Which tool tells you why a site went down?

Monitoring tools are great at telling you a site is down. This compares how far each one goes on the next question: is it the ISP, the power, the weather, the bill, or your gear. Based on public vendor documentation, October 2026.

PHEONYX ONE

	Pheonyx One	ThousandEyes	Splunk ITSI	LogicMonitor	SolarWinds	Auvik	PRTG	Entuity	BigPanda	PathSolutions
Root cause outside your network										
ISP and carrier outage awareness	●	●	○	◐	◐	○	○	◐	◐	○
Utility power outage correlation	●	○	○	○	○	○	○	○	○	○
Severe weather correlation	●	○	○	○	○	○	○	○	○	○
Last-mile carrier identified	●	○	○	○	○	○	○	○	○	○
Circuit and billing intel										
Circuit inventory per site	● via TEM Sync	○	○	○	○	○	○	○	○	○
Did the bill get paid?	● via TEM Sync	○	○	○	○	○	○	○	○	○
Telecom cost per site	● via TEM Sync	○	○	○	○	○	○	○	○	○
Platform fit										
Layers onto or replaces your NMS	**Layers on**	Layers on	Either	Replaces	Replaces	Replaces	Replaces	Replaces	Layers on	Either
Global map of every site, any monitoring source	●	◐	●	◐	◐	○	◐	◐	○	◐
ITSM integration (ServiceNow, Jira)	●	●	●	●	●	●	◐	●	●	○
Live device telemetry	◐ via MCP	◐	●	●	●	●	●	●	○	●
Deployment										
Nothing to install on-prem	●	○	○	○	○	○	○	○	●	○
Works with the monitoring you already run	●	○	●	●	◐	○	◐	●	●	○
Time to value	**4 hours max**	Hours to days	Weeks to months	Minutes to hours	Days to weeks	Minutes to hours	Minutes to hours	Not stated	Weeks to months	Minutes, vendor claim
Alert handling										
Alert correlation and noise reduction	●	●	●	●	●	●	◐	●	●	●
Outage or event, classified	●	◐	◐	◐	◐	◐	◐	◐	◐	●
Plain-language triage report	●	◐	◐	●	◐	○	○	◐	●	●
Action										
Remediation actions	● Human-approved, Edgeboot	○	●	○	○	○	○	○	◐	◐
Field tech dispatch	● Human-approved, Tech Dispatch	○	○	○	○	○	○	○	○	○
Executive reporting										
Executive KPI board	●	◐	●	●	●	●	◐	●	●	○
Outage causes ranked by business cause	●	○	◐	○	○	○	○	○	◐	○
Pricing and fit										
Pricing	**$20/site/mo, published**	Quote only	Partial, quote	Quote only	Quote only	Quote only	From $1,899, published	Quote only	Quote only	From $472/mo, published
Built for	**MSPs, 25-500+ site operators**	Enterprise WAN, cloud ops	Enterprise ITOps, SRE	Enterprise ITOps, MSPs	Enterprise and mid-market IT	MSPs, multi-site IT	Sysadmins, IT ops, MSPs	Enterprise IT, MSPs	Enterprise ITOps, NOC	Enterprise, mid-market IT

● Yes, built in ◐ Partial, built in but limited ○ No, or only through custom work ? Not documented publicly

Sources and notes for every rating on page 2. Corrections welcome: lr.moore@pheonyx.one

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Sources and notes

Each rating links to the public page it came from. A feature counts only if the vendor advertises it as built in. Custom scripts, DIY builds and third-party add-ons are rated No. Product names are trademarks of their owners.

Cisco ThousandEyes Cisco ThousandEyes (Internet Insights & Enterprise/Endpoint Agents)

Cisco ThousandEyes excels at end-to-end active network path visualization and global internet outage intelligence across cloud and ISP networks.

- **ISP and carrier outage awareness:** Yes. Internet Insights monitors global ISP and cloud provider network outages in real time. [1]
- **Utility power outage correlation:** No. ThousandEyes does not integrate or correlate site outages with utility power grid data. [1]
- **Severe weather correlation:** No. ThousandEyes does not natively track or correlate severe weather data with site outages. [1]
- **Last-mile carrier identified:** No. Shows network path hops via active probes but cannot identify underlying last-mile carriers behind reseller ISPs. [1]
- **Circuit inventory per site:** No. ThousandEyes monitors active network paths but does not manage telecom circuit IDs or account details. [1]
- **Did the bill get paid?:** No. ThousandEyes has no feature or integration to track telecom billing or unpaid account status. [1]
- **Telecom cost per site:** No. ThousandEyes does not track circuit pricing or telecom transport expenditure per site. [1]
- **Layers onto or replaces your NMS:** Yes. Layers onto existing NMS [1]
- **Global map of every site, any monitoring source:** Partial. Maps global agent locations and synthetic test paths that ThousandEyes natively monitors. [1]
- **ITSM integration (ServiceNow, Jira):** Yes. Advertises out of the box integrations with ServiceNow and Jira Service Management. [1]
- **Live device telemetry:** Partial. Monitors endpoint device metrics and agent interfaces but lacks full native SNMP device polling. [1]
- **Nothing to install on-prem:** No. Enterprise network site monitoring requires installing Enterprise Agents or Endpoint Agents on-premises. [1]
- **Works with the monitoring you already run:** No. Generates outbound alert webhooks from its own synthetic tests but cannot ingest third-party alerts. [1]
- **Time to value:** Partial. Deploying Enterprise Agents takes hours to days, with pre-packaged options available for Cisco devices. [1]
- **Alert correlation and noise reduction:** Yes. Internet Insights correlates multi-agent anomaly telemetry to aggregate macro outage events and reduce noise. [1]
- **Outage or event, classified:** Partial. Differentiates cloud/ISP outages from local network issues, but does not classify local site maintenance. [1]
- **Plain-language triage report:** Partial. Cisco AI Assistant for ThousandEyes generates natural language event summaries and root cause explanations. [1]
- **Remediation actions:** No. Only sends webhooks to outside systems; no built-in remediation. [1]
- **Field tech dispatch:** No. No field dispatch; can only open tickets in ITSM tools. [1]
- **Executive KPI board:** Partial. Offers high-level SLA and performance dashboards, primarily focused on network and application health. [1]
- **Outage causes ranked by business cause:** No. Identifies network vs application issues but does not rank non-technical causes like power or billing. [1]
- **Pricing:** No. Uses custom quote-based pricing measured in test units and agent count with no public list prices. [1]
- **Built for:** Yes. Primary targets are enterprise IT, WAN architects, and cloud ops managing multi-site internet reliability. [1]

Splunk Splunk IT Service Intelligence (ITSI) & Splunk Observability Cloud

Splunk ITSI excels at large-scale enterprise event correlation, machine learning data analytics, and customizable business KPI dashboards.

- **ISP and carrier outage awareness:** No. Lacks native global ISP outage intelligence, relying on third-party log ingestion or external feeds. [1]
- **Utility power outage correlation:** No. Lacks native utility power tracking, requiring custom HTTP Event Collector scripts or external API ingestion. [1]
- **Severe weather correlation:** No. Lacks built-in severe weather correlation, requiring custom scripts or third-party add-ons to ingest weather data. [1]
- **Last-mile carrier identified:** No. Cannot identify underlying last-mile carriers behind reseller ISPs, relying on third-party active probing integrations. [1]
- **Circuit inventory per site:** No. Stores metadata in generic ITSI KV store, lacking a built-in telecom circuit inventory module. [1]
- **Did the bill get paid?:** No. Does not track telecom account billing status or detect outages caused by unpaid invoices. [1]
- **Telecom cost per site:** No. Does not natively display circuit costs or telecom transport spend per site. [1]
- **Layers onto or replaces your NMS:** Yes. Either [1]
- **Global map of every site, any monitoring source:** Yes. Geographic map displays site locations and status ingested from any external monitoring platform. [1]
- **ITSM integration (ServiceNow, Jira):** Yes. Advertises out of the box integrations with ServiceNow and Jira Service Management. [1]
- **Live device telemetry:** Yes. Displays live network device telemetry including interface metrics, CPU, memory, and error counters natively. [1]
- **Nothing to install on-prem:** No. Requires OpenTelemetry Collectors or Universal Forwarders installed on-premises to gather local site data. [1]
- **Works with the monitoring you already run:** Yes. HTTP Event Collector and ITSI event management natively ingest webhooks and alerts from third-party tools. [1]
- **Time to value:** No. Stated enterprise deployment and ITSI service modeling typically take weeks to months. [1]
- **Alert correlation and noise reduction:** Yes. ITSI Episode Review correlates events, groups related alerts, deduplicates noise, and applies ML rules. [1]
- **Outage or event, classified:** Partial. Filters planned maintenance windows and evaluates service health, but cause classification needs custom rules. [1]
- **Plain-language triage report:** Partial. Splunk AI Assistant and ITSI Deep Dives generate incident summaries, requiring Splunk AI features. [1]
- **Remediation actions:** Yes. Integrates natively with Splunk SOAR and Adaptive Response to execute automated or human-approved playbooks. [1]
- **Field tech dispatch:** No. No field dispatch; can only open tickets in ITSM tools. [1]
- **Executive KPI board:** Yes. ITSI Glass Tables provide customizable executive dashboards mapping technical KPIs to business services. [1]
- **Outage causes ranked by business cause:** Partial. Ranks contributing technical components via Service Health Decomposition, but omits billing and utility power. [1]
- **Pricing:** Partial. Publicly describes ingest GB and compute workload pricing tiers, but full deployment requires a custom quote. [1]
- **Built for:** Yes. Primary targets are enterprise IT operations, NOC, and SRE teams managing complex IT services. [1]

LogicMonitor LM Envision

LogicMonitor excels at automated hybrid cloud and enterprise IT infrastructure monitoring with AI-driven alert correlation and extensive out-of-the-box integrations.

- **ISP and carrier outage awareness:** Partial. Uses Network Path Analysis and ICMP checks for path monitoring, but lacks external ISP outage intelligence feeds. [1]
- **Utility power outage correlation:** No. Monitors local UPS and PDU devices via SNMP, but does not integrate external utility power outage grid feeds. [1]
- **Severe weather correlation:** No. Does not integrate severe weather tracking or weather map correlation data for site outages.
- **Last-mile carrier identified:** No. Traces IP network hops but does not identify underlying third-party last-mile telecom carriers behind ISPs. [1]
- **Circuit inventory per site:** No. Lacks a dedicated telecom circuit inventory or CMDB for tracking circuit IDs, account numbers, and carriers. [1]
- **Did the bill get paid?:** No. Does not integrate with telecom billing systems or monitor invoice payment status for site circuits.
- **Telecom cost per site:** No. Provides cloud infrastructure cost monitoring but does not track physical telecom or circuit costs per site. [1]
- **Layers onto or replaces your NMS:** Yes. Replaces your NMS [1]
- **Global map of every site, any monitoring source:** Partial. Provides geographic map widgets for sites monitored within the platform, but cannot map external unmonitored sites. [1]
- **ITSM integration (ServiceNow, Jira):** Yes. Provides out-of-the-box integrations with ServiceNow, Jira Service Management, ConnectWise, and Autotask. [1]
- **Live device telemetry:** Yes. Natively collects and displays real-time network device metrics including interface bandwidth, CPU, memory, and packet errors. [1]
- **Nothing to install on-prem:** No. Requires deploying an on-premises or customer-hosted LM Collector server or VM for local network polling. [1]
- **Works with the monitoring you already run:** Yes. Ingests alerts and telemetry from external tools via REST API v3, Push Metrics API, and custom EventSources. [1]
- **Time to value:** Yes. Deployment in minutes to hours due to agentless collector auto-discovery and SaaS hosted architecture. [1]
- **Alert correlation and noise reduction:** Yes. Uses topology-based root cause analysis, dynamic thresholds, and Edwin AI to cluster and deduplicate alerts. [1]
- **Outage or event, classified:** Partial. Suppresses alerts during scheduled maintenance windows and isolates root-cause devices, but lacks automatic cause classification. [1]
- **Plain-language triage report:** Yes. Edwin AI generates natural language incident summaries and root cause analysis for IT operations teams. [1]
- **Remediation actions:** No. Requires custom collector scripts, webhooks, or third-party tools like Ansible and ITSM for automated remediation. [1]
- **Field tech dispatch:** No. Lacks native field dispatch capabilities, relying on third-party ITSM integrations like ServiceNow for technician dispatch. [1]
- **Executive KPI board:** Yes. Provides Business Service Insights and executive dashboards to report high-level service health and SLA compliance. [1]
- **Outage causes ranked by business cause:** No. Ranks alerts by technical severity and device topology, not by business cause categories like ISP or power. [1]
- **Pricing:** No. Uses quote-based pricing per monitored resource unit; public pricing is not published on the website. [1]
- **Built for:** Yes. Enterprise IT operations teams, Managed Service Providers, and multi-cloud operations. [1]

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Sources and notes, continued

SolarWinds SolarWinds Network Performance Monitor & Observability

Comprehensive network protocol polling, deep infrastructure visibility, and hop-by-hop NetPath traffic diagnostics for complex enterprise networks.

- **ISP and carrier outage awareness:** Partial. NetPath provides path performance monitoring and hop visibility, but lacks real external ISP outage intelligence feeds. [1]
- **Utility power outage correlation:** No. SolarWinds does not integrate with or correlate outages against external utility power grid data.
- **Severe weather correlation:** No. SolarWinds does not ingest or correlate network outages with severe weather data feeds.
- **Last-mile carrier identified:** No. NetPath shows path hops and ASNs, not the last-mile carrier. [1]
- **Circuit inventory per site:** No. SolarWinds lacks a native circuit inventory feature, requiring user-configured custom node and interface properties. [1]
- **Did the bill get paid?:** No. SolarWinds has no feature to track telecom billing status or identify outages caused by unpaid bills.
- **Telecom cost per site:** No. SolarWinds does not track circuit costs or telecom billing expenses per site.
- **Layers onto or replaces your NMS:** Yes. Replaces your NMS [1]
- **Global map of every site, any monitoring source:** Partial. World Map geographically displays site locations and status, but only for devices monitored directly by SolarWinds. [1]
- **ITSM integration (ServiceNow, Jira):** Yes. Advertises out-of-the-box integrations with ServiceNow, SolarWinds Service Desk, and Jira Service Management. [1]
- **Live device telemetry:** Yes. Natively collects and displays live device telemetry including interface utilization, CPU, memory, and packet errors. [1]
- **Nothing to install on-prem:** No. Requires self-hosted polling engines or local collectors for core network discovery and monitoring. [1]
- **Works with the monitoring you already run:** Partial. SolarWinds Service Desk and Incident Response ingest webhooks, but core NPM relies on native polling. [1]
- **Time to value:** No. Stated deployment takes days to weeks for server setup, polling engine configuration, and discovery. [1]
- **Alert correlation and noise reduction:** Yes. Features intelligent alert correlation, dependency suppression, and noise reduction rules. [1]
- **Outage or event, classified:** Partial. Supports scheduled maintenance windows to suppress alerts but lacks automatic cause classification. [1]
- **Plain-language triage report:** Partial. PerfStack and AI tools summarize technical metrics but do not output plain-language triage reports. [1]
- **Remediation actions:** No. Alert actions run scripts you write yourself. [1]
- **Field tech dispatch:** No. No field dispatch; can only open tickets in ITSM tools. [1]
- **Executive KPI board:** Yes. Offers executive dashboards, SLA reports, and business-level summary performance views. [1]
- **Outage causes ranked by business cause:** No. Does not rank outage root causes by business categories such as ISP, power, or billing.
- **Pricing:** No. Priced per node or host; official pricing is quote-only and requires contacting sales. [1]
- **Built for:** Yes. Primary targets are enterprise IT operations, mid-market enterprises, and NOC teams. [1]

Auvik Auvik Network Management

Automated network discovery, cloud-based visual topology mapping, and streamlined network management tailored for MSPs and multi-site IT teams.

- **ISP and carrier outage awareness:** No. Monitors site internet gateway status via ping, but lacks real external ISP outage intelligence feeds. [1]
- **Utility power outage correlation:** No. Auvik does not integrate with utility power grids or correlate site downtime with power data.
- **Severe weather correlation:** No. Does not ingest severe weather feeds or correlate weather events with network site outages.
- **Last-mile carrier identified:** No. Does not identify underlying last-mile circuit carriers behind site ISP connections.
- **Circuit inventory per site:** No. Auvik lacks a native circuit inventory feature, allowing only manual text notes and custom site fields. [1]
- **Did the bill get paid?:** No. Does not track telecom billing or determine if outages stem from unpaid circuit bills.
- **Telecom cost per site:** No. Auvik does not maintain or report telecom circuit costs per site.
- **Layers onto or replaces your NMS:** Yes. Replaces your NMS [1]
- **Global map of every site, any monitoring source:** No. Auvik builds local network topology diagrams, but lacks a global geographic world map view. [1]
- **ITSM integration (ServiceNow, Jira):** Yes. Advertises out-of-the-box integrations with ServiceNow, Jira Service Management, ConnectWise, and Autotask. [1]
- **Live device telemetry:** Yes. Natively collects and displays live device telemetry including interface throughput, CPU, memory, and error stats. [1]
- **Nothing to install on-prem:** No. Requires installing an Auvik Collector agent on a local server, VM, or container per site. [1]
- **Works with the monitoring you already run:** No. Emits outbound webhooks but cannot ingest alert streams from third-party monitoring tools. [1]
- **Time to value:** Yes. Claims deployment and automated network discovery complete within minutes to hours. [1]
- **Alert correlation and noise reduction:** Yes. Uses parent-child dependency suppression and alert grouping to reduce redundant alert noise. [1]
- **Outage or event, classified:** Partial. Supports scheduled maintenance windows, but does not automatically classify site outage cause categories. [1]
- **Plain-language triage report:** No. Displays alert logs and topology maps but does not generate automated plain-language root-cause reports. [1]
- **Remediation actions:** No. Remote terminal only; automation needs third-party tools like Rewst. [1]
- **Field tech dispatch:** No. No field dispatch; can only open tickets in ITSM tools. [1]
- **Executive KPI board:** Yes. Provides automated network assessment reports and high-level site health summaries for MSP clients. [1]
- **Outage causes ranked by business cause:** No. Does not report or rank outage root causes by business cause categories.
- **Pricing:** No. Priced per billable network device; pricing is quote-only and requires contacting sales. [1]
- **Built for:** Yes. Primary targets are Managed Service Providers (MSPs) and multi-site IT teams. [1]

Paessler Paessler PRTG Network Monitor

Paessler PRTG Network Monitor excels at comprehensive infrastructure monitoring and network traffic visibility for on-premise and hybrid IT environments using customizable sensors.

- **ISP and carrier outage awareness:** No. Monitors WAN connectivity via ping and HTTP sensors, but lacks real external ISP outage intelligence feeds. [1]
- **Utility power outage correlation:** No. Reads UPS sensors only; no utility power outage data. [1]
- **Severe weather correlation:** No. Does not integrate or correlate site outage alerts with severe weather data feeds. [1]
- **Last-mile carrier identified:** No. Does not identify last-mile telecom carriers behind the primary ISP for a site. [1]
- **Circuit inventory per site:** No. Does not maintain site circuit inventory details such as circuit IDs, provider contact, or account numbers. [1]
- **Did the bill get paid?:** No. Has no integration or visibility into telecom billing status or unpaid bill records. [1]
- **Telecom cost per site:** No. Does not track or report circuit or telecom financial costs per site. [1]
- **Layers onto or replaces your NMS:** Yes. Replaces your NMS [1]
- **Global map of every site, any monitoring source:** Partial. PRTG Maps displays geographic map of monitored devices, but only for infrastructure monitored directly by PRTG. [1]
- **ITSM integration (ServiceNow, Jira):** Partial. Integrates with ServiceNow and Autotask via notification webhooks and email, but lacks native bi-directional ITSM connectors. [1]
- **Live device telemetry:** Yes. Natively monitors and displays live device telemetry including interface bandwidth, CPU, memory, traffic, and error counters via SNMP. [1]
- **Nothing to install on-prem:** No. Requires an on-premise PRTG Core Server or Hosted Monitor Remote Probes deployed within local networks. [1]
- **Works with the monitoring you already run:** Partial. Functions primarily as an active monitor; custom HTTP Push sensors accept data but lacks native multi-tool alert aggregation. [1]
- **Time to value:** Yes. Rapid deployment taking minutes to hours (under 1 day) using auto-discovery and pre-built sensor templates. [1]
- **Alert correlation and noise reduction:** Partial. Uses basic device dependency hierarchies to suppress child alarms during outages, lacking AI-driven event correlation. [1]
- **Outage or event, classified:** Partial. Uses scheduled maintenance windows and parent-child dependencies to pause alerts, but lacks automated root cause categorization. [1]
- **Plain-language triage report:** No. Sends standard threshold alerts and log summaries, but does not generate plain-language per-incident triage summaries. [1]
- **Remediation actions:** No. Triggers user-written custom scripts or executables, but lacks out-of-the-box built-in automated remediation workflows. [1]
- **Field tech dispatch:** No. No field dispatch; can only open tickets in ITSM tools. [1]
- **Executive KPI board:** Partial. Offers customizable dashboards and status maps, primarily focused on network health metrics rather than business executive KPIs. [1]
- **Outage causes ranked by business cause:** No. Does not rank outage causes by business category like ISP, utility power, billing, or hardware failure. [1]
- **Pricing:** Yes. Published sensor-based pricing model starting at $1,899 for 500 sensors up to multi-core enterprise licenses. [1]
- **Built for:** Yes. System administrators, IT operations teams, and MSPs managing local and remote network infrastructure. [1]

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Sources and notes, continued

Entuity Entuity Network Monitoring

Entuity excels at deep enterprise network discovery, multi-vendor topology mapping, and intelligent event management for large network infrastructure.

- **ISP and carrier outage awareness:** Partial. Uses SurePath path monitoring and ICMP WAN tracking, but lacks external ISP outage intelligence feeds. [1]
- **Utility power outage correlation:** No. Monitors local UPS and PDU devices via SNMP, but does not correlate site outages with external power grid data. [1]
- **Severe weather correlation:** No. Does not integrate severe weather tracking or weather map correlation data for site outages.
- **Last-mile carrier identified:** No. Path monitoring traces IP hops but does not identify underlying third-party last-mile telecom carriers. [1]
- **Circuit inventory per site:** No. Tracks network interfaces and links but lacks a dedicated telecom circuit inventory CMDB for circuit IDs and account details. [1]
- **Did the bill get paid?:** No. Does not integrate with telecom billing or track circuit payment and billing status.
- **Telecom cost per site:** No. Does not track or report physical telecom or circuit costs per site.
- **Layers onto or replaces your NMS:** Yes. Replaces your NMS [1]
- **Global map of every site, any monitoring source:** Partial. Provides geographic topology maps for network sites monitored by Entuity, but cannot map external unmonitored platforms. [1]
- **ITSM integration (ServiceNow, Jira):** Yes. Provides advertised out-of-the-box integrations with ITSM tools including ServiceNow and BMC Remedy. [1]
- **Live device telemetry:** Yes. Natively collects and displays live network device telemetry including interface metrics, CPU, memory, and packet errors. [1]
- **Nothing to install on-prem:** No. Requires deploying an on-premises or customer-hosted Entuity server or remote server polling engine. [1]
- **Works with the monitoring you already run:** Yes. Ingests external events and alerts into its Event Management System via REST API and webhooks. [1]
- **Time to value:** Unknown. Official vendor documentation does not state a specific deployment timeframe. [1]
- **Alert correlation and noise reduction:** Yes. Features Intelligent Event Management System for automated event correlation, deduplication, and noise reduction. [1]
- **Outage or event, classified:** Partial. Suppresses alerts during scheduled maintenance windows and isolates affected services, but does not classify external root causes automatically. [1]
- **Plain-language triage report:** Partial. Provides technical event details and topological root-cause views, but lacks plain-language natural AI incident summaries. [1]
- **Remediation actions:** No. Requires user-configured action scripts or third-party integrations to execute automated remediation. [1]
- **Field tech dispatch:** No. Lacks native dispatch management, relying on third-party ITSM integrations like ServiceNow for technician dispatch. [1]
- **Executive KPI board:** Yes. Provides Business Service Management dashboards and SLA reporting for executive visibility into network health. [1]
- **Outage causes ranked by business cause:** No. Ranks events by technical severity and service impact, not by business cause categories like ISP or power. [1]
- **Pricing:** No. Quote-only pricing per managed device count; public pricing is not published on website. [1]
- **Built for:** Yes. Enterprise IT teams, Managed Service Providers, and network operations center operations. [1]

BigPanda BigPanda AIOps Event Correlation and Automation Platform

BigPanda excels at enterprise AIOps alert correlation and deduplication, ingesting high-volume events across diverse IT monitoring tools to drastically reduce alert noise.

- **ISP and carrier outage awareness:** Partial. Correlates incoming ISP alerts from external monitoring tools but has no native external ISP outage detection capabilities. [1]
- **Utility power outage correlation:** No. Does not integrate or correlate site outages with external utility power outage data feeds. [1]
- **Severe weather correlation:** No. Does not integrate or correlate site incidents with weather data feeds. [1]
- **Last-mile carrier identified:** No. Does not track or identify last-mile telecom carriers behind site ISPs. [1]
- **Circuit inventory per site:** No. Does not maintain circuit inventory metadata like circuit IDs or carrier account numbers. [1]
- **Did the bill get paid?:** No. Has no visibility or integration with telecom billing records or unpaid bill statuses. [1]
- **Telecom cost per site:** No. Does not track or report telecom or circuit costs. [1]
- **Layers onto or replaces your NMS:** Yes. Layers onto existing NMS [1]
- **Global map of every site, any monitoring source:** No. Provides logical topology dependency mapping from integrated tools, but lacks a native geographic world map of site locations. [1]
- **ITSM integration (ServiceNow, Jira):** Yes. Out-of-the-box bi-directional integrations with ITSM tools including ServiceNow and Jira. [1]
- **Live device telemetry:** No. Does not natively monitor or display raw network device telemetry like interface statistics, CPU, or error counters. [1]
- **Nothing to install on-prem:** Yes. Fully agentless cloud SaaS architecture ingesting alert data via REST API and webhooks without required on-prem probes. [1]
- **Works with the monitoring you already run:** Yes. Native REST APIs and webhooks ingest and aggregate alerts from over 50 monitoring, cloud, and ITSM tools. [1]
- **Time to value:** No. Enterprise implementation typically takes several weeks to months (e.g., reported 8-15 weeks across integrations). [1]
- **Alert correlation and noise reduction:** Yes. Core feature uses ML and Open Box AI to correlate alerts and achieve 95%+ noise reduction. [1]
- **Outage or event, classified:** Partial. Correlates incidents with change data and maintenance windows, but does not specialize in site physical infrastructure cause categories. [1]
- **Plain-language triage report:** Yes. Uses Biggy AI and GenAI to generate plain-language incident summaries, root cause change analysis, and L1 triage guidance. [1]
- **Remediation actions:** Partial. Built-in action triggers; runbooks execute in third-party tools like Ansible. [1]
- **Field tech dispatch:** No. No field dispatch; can only open tickets in ITSM tools. [1]
- **Executive KPI board:** Yes. Unified Analytics provides executive dashboards covering MTTR, noise reduction ROI, operational health, and incident trends. [1]
- **Outage causes ranked by business cause:** Partial. Ranks probable root cause code and infrastructure changes, but does not rank by physical site cause categories. [1]
- **Pricing:** No. Custom enterprise quote-only pricing based on event volume or monitored hosts; pricing is not publicly published. [1]
- **Built for:** Yes. Enterprise ITOps, DevOps, NOC teams, and MSPs managing complex hybrid cloud infrastructure. [1]

PathSolutions TotalView

PathSolutions TotalView excels at automated deep network diagnostic polling and providing plain-English root-cause troubleshooting for network infrastructure, VoIP quality, and performance degradation.

- **ISP and carrier outage awareness:** No. Performs ping, DNS, and path checks to upstream targets but lacks external ISP outage data feeds. [1]
- **Utility power outage correlation:** No. Monitors device PoE and UPS status via SNMP but does not correlate site outages with utility power data. [1]
- **Severe weather correlation:** No. Network Weather Report is a daily email summary; no correlation with severe weather or meteorological data. [1]
- **Last-mile carrier identified:** No. Does not identify underlying last-mile carriers behind site ISPs. [1]
- **Circuit inventory per site:** No. Does not maintain site circuit inventories, circuit IDs, or telecom account numbers. [1]
- **Did the bill get paid?:** No. Does not track telecom billing, payment status, or identify outages caused by unpaid bills. [1]
- **Telecom cost per site:** No. Does not track circuit costs or telecom expense management per site. [1]
- **Layers onto or replaces your NMS:** Yes. Either [1]
- **Global map of every site, any monitoring source:** Partial. Provides dynamic network and geographic mapping for devices and sites monitored directly by TotalView. [1]
- **ITSM integration (ServiceNow, Jira):** No. Does not advertise out of the box ITSM integrations for ServiceNow or Jira; relies on email/API. [1]
- **Live device telemetry:** Yes. Natively displays real time interface statistics, CPU/memory usage, error counters, and packet performance data. [1]
- **Nothing to install on-prem:** No. Requires an on-premises Windows server deployment to collect SNMP, NetFlow, and network device data. [1]
- **Works with the monitoring you already run:** No. TotalView acts as a standalone collector; it does not ingest alerts from external monitoring platforms via webhooks. [1]
- **Time to value:** Yes. Vendor claims installation and configuration take approximately 12 minutes for most network environments. [1]
- **Alert correlation and noise reduction:** Yes. Built-in Event Correlation Engine correlates device, interface, and network events to identify root causes and suppress noise. [1]
- **Outage or event, classified:** Yes. Network Prescription engine automatically analyzes error counters and configurations to classify cause categories in plain English. [1]
- **Plain-language triage report:** Yes. Provides automated plain-English root-cause diagnostic summaries for network, link, and device incidents. [1]
- **Remediation actions:** Partial. Provides manual configuration change wizards and device quarantine but lacks automated self-healing remediation workflows. [1]
- **Field tech dispatch:** No. Does not include native or advertised out of the box field technician dispatch workflows. [1]
- **Executive KPI board:** No. Provides operational and NOC dashboards but lacks dedicated executive level business KPI dashboards. [1]
- **Outage causes ranked by business cause:** No. Ranks technical network errors by device/link severity but does not rank outages by business categories. [1]
- **Pricing:** Yes. Published tiered pricing; subscriptions from $472/mo by monitored device tier. [1]
- **Built for:** Yes. Enterprise and mid-market IT operations, network engineers, security teams, and telecom managers. [1]

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