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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
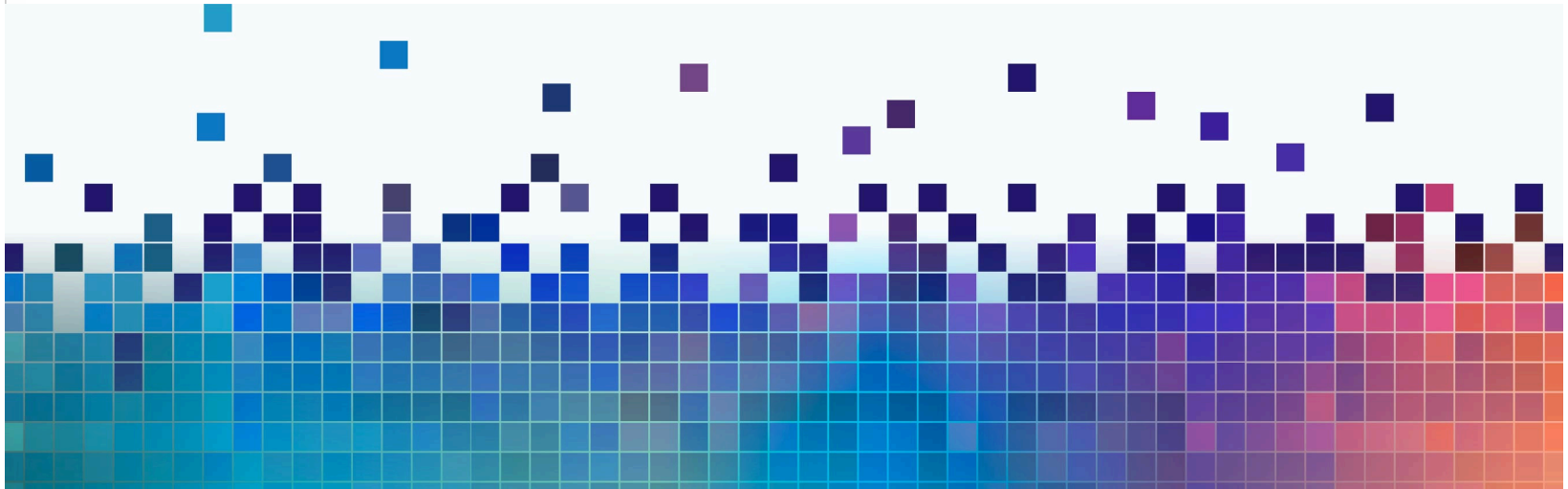Reviews

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Vendors Evaluated

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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

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

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

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.
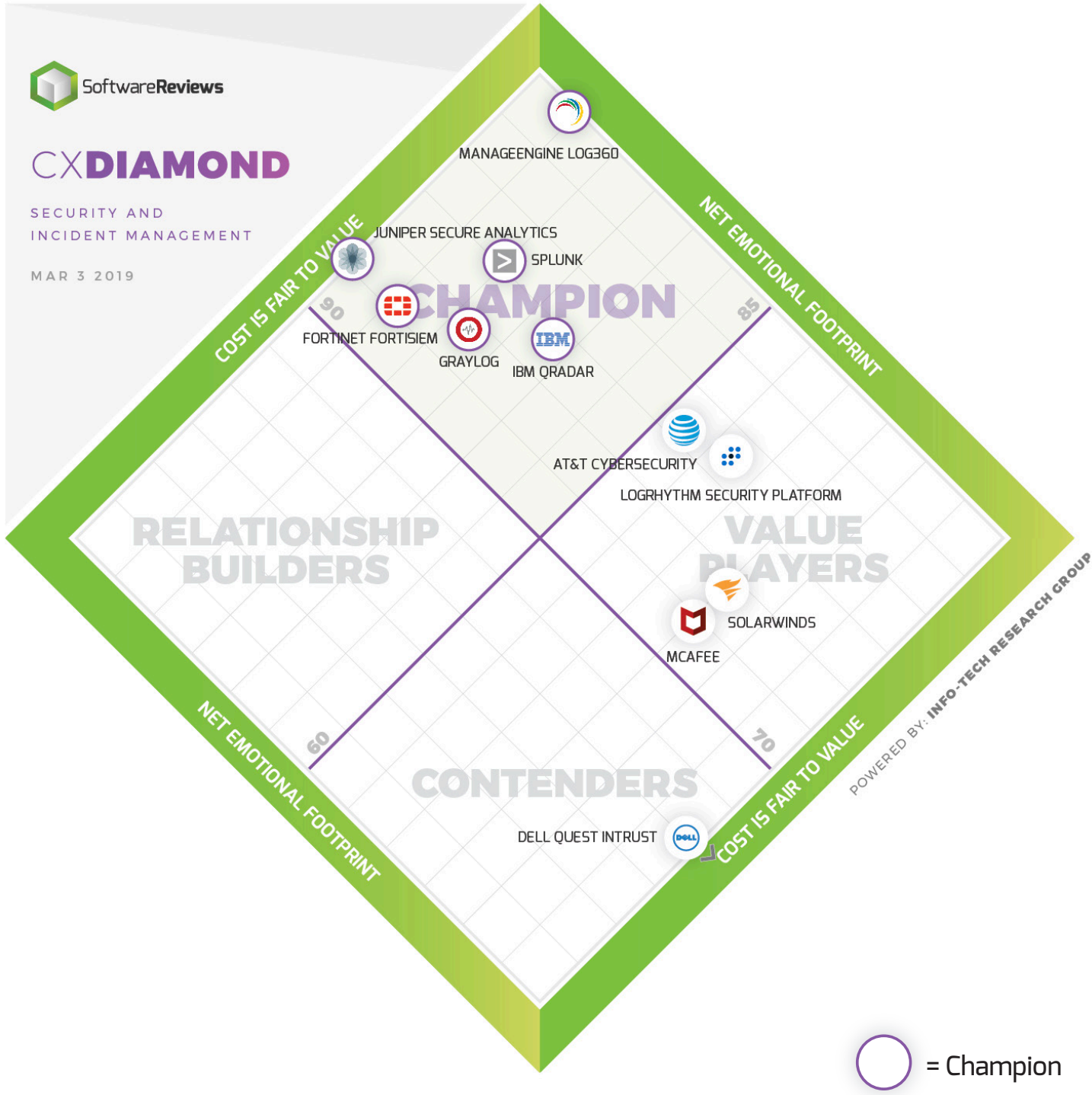
Cost is Fair to Value

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.

SoftwareReviews

CXDIAMOND

SECURITY AND INCIDENT MANAGEMENT

MAR 3 2019

COST IS FAIR TO VALUE

NET EMOTIONAL FOOTPRINT

MANAGEENGINE LOG360

JUNIPER SECURE ANALYTICS

SPLUNK

90

CHAMPION

85

FORTINET FORTISIEM

GRAYLOG

IBM QRADAR

AT&T CYBERSECURITY

LOGRHYTHM SECURITY PLATFORM

RELATIONSHIP BUILDERS

VALUE PLAYERS

SOLARWINDS

MCAFEE

NET EMOTIONAL FOOTPRINT

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CONTENDERS

COST IS FAIR TO VALUE

POWERED BY: INFO~TECH RESEARCH GROUP

DELL QUEST INTRUST

○ = Champion

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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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

	VENDOR	NET EMOTIONAL FOOTPRINT	DISTRIBUTION	STRONGEST POSITIVE EMOTIONS			STRONGEST NEGATIVE EMOTIONS		
	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%			

CATEGORY REPORT | Table of Contents | Data Quadrant | Category Overview | Vendor Capability Summary | Vendor Capability Satisfaction | Product Feature Summary | Product Feature Satisfaction | Emotional Footprint Summary | Emotional Footprint
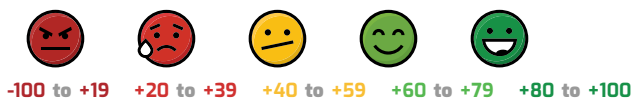
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Emotional Footprint

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

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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NEGATIVE · NEUTRAL · POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

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Service Experience
Bureaucratic vs. Efficient

#	Vendor	Score	
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

#	Vendor	Score	
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

#	Vendor	Score	Distribution
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

#	Vendor	Score	Distribution
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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EMOTIONAL SPECTRUM SCALE

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

NEGATIVE   NEUTRAL   POSITIVE

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POSITIVE   NEGATIVE

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CATEGORY

Conflict Resolution

Disagreements are inevitable, but knowing your vendor will handle them reasonably, fairly, and amiably can give you peace of mind. Use the data in this section to understand which vendors will behave professionally when conflict arises.

Conflict Resolution
Lack Of Integrity vs. Integrity

#	Vendor	Score	
1	Juniper Secure Analytics	+100	DISTRIBUTION -- -- 100%
2	AT&T AlienVault USM	+100	DISTRIBUTION -- -- 100%
3	Splunk Enterprise Security	+94	DISTRIBUTION -- 6% 94%
4	Dell Quest InTrust	+90	DISTRIBUTION 5% -- 95%
5	ManageEngine Log360	+86	DISTRIBUTION 7% -- 93%
6	IBM QRadar	+85	DISTRIBUTION 2% 11% 87%
7	Fortinet FortiSIEM	+85	DISTRIBUTION 5% 5% 90%
8	McAfee Enterprise Security Manager	+82	DISTRIBUTION 5% 7% 87%
9	LogRhythm Security Intelligence Platform	+82	DISTRIBUTION -- 18% 82%
10	Graylog	+81	DISTRIBUTION 5% 9% 86%
CATEGORY AVERAGE		**+85**	DISTRIBUTION 4% 8% 89%

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Emotional Footprint

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

NEGATIVE | NEUTRAL | POSITIVE

% - **%** = **EMOTIONAL FOOTPRINT**
POSITIVE | NEGATIVE

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

Conflict Resolution
Vendor Friendly Policies vs. Client Friendly Policies

1	Juniper Secure Analytics	+89	DISTRIBUTION -- 11% 89%
2	Splunk Enterprise Security	+89	DISTRIBUTION 2% 7% 91%
3	Fortinet FortiSIEM	+86	DISTRIBUTION -- 14% 86%
4	IBM QRadar	+85	DISTRIBUTION 2% 11% 87%
5	Graylog	+83	DISTRIBUTION 4% 9% 87%
6	ManageEngine Log360	+79	DISTRIBUTION 7% 7% 86%
7	McAfee Enterprise Security Manager	+76	DISTRIBUTION 7% 11% 83%
8	AT&T AlienVault USM	+75	DISTRIBUTION 8% 8% 83%
9	LogRhythm Security Intelligence Platform	+70	DISTRIBUTION 12% 6% 82%
10	SolarWinds SIEM: Log and Event Manager	+65	DISTRIBUTION 9% 18% 74%
	CATEGORY AVERAGE	+78	DISTRIBUTION 6% 11% 83%

Conflict Resolution
Selfish vs. Altruistic

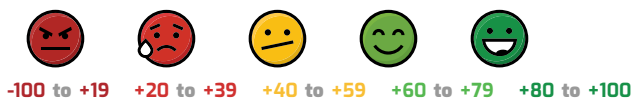|			
1	Juniper Secure Analytics	+100	DISTRIBUTION -- -- 100%
2	Splunk Enterprise Security	+89	DISTRIBUTION -- 11% 89%
3	IBM QRadar	+83	DISTRIBUTION 2% 13% 85%
4	Graylog	+83	DISTRIBUTION 4% 9% 87%
5	Fortinet FortiSIEM	+81	DISTRIBUTION -- 19% 81%
6	ManageEngine Log360	+79	DISTRIBUTION 7% 7% 86%
7	SolarWinds SIEM: Log and Event Manager	+76	DISTRIBUTION 3% 18% 79%
8	McAfee Enterprise Security Manager	+70	DISTRIBUTION 8% 15% 78%
9	AT&T AlienVault USM	+67	DISTRIBUTION 8% 17% 75%
10	LogRhythm Security Intelligence Platform	+65	DISTRIBUTION 6% 24% 71%
	CATEGORY AVERAGE	+75	DISTRIBUTION 5% 14% 81%

Emotional Footprint

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NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

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

Conflict Resolution
Big Fat Liars vs. Trustworthy

#	Vendor	Score	Distribution
1	Juniper Secure Analytics	+100	DISTRIBUTION -- -- 100%
2	Graylog	+96	DISTRIBUTION -- 4% 96%
3	Splunk Enterprise Security	+94	DISTRIBUTION -- 6% 94%
4	LogRhythm Security Intelligence Platform	+88	DISTRIBUTION -- 12% 88%
5	ManageEngine Log360	+86	DISTRIBUTION 7% -- 93%
6	Fortinet FortiSIEM	+85	DISTRIBUTION 5% 5% 90%
7	AT&T AlienVault USM	+84	DISTRIBUTION 8% -- 92%
8	SolarWinds SIEM: Log and Event Manager	+82	DISTRIBUTION 3% 12% 85%
9	McAfee Enterprise Security Manager	+79	DISTRIBUTION 6% 9% 85%
10	IBM QRadar	+78	DISTRIBUTION 7% 9% 85%
	CATEGORY AVERAGE	**+83**	DISTRIBUTION 5% 8% 88%

Conflict Resolution
Unfair vs. Fair

#	Vendor	Score	Distribution
1	Juniper Secure Analytics	+100	DISTRIBUTION -- -- 100%
2	Graylog	+96	DISTRIBUTION -- 4% 96%
3	Splunk Enterprise Security	+96	DISTRIBUTION -- 4% 96%
4	Fortinet FortiSIEM	+90	DISTRIBUTION -- 10% 90%
5	LogRhythm Security Intelligence Platform	+88	DISTRIBUTION -- 12% 88%
6	ManageEngine Log360	+86	DISTRIBUTION 7% -- 93%
7	McAfee Enterprise Security Manager	+77	DISTRIBUTION 4% 15% 81%
8	SolarWinds SIEM: Log and Event Manager	+76	DISTRIBUTION 6% 12% 82%
9	AT&T AlienVault USM	+75	DISTRIBUTION -- 25% 75%
10	IBM QRadar	+74	DISTRIBUTION 9% 9% 83%
	CATEGORY AVERAGE	**+81**	DISTRIBUTION 4% 11% 85%

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Emotional Footprint

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EMOTIONAL SPECTRUM SCALE

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

NEGATIVE　　　　　　NEUTRAL　　　　　　POSITIVE

%　-　% = EMOTIONAL FOOTPRINT
POSITIVE　NEGATIVE

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

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

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

% - % = EMOTIONAL FOOTPRINT
POSITIVE NEGATIVE

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

Negotiation and Contract
Deceptive vs. Transparent

Rank	Vendor	Score	
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

Rank	Vendor	Score	
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%

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

Negotiation and Contract
Vendor's Interest First vs. Client's Interest First

#	Vendor	Score	Distribution
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

#	Vendor	Score	Distribution
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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EMOTIONAL SPECTRUM SCALE

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

NEGATIVE   NEUTRAL   POSITIVE

% - % = EMOTIONAL FOOTPRINT
POSITIVE   NEGATIVE

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

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

| #	Vendor	Score	Distribution
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% 8% 88%

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
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

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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

Strategy and Innovation
Leverages Incumbent Status vs. Appreciates Incumbent Status

#	Vendor	Score	Distribution
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

#	Vendor	Score	Distribution
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

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

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

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% 3% 88%

Security Incident and Event Management Customer Experience Report
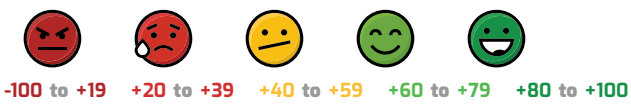
Emotional Footprint

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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

#	Vendor	Score	Distribution
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

#	Vendor	Score	Distribution
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%

INFO~TECH RESEARCH GROUP

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

#	Vendor	Score		Distribution
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

#	Vendor	Score		Distribution
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%

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