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Analyst(s): Peer Contributors

Gartner Peer Insights is a free peer review and ratings platform designed for enterprise software and services decision makers. Reviews go through a strict validation and moderation process in an effort to ensure they are authentic.

Overview

What Is Security Information and Event Management?

Gartner defines the security and information event management (SIEM) market by the customer’s need to analyze event data in real time for early detection of targeted attacks and data breaches, and to collect, store, investigate and report on log data for incident response, forensics and regulatory compliance.

SIEM technology aggregates event data produced by security devices, network infrastructure, systems and applications. The primary data source is log data, but SIEM technology can also process other forms of data, such as network telemetry. Event data is combined with contextual information about users, assets, threats and vulnerabilities. The data may be normalized so that events, data and contextual information from disparate sources can be analyzed for specific purposes, such as network security event monitoring, user activity monitoring and compliance reporting. The technology provides real-time analysis of events for security monitoring, query and long-range analytics for historical analysis.


Since October 2015, more than 340,000 reviews across more than 340 markets have been posted to Gartner Peer Insights. The “Voice of the Customer” is a document that synthesizes Gartner Peer Insights’ reviews into insights for IT decision makers. This aggregated peer perspective, along with the individual detailed reviews, is complementary to Gartner expert research and can play a key role in your buying process, as it focuses on direct peer experiences of implementing and operating a solution. In this document, only vendors with 10 or more eligible published reviews during the specified one-year submission period are included, and these vendors are categorized into four quadrants based on Review Coverage (x-axis) and Overall Market Rating (y-axis). Reviews from end
users of companies with less than $50M in revenue are excluded from this methodology. See the full “Voice of the Customer” methodology here.

In the SIEM market, Gartner Peer Insights has published 946 reviews and ratings in the 12-month period ending 31 May 2020. Figure 1 shows all eligible vendors based on their overall rating, review volume and diversity in industry, company size and deployment region.

Along with historical peer-based perspective represented in this document, Gartner has a related expert-led Magic Quadrant for the SIEM market. For related research in this market, please visit the “Magic Quadrant for Security Information and Event Management.”

What Is the Gartner Peer Insights Customers’ Choice?

Vendors placed in the upper-right quadrant of the “Voice of the Customer” quadrants are recognized with the Gartner Peer Insights Customers’ Choice distinction. A maximum of 7 vendors can qualify. To qualify for the Customers’ Choice distinction, vendors must have a product that is listed in this market on Gartner Peer Insights, have their overall rating (out of 5 stars) above or equal to the mean rating for that market, and receive 50 or more eligible published customer reviews during the one-year submission period. In addition, customer reviews must be representative of a broad mix of enterprise clients from different industries, company sizes and deployment regions. See more details about the Customers’ Choice distinction here.

Based on the Gartner Peer Insights “Voice of the Customer” methodology, Figure 1 shows a list (in alphabetical order) of vendors in each quadrant based on their overall score relative to the market rating and their Review Coverage (see here for details). Customers’ Choice vendors appear in the blue box on the upper right, denoted with a Customers’ Choice badge.
Figure 1. Gartner Peer Insights “Voice of the Customer” Security Information and Event Management Customers’ Choice

Source: Gartner (July 2020)
Gartner Peer Insights “Voice of the Customer”

Due to end users’ desire to evaluate solutions based on specific attributes of their organization, such as industry, company size or deployment region, a new set of category analyses was done — producing graphics similar to Figure 1 — to explore any of those categories where there was sufficient review volume. In each category graphic, vendors are positioned in different quadrants based on their review volume and the market average rating (see Category View section for details). Click on each category name to see the figure.

Company Size View (Measured by Annual Revenue)
- Large Enterprise (1B - 10B USD)
- Midsize Enterprise (50M - 1B USD)

Industry View
- Services

Deployment Region View
- Asia/Pacific
- Europe, the Middle East and Africa
- North America

Security Information and Event Management Peer Reviews and Ratings

In addition to the synthesis provided by the “Voice of the Customer,” you can read individual reviews and ratings on Gartner Peer Insights by clicking here.

The rest of this document will highlight some of the broad findings in the SIEM market based on 12 months of reviews, and will also point you to particular ways to use the site in your buying process.

Figure 2 summarizes the overall ratings (out of 5 stars) for vendors in the SIEM market that have received more than 10 eligible reviews in the one-year period ending on 31 May 2020, sorted by number of reviews.

The overall rating is a measure of how satisfied existing customers are with a vendor’s product. The table is sorted by number of reviews because ultimately, the more reviews a vendor receives, the more likely it is that you can trust a summary rating. This can be visualized by the 95% confidence interval that has been added as a bar range to the overall ratings in Figure 2. This is best interpreted as: “Given the distribution of reviews received, the vendor’s overall rating is 95% likely to be between the lower and upper dots.”
Figure 2. Gartner Peer Insights “Voice of the Customer” Security Information and Event Management Overall Ratings

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Overall Rating</th>
<th>95% Confidence Range</th>
<th>Overall Reviews</th>
</tr>
</thead>
<tbody>
<tr>
<td>ManageEngine</td>
<td>4.5</td>
<td>4.6 - 4.6</td>
<td>155</td>
</tr>
<tr>
<td>IBM</td>
<td>4.5</td>
<td>4.6 - 4.6</td>
<td>122</td>
</tr>
<tr>
<td>LogRhythm</td>
<td>4.5</td>
<td>4.6 - 4.6</td>
<td>91</td>
</tr>
<tr>
<td>Splunk</td>
<td>4.6</td>
<td>4.5 - 4.7</td>
<td>75</td>
</tr>
<tr>
<td>McAfee</td>
<td>4.6</td>
<td>4.6 - 4.7</td>
<td>67</td>
</tr>
<tr>
<td>LogPoint</td>
<td>4.5</td>
<td>4.3 - 4.7</td>
<td>51</td>
</tr>
<tr>
<td>Rapid7</td>
<td>4.5</td>
<td>4.3 - 4.7</td>
<td>51</td>
</tr>
<tr>
<td>Elastic</td>
<td>4.4</td>
<td>4.2 - 4.6</td>
<td>34</td>
</tr>
<tr>
<td>Fortinet</td>
<td>4.5</td>
<td>4.3 - 4.7</td>
<td>29</td>
</tr>
<tr>
<td>Micro Focus</td>
<td>4.1</td>
<td>4.0 - 4.5</td>
<td>24</td>
</tr>
<tr>
<td>Graylog</td>
<td>4.4</td>
<td>4.2 - 4.7</td>
<td>21</td>
</tr>
<tr>
<td>AT&amp;T Cybersecurity</td>
<td>4.6</td>
<td>4.3 - 4.8</td>
<td>19</td>
</tr>
<tr>
<td>Securonix</td>
<td>4.6</td>
<td>4.2 - 4.8</td>
<td>17</td>
</tr>
<tr>
<td>HanSight</td>
<td>4.2</td>
<td>4.1 - 4.7</td>
<td>12</td>
</tr>
</tbody>
</table>

Notes: Vendors with greater than or equal to 10 eligible reviews on Gartner Peer Insights in the past one year as of 31 May 2020 are considered eligible vendors. Vendors are listed by overall reviews received for the Overall Rating. In case, two or more vendors have the same number of reviews, then they are listed alphabetically. Number of reviews and ratings as of 31 May 2020. All charts are plotted and labeled to the tenths digit for clarity.

Source: Gartner (July 2020)

Vendor Comparison

In addition to the overall ratings, Gartner Peer Insights’ reviews also give insight into end users’ willingness to recommend, as well as their experience in negotiating with the vendor, getting support for the product or service, and their overall implementation effort. This information can provide you with a firsthand view on what to expect from a particular vendor.

Figure 3 and Figure 4 compare vendors from these various perspectives. To create a more detailed comparison between several vendors on your shortlist, please click here to go to the overall market page and press the “Compare Alternatives” button under the vendor/product you are interested in.
Figure 3. Gartner Peer Insights “Voice of the Customer” Security Information and Event Management Vendor Comparison 1 of 2

<table>
<thead>
<tr>
<th>Eligible Vendors</th>
<th>Number of Responses</th>
<th>Overall Rating</th>
<th>Number of Responses</th>
<th>Willingness to Recommend</th>
<th>Number of Responses</th>
<th>Product Capabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>ManageEngine</td>
<td>155</td>
<td>4.5</td>
<td>155</td>
<td>98%</td>
<td>154</td>
<td>4.5</td>
</tr>
<tr>
<td>IBM</td>
<td>122</td>
<td>4.5</td>
<td>122</td>
<td>86%</td>
<td>120</td>
<td>4.5</td>
</tr>
<tr>
<td>LogRhythm</td>
<td>91</td>
<td>4.5</td>
<td>91</td>
<td>88%</td>
<td>90</td>
<td>4.5</td>
</tr>
<tr>
<td>Splunk</td>
<td>75</td>
<td>4.6</td>
<td>75</td>
<td>90%</td>
<td>74</td>
<td>4.7</td>
</tr>
<tr>
<td>McAfee</td>
<td>67</td>
<td>4.6</td>
<td>67</td>
<td>91%</td>
<td>67</td>
<td>4.7</td>
</tr>
<tr>
<td>LogPoint</td>
<td>51</td>
<td>4.5</td>
<td>51</td>
<td>82%</td>
<td>51</td>
<td>4.3</td>
</tr>
<tr>
<td>Rapid7</td>
<td>51</td>
<td>4.5</td>
<td>51</td>
<td>86%</td>
<td>51</td>
<td>4.4</td>
</tr>
<tr>
<td>Elastic</td>
<td>34</td>
<td>4.4</td>
<td>34</td>
<td>94%</td>
<td>34</td>
<td>4.5</td>
</tr>
<tr>
<td>Fortinet</td>
<td>29</td>
<td>4.5</td>
<td>29</td>
<td>93%</td>
<td>29</td>
<td>4.6</td>
</tr>
<tr>
<td>Micro Focus</td>
<td>24</td>
<td>4.1</td>
<td>24</td>
<td>67%</td>
<td>24</td>
<td>4.1</td>
</tr>
<tr>
<td>Graylog</td>
<td>21</td>
<td>4.4</td>
<td>21</td>
<td>100%</td>
<td>21</td>
<td>4.6</td>
</tr>
<tr>
<td>AT&amp;T Cybersecurity</td>
<td>19</td>
<td>4.6</td>
<td>19</td>
<td>74%</td>
<td>19</td>
<td>4.5</td>
</tr>
<tr>
<td>Securonix</td>
<td>17</td>
<td>4.6</td>
<td>17</td>
<td>82%</td>
<td>17</td>
<td>4.8</td>
</tr>
<tr>
<td>HanSight</td>
<td>12</td>
<td>4.2</td>
<td>12</td>
<td>92%</td>
<td>12</td>
<td>4.0</td>
</tr>
</tbody>
</table>

Notes: Vendors with greater than or equal to 10 eligible reviews on Gartner Peer Insights in the past one year as of 31 May 2020 are considered eligible vendors. Vendors are listed by overall reviews as displayed in Figure titled “Overall Ratings.” In case, two or more vendors have the same number of reviews, then they are listed alphabetically. Number of reviews and ratings as of 31 May 2020. “Mean Overall Rating” may not match with the “Mean Rating” in the Figure 1 as time frame for the calculation is different. All charts are plotted and labeled to the tenths digit for clarity.

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Source: Gartner (July 2020)
Category View

Figure 5 through Figure 12 group vendors in the market under a specific category of industry, deployment region or company size based on the demographics of their reviewers. Gartner Peer Insights collects this information from end users’ account profiles and submitted reviews. Only vendors with 10 or more eligible reviews in the category are included. In each graph, vendors are positioned based on the market average rating and the number of reviews.
Gartner Peer Insights recognizes the most highly rated vendors in a category through the Customers' Choice Category Distinction. To qualify for the Category Distinction, a vendor must fulfill the following requirements based on reviews within that category: at least 25 eligible published reviews, and an average rating (out of 5 stars) equal to or greater than the market average rating. Vendors who received the distinctions are listed in the upper right quadrant. See the full methodology here.

If more than seven vendors qualify for the same Category Distinction, only the seven vendors with the highest number of reviews among all qualified vendors will be able to receive the distinction. The 7th highest number of reviews of those vendors will then replace the threshold of 25 reviews. For vendors who receive distinctions in Europe, the Middle East and Africa (EMEA) and/or Asia/Pacific (APAC) deployment region categories, the review distribution across subregions is disclosed to provide a more detailed breakdown for these broad regions.
Figure 5. Gartner Peer Insights “Voice of the Customer” Security Information and Event Management Large Enterprise (1B - 10B USD)

Gartner Peer Insights “Voice of the Customer”

Company Size

Large Enterprise (1B – 10B USD)

Security Information and Event Management

As of 31 May 2020

ManageEngine
McAfee
Splunk

IBM
LogRhythm

≥25 REVIEWS

≥4.5

Each quadrant is sorted alphabetically

The company size category is referring to the review writers’ company size (measured by annual revenue). Vendors with greater than or equal to 10 eligible reviews within this category on Peer Insights in the past one year as of 31 May 2020 are considered as eligible vendors. Number of reviews and ratings as of 31 May 2020. Vendors in each quadrant are listed alphabetically.

Source: Gartner (July 2020)
Go back to the category list
Figure 6. Gartner Peer Insights “Voice of the Customer” Security Information and Event Management Midsize Enterprise (50M - 1B USD)

Gartner Peer Insights “Voice of the Customer”

**Company Size**

**Midsize Enterprise** *(50M – 1B USD)*

Security Information and Event Management

As of 31 May 2020

- AT&T Cybersecurity
- Elastic
- Fortinet
- LogPoint

≥25 REVIEWS

- IBM
- ManageEngine
- McAfee
- Rapid7
- Splunk

≥4.5

- Graylog
- Micro Focus

LogRhythm

Each quadrant is sorted alphabetically

The company size category is referring to the review writers' company size (measured by annual revenue). Vendors with greater than or equal to 10 eligible reviews within this category on Peer Insights in the past one year (as of 31 May 2020) are considered as eligible vendors. Number of reviews and ratings as of 31 May 2020. Vendors in each quadrant are listed alphabetically.

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Source: Gartner (July 2020)
Figure 7. Gartner Peer Insights “Voice of the Customer” Security Information and Event Management Services Industry

Gartner Peer Insights “Voice of the Customer”

Industry Services

Security Information and Event Management

As of 31 May 2020

≥25 REVIEWS

Services

Customers’ Choice

AT&T Cybersecurity
Fortinet
ManageEngine

IBM

Splunk

Elastic
Graylog
LogRhythm
McAfee
Micro Focus
Rapid7

≥4.5

AVERAGE MARKET RATING

Each quadrant is sorted alphabetically

The industry category is referring to the review writers’ industry. Vendors with greater than or equal to 10 eligible reviews within this category on Peer Insights in the past one year as of 31 May 2020 are considered as eligible vendors. Number of reviews and ratings as of 31 May 2020. Vendors in each quadrant are listed alphabetically.

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Source: Gartner (July 2020)
Deployment Region View

Figure 8. Gartner Peer Insights “Voice of the Customer” Security Information and Event Management Asia/Pacific

Gartner Peer Insights “Voice of the Customer”

Region

Asia/Pacific

Security Information and Event Management

As of 31 May 2020

AT&T Cybersecurity
ManageEngine
McAfee
Splunk

Elastic
HanSight
Micro Focus

≥25 REVIEWS

IBM

≥4.5

AVERAGE MARKET RATING

Each quadrant is sorted alphabetically.

The deployment region category is referring to the region where the review writers deployed the products. Vendors with greater than or equal to 10 eligible reviews within this category on Peer Insights in the past one year as of 31 May 2020 are considered eligible vendors. Number of reviews and ratings as of 31 May 2020. Vendors in each quadrant are listed alphabetically.

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Source: Gartner (July 2020)
Go back to the category list

Figure 9 discloses the Customers’ Choice vendors’ review distribution across subregions within Asia/Pacific. The definitions of these subregions are aligned with Gartner “Market Definitions and Methodology: IT Services.”

Figure 9. Asia/Pacific (APAC) Subregion Distribution

<table>
<thead>
<tr>
<th></th>
<th>Emerging APAC</th>
<th>Eurasia (APAC)</th>
<th>Greater China</th>
<th>Japan</th>
<th>Mature APAC</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>IBM</strong> (n = 28)</td>
<td>43%</td>
<td>0%</td>
<td>39%</td>
<td>0%</td>
<td>18%</td>
</tr>
</tbody>
</table>

Only vendors that are qualified for Asia/Pacific Customers’ Choice distinctions are included. The number of responses (n) for each vendor might be different than the vendor’s total review number because (1) users can select multiple deployment countries in different subregions or (2) some users did not disclose deployment countries.

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Source: Gartner (July 2020)
Figure 10. Gartner Peer Insights “Voice of the Customer” Security Information and Event Management Europe, the Middle East and Africa

Gartner Peer Insights “Voice of the Customer”

Region
Europe, the Middle East and Africa

Security Information and Event Management
As of 31 May 2020

Fortinet
Graylog
LogRhythm
McAfee
Splunk

≥25 REVIEWS

Europe, the Middle East and Africa Customers’ Choice

IBM

≥4.5

LogPoint
ManageEngine

Each quadrant is sorted alphabetically

The deployment region category is referring to the region where the review writers deployed the products. Vendors with greater than or equal to 10 eligible reviews within this category on Peer Insights in the past one year as of 31 May 2020 are considered as eligible vendors. Number of reviews and ratings as of 31 May 2020. Vendors in each quadrant are listed alphabetically.

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Source: Gartner (July 2020)
Figure 11 discloses the Customers’ Choice vendors’ review distribution across subregions within Europe, the Middle East and Africa. The definitions of these subregions are aligned with Gartner “Market Definitions and Methodology: IT Services.”

**Figure 11. Europe, the Middle East and Africa (EMEA) Subregion Distribution**

<table>
<thead>
<tr>
<th>Subregion Distribution</th>
<th>Eastern Europe</th>
<th>Eurasia (EMEA)</th>
<th>Middle East and Africa</th>
<th>Sub-Saharan Africa</th>
<th>Western Europe</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM (n = 74)</td>
<td>1%</td>
<td>3%</td>
<td>51%</td>
<td>14%</td>
<td>31%</td>
</tr>
</tbody>
</table>

Only vendors that are qualified for Europe, the Middle East and Africa Customers’ Choice distinctions are included. The number of responses (n) for each vendor might be different than the vendor’s total review number because (1) users can select multiple deployment countries in different subregions or (2) some users did not disclose deployment countries.

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Source: Gartner (July 2020)
Figure 12. Gartner Peer Insights “Voice of the Customer” Security Information and Event Management North America

Gartner Peer Insights “Voice of the Customer”

Region
North America

Security Information and Event Management
As of 31 May 2020

- LogPoint
- Securonix

- IBM
- LogRhythm
- ManageEngine
- Splunk

≥25 REVIEWS
North America Customers’ Choice

≥4.5 AVERAGE MARKET RATING

McAfee
Rapid7

Each quadrant is sorted alphabetically

The deployment region category is referring to the region where the review writers deployed the products. Vendors with greater than or equal to 10 eligible reviews within this category on Peer Insights in the past one year as of 31 May 2020 are considered as eligible vendors. Number of reviews and ratings as of 31 May 2020. Vendors in each quadrant are listed alphabetically.

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Source: Gartner (July 2020)
Reviewer Demographics

Figures 13 through 26 summarize each vendor’s reviewer demographics for those reviews received in the last year, ending 31 May 2020, along with the rating distribution and a direct link to the vendor’s ratings on the site. All vendors with more than 10 eligible reviews in the last year are shown, sorted alphabetically.

Figure 13. Gartner Peer Insights “Voice of the Customer” Security Information and Event Management AT&T Cybersecurity Reviewer Demographics

<table>
<thead>
<tr>
<th>AT&amp;T Cybersecurity Reviewer Demographics</th>
<th>Company Size</th>
<th>Industry</th>
<th>Deployment Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Reviews</td>
<td>Overall Reviews</td>
<td>As of 31 May 2020</td>
<td>Number of Responses</td>
</tr>
<tr>
<td>5 Star</td>
<td>10B+ USD</td>
<td>Services</td>
<td>North America</td>
</tr>
<tr>
<td>4 Star</td>
<td>1B - 10B USD</td>
<td>Manufacturing</td>
<td>Europe, Middle East and Africa</td>
</tr>
<tr>
<td>3 Star</td>
<td>50M - 1B USD</td>
<td>Finance</td>
<td>Asia/Pacific</td>
</tr>
<tr>
<td>2 Star</td>
<td>Public Sector, Gov't, Edu</td>
<td>Healthcare</td>
<td>Latin America</td>
</tr>
<tr>
<td>1 Star</td>
<td>Other</td>
<td>Other</td>
<td>Other</td>
</tr>
</tbody>
</table>

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for “Deployment Region” may exceed the overall reviews count as reviewers can select multiple regions.

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Source: Gartner (July 2020)

Read all Peer Insights user reviews for AT&T Cybersecurity.
### Elastic Reviewer Demographics

<table>
<thead>
<tr>
<th>Star</th>
<th>Reviewer Demographics</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 Star</td>
<td>38%</td>
</tr>
<tr>
<td>4 Star</td>
<td>59%</td>
</tr>
<tr>
<td>3 Star</td>
<td>3%</td>
</tr>
<tr>
<td>2 Star</td>
<td>0%</td>
</tr>
<tr>
<td>1 Star</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Company Size**

- Overall Reviews = 34
  - 10B+ USD: 15%
  - 1B - 10B USD: 38%
  - 50M - 1B USD: 41%
  - Public Sector, Gov't, Edu: 6%

**Industry**

- Overall Reviews = 34
  - Services: 41%
  - Finance: 18%
  - Healthcare: 15%
  - Retail: 6%
  - Other: 20%

**Deployment Region**

- Number of Responses = 39
  - North America: 23%
  - Europe, Middle East and Africa: 21%
  - Asia/Pacific: 54%
  - Latin America: 3%

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.

Source: Gartner (July 2020)

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### Fortinet Reviewer Demographics

<table>
<thead>
<tr>
<th>Star</th>
<th>Reviewer Demographics</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 Star</td>
<td>52%</td>
</tr>
<tr>
<td>4 Star</td>
<td>45%</td>
</tr>
<tr>
<td>3 Star</td>
<td>3%</td>
</tr>
<tr>
<td>2 Star</td>
<td>0%</td>
</tr>
<tr>
<td>1 Star</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Company Size**

- Overall Reviews = 29
  - 10B+ USD: 0%
  - 1B - 10B USD: 31%
  - 50M - 1B USD: 59%
  - Public Sector, Gov't, Edu: 10%

**Industry**

- Overall Reviews = 29
  - Services: 34%
  - Communications: 17%
  - Finance: 17%
  - Manufacturing: 10%
  - Other: 22%

**Deployment Region**

- Number of Responses = 31
  - North America: 10%
  - Europe, Middle East and Africa: 42%
  - Asia/Pacific: 6%
  - Latin America: 42%

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.

Source: Gartner (July 2020)

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Read all Peer Insights user reviews for **Elastic**.

Read all Peer Insights user reviews for **Fortinet**.
Figure 16. Gartner Peer Insights “Voice of the Customer” Security Information and Event Management
Graylog Reviewer Demographics

<table>
<thead>
<tr>
<th>Graylog Reviewer Demographics</th>
<th>As of 31 May 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>4.4 ★★★★★ (21)</strong></td>
<td></td>
</tr>
<tr>
<td>5 Star</td>
<td>43%</td>
</tr>
<tr>
<td>4 Star</td>
<td>57%</td>
</tr>
<tr>
<td>3 Star</td>
<td>0%</td>
</tr>
<tr>
<td>2 Star</td>
<td>0%</td>
</tr>
<tr>
<td>1 Star</td>
<td>0%</td>
</tr>
</tbody>
</table>

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.
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Source: Gartner (July 2020)

Read all Peer Insights user reviews for **Graylog**.

Figure 17. Gartner Peer Insights “Voice of the Customer” Security Information and Event Management
HanSight Reviewer Demographics

<table>
<thead>
<tr>
<th>HanSight Reviewer Demographics</th>
<th>As of 31 May 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>4.2 ★★★★★ (12)</strong></td>
<td></td>
</tr>
<tr>
<td>5 Star</td>
<td>17%</td>
</tr>
<tr>
<td>4 Star</td>
<td>83%</td>
</tr>
<tr>
<td>3 Star</td>
<td>0%</td>
</tr>
<tr>
<td>2 Star</td>
<td>0%</td>
</tr>
<tr>
<td>1 Star</td>
<td>0%</td>
</tr>
</tbody>
</table>

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.
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Source: Gartner (July 2020)

Read all Peer Insights user reviews for **HanSight**.
Read all Peer Insights user reviews for IBM.

Read all Peer Insights user reviews for LogPoint.
## LogRhythm Reviewer Demographics

<table>
<thead>
<tr>
<th>Rating</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 Star</td>
<td>57%</td>
<td></td>
</tr>
<tr>
<td>4 Star</td>
<td>40%</td>
<td></td>
</tr>
<tr>
<td>3 Star</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>2 Star</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>1 Star</td>
<td>0%</td>
<td></td>
</tr>
</tbody>
</table>

**Company Size**
- Overall Reviews = 91
- 10B+ USD: 5%
- 1B - 10B USD: 34%
- 50M - 1B USD: 38%
- Public Sector, Gov’t, Edu: 22%

**Industry**
- Overall Reviews = 91
- Finance: 21%
- Services: 14%
- Government: 13%
- Healthcare: 11%
- Other: 41%

**Deployment Region**
- Number of Responses = 96
- North America: 71%
- Europe, Middle East and Africa: 15%
- Asia/Pacific: 7%
- Latin America: 7%

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.

Source: Gartner (July 2020)

Read all Peer Insights user reviews for LogRhythm.

## ManageEngine Reviewer Demographics

<table>
<thead>
<tr>
<th>Rating</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 Star</td>
<td>48%</td>
<td></td>
</tr>
<tr>
<td>4 Star</td>
<td>52%</td>
<td></td>
</tr>
<tr>
<td>3 Star</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>2 Star</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>1 Star</td>
<td>0%</td>
<td></td>
</tr>
</tbody>
</table>

**Company Size**
- Overall Reviews = 155
- 10B+ USD: 17%
- 1B - 10B USD: 11%
- 50M - 1B USD: 66%
- Public Sector, Gov’t, Edu: 6%

**Industry**
- Overall Reviews = 155
- Finance: 59%
- Services: 14%
- Energy and Utilities: 6%
- Healthcare: 4%
- Other: 17%

**Deployment Region**
- Number of Responses = 155
- North America: 19%
- Europe, Middle East and Africa: 62%
- Asia/Pacific: 10%
- Latin America: 9%

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.

Source: Gartner (July 2020)

Read all Peer Insights user reviews for ManageEngine.
Figure 22. Gartner Peer Insights “Voice of the Customer” Security Information and Event Management McAfee Reviewer Demographics

<table>
<thead>
<tr>
<th>McAfee Reviewer Demographics</th>
<th>As of 31 May 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Company Size</strong></td>
<td><strong>Industry</strong></td>
</tr>
<tr>
<td>Overall Reviews = 67</td>
<td>Overall Reviews = 67</td>
</tr>
<tr>
<td>10B+ USD</td>
<td>Services</td>
</tr>
<tr>
<td>1B - 10B USD</td>
<td>Finance</td>
</tr>
<tr>
<td>50M - 1B USD</td>
<td>Communications</td>
</tr>
<tr>
<td>Public Sector, Gov’t, Edu</td>
<td>Healthcare</td>
</tr>
<tr>
<td></td>
<td>Other</td>
</tr>
</tbody>
</table>

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.

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Source: Gartner (July 2020)

Read all Peer Insights user reviews for McAfee.

Figure 23. Gartner Peer Insights “Voice of the Customer” Security Information and Event Management Micro Focus Reviewer Demographics

<table>
<thead>
<tr>
<th>Micro Focus Reviewer Demographics</th>
<th>As of 31 May 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Company Size</strong></td>
<td><strong>Industry</strong></td>
</tr>
<tr>
<td>Overall Reviews = 24</td>
<td>Overall Reviews = 24</td>
</tr>
<tr>
<td>10B+ USD</td>
<td>Services</td>
</tr>
<tr>
<td>1B - 10B USD</td>
<td>Finance</td>
</tr>
<tr>
<td>50M - 1B USD</td>
<td>Energy and Utilities</td>
</tr>
<tr>
<td>Public Sector, Gov’t, Edu</td>
<td>Manufacturing</td>
</tr>
<tr>
<td></td>
<td>Other</td>
</tr>
</tbody>
</table>

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for "Deployment Region" may exceed the overall reviews count as reviewers can select multiple regions.

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Source: Gartner (July 2020)

Read all Peer Insights user reviews for Micro Focus.
Read all Peer Insights user reviews for Rapid7.

Read all Peer Insights user reviews for Securonix.
Figure 26. Gartner Peer Insights “Voice of the Customer” Security Information and Event Management Splunk Reviewer Demographics

<table>
<thead>
<tr>
<th>Splunk Reviewer Demographics</th>
<th>As of 31 May 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Company Size</strong></td>
<td></td>
</tr>
<tr>
<td>Overall Reviews = 75</td>
<td></td>
</tr>
<tr>
<td>10B+ USD</td>
<td>19%</td>
</tr>
<tr>
<td>1B - 10B USD</td>
<td>25%</td>
</tr>
<tr>
<td>50M - 1B USD</td>
<td>51%</td>
</tr>
<tr>
<td>Public Sector, Gov’t, Educ</td>
<td>5%</td>
</tr>
<tr>
<td><strong>Industry</strong></td>
<td></td>
</tr>
<tr>
<td>Overall Reviews = 75</td>
<td></td>
</tr>
<tr>
<td>Services</td>
<td>35%</td>
</tr>
<tr>
<td>Finance</td>
<td>21%</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>9%</td>
</tr>
<tr>
<td>Retail</td>
<td>9%</td>
</tr>
<tr>
<td>Other</td>
<td>26%</td>
</tr>
<tr>
<td><strong>Deployment Region</strong></td>
<td></td>
</tr>
<tr>
<td>Number of Responses = 81</td>
<td></td>
</tr>
<tr>
<td>North America</td>
<td>48%</td>
</tr>
<tr>
<td>Europe, Middle East and Africa</td>
<td>19%</td>
</tr>
<tr>
<td>Asia/Pacific</td>
<td>27%</td>
</tr>
<tr>
<td>Latin America</td>
<td>6%</td>
</tr>
</tbody>
</table>

Note: Percent distributions may not add up to 100% due to rounding. The number of responses for “Deployment Region” may exceed the overall reviews count as reviewers can select multiple regions.

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Source: Gartner (July 2020)

Read all Peer Insights user reviews for Splunk.

Gartner Recommended Reading

Some documents may not be available as part of your current Gartner subscription.

“Magic Quadrant for Security Information and Event Management”

“Critical Capabilities for Security Information and Event Management”

Methodology

- **Gartner Peer Insights Voice of the Customer Methodology**: Please refer to the Voice of the Customer Methodology page.

- **Gartner Peer Insights Customers’ Choice Methodology**: Reviews submitted between 1 June 2019 and 31 May 2020 were considered for determining Gartner Peer Insights Customers’ Choice distinctions. Gartner is committed to transparency regarding the criteria considered in bestowing this distinction; a full description can be found on the Customers’ Choice Methodology page.

- **Customer Rating**: Overall customer rating is the response to the survey question: “Please rate your overall experience with this vendor.” Other ratings displayed are responses to:
  - “Overall rating of product capabilities”
  - “Overall rating of evaluation and contract negotiation with the vendor”
“Overall rating of integration and deployment”

“Overall rating of service and support”

Ratings were taken on a scale of 1 to 5, where 1 is “completely dissatisfied” and 5 is “completely satisfied.” The average ratings within the review may represent multiple versions of a product offering. Reviews for beta products are included in the analysis of this document. Reviews for legacy products (no longer being sold by the vendor) were not included in the analysis in this document.

Confidence Range: The 95% confidence range in Figure 2 is calculated using a statistical technique known as bootstrapping. For a given vendor, a bootstrap sample is taken from either the set of overall ratings of the market or the set of overall ratings for the vendor. The size of the sample taken is the same as the number of reviews of the vendor. There is a higher chance to take the sample from the vendor’s overall ratings when the vendor has more reviews. A mean is calculated for each bootstrap sample and the process is repeated 50,000 times. The low and high ratings shown in the confidence range are the 2.5 to 97.5 percentile values of the histogram of these bootstrapped means (or the vendor’s actual rating, whichever is lower/higher). This represents the 95% confidence interval.

“Willingness to recommend”: This is calculated based on the responses to the question “How likely is it that you would recommend this product or service to a friend or colleague?” The reviewer can select the response on a rating scale of 0 to 10, where 0 is “not at all likely” and 10 is “extremely likely.” The response is considered “yes” if the rating is greater than or equal to 8 and “no” if the rating is less than 8. For reviews first submitted in mid-2018 or came from Magic Quadrant Reference Survey, the question “Would you recommend this product to others” was asked instead, with responses including “yes,” “yes, with reservations,” “I don’t know,” and “no.” The “Willingness to recommend” percentage is calculated using the total number of “yes” responses for both questions as defined above divided by the total number of responses to the question.