	Graylog	+78	DISTRIBUTION 4% 14% 82%
9	McAfee Enterprise Security Manager	+78	DISTRIBUTION 6% 10% 84%
10	SolarWinds SIEM: Log and Event Manager	+76	DISTRIBUTION 3% 18% 79%
	CATEGORY AVERAGE	+81	DISTRIBUTION 4% 11% 85%

Emotional Footprint

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

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

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Strategy and Innovation
Leverages Incumbent Status vs. Appreciates Incumbent Status

1	ManageEngine Log360	+86	DISTRIBUTION -- 14% 86%
2	Splunk Enterprise Security	+86	DISTRIBUTION -- 14% 86%
3	Graylog	+86	DISTRIBUTION -- 14% 86%
4	Fortinet FortiSIEM	+85	DISTRIBUTION 5% 5% 90%
5	Juniper Secure Analytics	+80	DISTRIBUTION -- 20% 80%
6	IBM QRadar	+76	DISTRIBUTION 4% 15% 80%
7	LogRhythm Security Intelligence Platform	+76	DISTRIBUTION 6% 12% 82%
8	AT&T AlienVault USM	+75	DISTRIBUTION 8% 8% 83%
9	McAfee Enterprise Security Manager	+72	DISTRIBUTION 6% 16% 78%
10	SolarWinds SIEM: Log and Event Manager	+70	DISTRIBUTION 12% 6% 82%
CATEGORY AVERAGE		+76	DISTRIBUTION 5% 13% 81%

Strategy and Innovation
Despised vs. Inspiring

1	AT&T AlienVault USM	+100	DISTRIBUTION -- -- 100%
2	Splunk Enterprise Security	+88	DISTRIBUTION -- 13% 88%
3	IBM QRadar	+85	DISTRIBUTION -- 15% 85%
4	Graylog	+82	DISTRIBUTION 4% 11% 86%
5	LogRhythm Security Intelligence Platform	+82	DISTRIBUTION -- 18% 82%
6	Juniper Secure Analytics	+80	DISTRIBUTION -- 20% 80%
7	ManageEngine Log360	+79	DISTRIBUTION 7% 7% 86%
8	McAfee Enterprise Security Manager	+74	DISTRIBUTION 6% 14% 80%
9	Fortinet FortiSIEM	+71	DISTRIBUTION 10% 10% 81%
10	SolarWinds SIEM: Log and Event Manager	+62	DISTRIBUTION 12% 15% 74%
CATEGORY AVERAGE		+77	DISTRIBUTION 5% 14% 82%

Emotional Footprint

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EMOTIONAL SPECTRUM SCALE

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

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CATEGORY

Product Impact

Software needs to reliably enable your performance and productivity. Use the data in this section to see which vendors will propel you forward and which will be deadweight you'll need to carry.

Product Impact
Unreliable vs. Reliable

1	AT&T AlienVault USM	+100	DISTRIBUTION -- -- 100%
2	ManageEngine Log360	+100	DISTRIBUTION -- -- 100%
3	Fortinet FortiSIEM	+95	DISTRIBUTION -- 5% 95%
4	Splunk Enterprise Security	+95	DISTRIBUTION -- 5% 95%
5	Juniper Secure Analytics	+90	DISTRIBUTION -- 10% 90%
6	IBM QRadar	+87	DISTRIBUTION -- 13% 87%
7	McAfee Enterprise Security Manager	+83	DISTRIBUTION 3% 11% 86%
8	SolarWinds SIEM: Log and Event Manager	+83	DISTRIBUTION 3% 11% 86%
9	Graylog	+83	DISTRIBUTION 7% 3% 90%
10	LogRhythm Security Intelligence Platform	+76	DISTRIBUTION -- 24% 76%
	CATEGORY AVERAGE	+86	DISTRIBUTION 2% 9% 88%

Emotional Footprint

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EMOTIONAL SPECTRUM SCALE

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

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Product Impact
Restricts Productivity vs. Enables Productivity

1	ManageEngine Log360	+100	DISTRIBUTION -- -- 100%
2	AT&T AlienVault USM	+100	DISTRIBUTION -- -- 100%
3	Graylog	+93	DISTRIBUTION -- 7% 93%
4	Juniper Secure Analytics	+90	DISTRIBUTION -- 10% 90%
5	IBM QRadar	+89	DISTRIBUTION 4% 2% 93%
6	Splunk Enterprise Security	+86	DISTRIBUTION -- 14% 86%
7	Fortinet FortiSIEM	+85	DISTRIBUTION 5% 5% 90%
8	McAfee Enterprise Security Manager	+75	DISTRIBUTION 7% 11% 82%
9	LogRhythm Security Intelligence Platform	+71	DISTRIBUTION -- 29% 71%
10	SolarWinds SIEM: Log and Event Manager	+71	DISTRIBUTION 9% 11% 80%
CATEGORY AVERAGE		+81	DISTRIBUTION 5% 10% 85%

Product Impact
Performance Restricting vs. Performance Enhancing

1	ManageEngine Log360	+100	DISTRIBUTION -- -- 100%
2	Fortinet FortiSIEM	+100	DISTRIBUTION -- -- 100%
3	Juniper Secure Analytics	+90	DISTRIBUTION -- 10% 90%
4	Graylog	+90	DISTRIBUTION 3% 3% 93%
5	Splunk Enterprise Security	+89	DISTRIBUTION -- 11% 89%
6	IBM QRadar	+83	DISTRIBUTION -- 17% 83%
7	LogRhythm Security Intelligence Platform	+82	DISTRIBUTION -- 18% 82%
8	AT&T AlienVault USM	+75	DISTRIBUTION -- 25% 75%
9	Dell Quest InTrust	+73	DISTRIBUTION 11% 5% 84%
10	McAfee Enterprise Security Manager	+73	DISTRIBUTION 10% 7% 83%
CATEGORY AVERAGE		+80	DISTRIBUTION 5% 9% 86%

Emotional Footprint

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

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

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19	+20 to +39	+40 to +59	+60 to +79	+80 to +100

Product Impact
Commodity Features vs. Unique Features

1	Fortinet FortiSIEM	+95	DISTRIBUTION -- 5% 95%
2	Splunk Enterprise Security	+95	DISTRIBUTION -- 5% 95%
3	ManageEngine Log360	+93	DISTRIBUTION -- 7% 93%
4	Juniper Secure Analytics	+90	DISTRIBUTION -- 10% 90%
5	Graylog	+87	DISTRIBUTION -- 13% 87%
6	IBM QRadar	+83	DISTRIBUTION 4% 9% 87%
7	SolarWinds SIEM: Log and Event Manager	+77	DISTRIBUTION 6% 11% 83%
8	Dell Quest InTrust	+73	DISTRIBUTION 11% 5% 84%
9	McAfee Enterprise Security Manager	+71	DISTRIBUTION 10% 9% 81%
10	LogRhythm Security Intelligence Platform	+71	DISTRIBUTION -- 29% 71%
CATEGORY AVERAGE		+79	DISTRIBUTION 6% 9% 85%

Product Impact
Security Frustrates vs. Security Protects

1	Juniper Secure Analytics	+100	DISTRIBUTION -- -- 100%
2	ManageEngine Log360	+100	DISTRIBUTION -- -- 100%
3	Splunk Enterprise Security	+91	DISTRIBUTION -- 9% 91%
4	IBM QRadar	+87	DISTRIBUTION 2% 9% 89%
5	Dell Quest InTrust	+84	DISTRIBUTION -- 16% 84%
6	Fortinet FortiSIEM	+81	DISTRIBUTION 5% 10% 86%
7	Graylog	+79	DISTRIBUTION -- 21% 79%
8	LogRhythm Security Intelligence Platform	+76	DISTRIBUTION -- 24% 76%
9	SolarWinds SIEM: Log and Event Manager	+76	DISTRIBUTION 6% 12% 82%
10	AT&T AlienVault USM	+75	DISTRIBUTION 8% 8% 83%
CATEGORY AVERAGE		+81	DISTRIBUTION 5% 10% 86%