Peer Reviews
Avada Software & Infrared360®

Who Our Customers Are

▷ Fortune 10, 50, 100, 1000 Companies

▷ Financial, Retail & Brokerage, Manufacturing, Pharmaceuticals, Transportations, Utilities, B2B

▷ 5 of the Top 10 US Bank & European Banks

▷ 3 of the Top 5 US Transportation Companies

▷ 2 of the Top 5 Pharma & Healthcare Companies

▷ 2 of the Largest Power Utilities

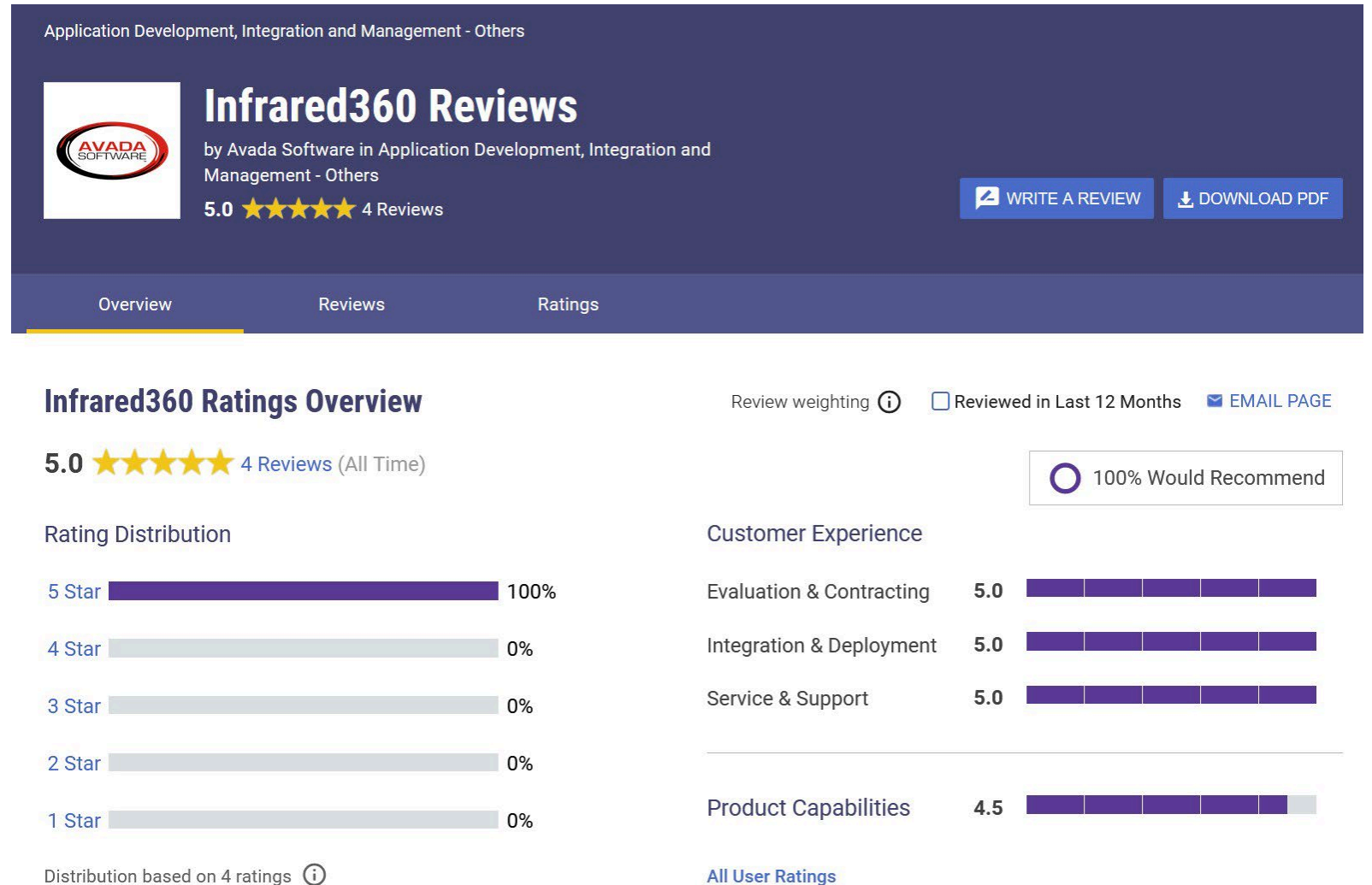▷ Large Scales Customer Installations at critical 24/7 datacenters

usbank

Southwest

AON

Parker

HAGEMEYER

Zürcher Kantonalbank

Plus many more!

What The Industry Is Saying About Avada Software

Gartner Peer Insights

Application Development, Integration and Management - Others

Infrared360 Reviews

by Avada Software in Application Development, Integration and Management - Others

5.0 ★★★★★ 4 Reviews

WRITE A REVIEW | DOWNLOAD PDF

Overview | Reviews | Ratings

Infrared360 Ratings Overview

Review weighting ⓘ ☐ Reviewed in Last 12 Months ✉ EMAIL PAGE

5.0 ★★★★★ 4 Reviews (All Time)

◯ 100% Would Recommend

Rating Distribution

5 Star	100%
4 Star	0%
3 Star	0%
2 Star	0%
1 Star	0%

Distribution based on 4 ratings ⓘ

Customer Experience

Evaluation & Contracting	5.0	
Integration & Deployment	5.0	
Service & Support	5.0	
Product Capabilities	4.5	

All User Ratings

[Click Here to Book a Live Demo and See How Infrared360® can work for your company](#)

What The Industry Is Saying About Avada Software

Gartner Peer Insights

Reviewer Profile

IBM MQ Admin

Industry:
Finance

Role:
Enterprise Architecture
and Technology
Innovation

Firm Size:
1B - 3B USD

Implementation Strategy:
Worked with just the
vendor

"Great Product For Both MQ Administration And MQ Monitoring/alerting"

Submitted: July 8, 2020

★★★★★ **Overall User Rating**

Report Inappropriate Content

Product(s): Infrared360

Overall Comment: "InfraRed360 provides both administration features and monitoring features. As an MQ administrator, I estimate that IR360 provides an order of magnitude reduction in the time normally required to perform MQ administration tasks using competing products. I've used many monitoring/administration tools, and IR360 shines in comparison. The product's agent-less design results in simple and efficient "once only" deployment and minimal consumption of resources on MQ infrastructure servers. When IR360 fires alerts they can be delivered to multiple channels (dashboards, ticketing systems, email groups). IR360 implements the "least permission" security policy which ensures that developers, testers, and admins access only the permissions they need on a granular basis (example: developers can MQ Put in specific lower environments queue managers but only browse on certain Prod queue managers). The product is very stable and easy to use (caveat: it may take an admin a couple of weeks to become comfortable with some of the configuration dialogues). Overall, I love this product."

◉◉◉◉◉ **Evaluation & Contracting**   ◉◉◉◉◉ **Integration & Deployment**

◉◉◉◉◉ **Service & Support**   ◉◉◉◉◉ **Product Capabilities**

What The Industry Is Saying About Avada Software

Gartner Peer Insights

Reviewer Profile

ICT Architect

Industry:
Miscellaneous

Role:
Enterprise Architecture and Technology Innovation

Firm Size:
<50M USD

Implementation Strategy:
Worked with just the vendor

"Fast Implementation, Direct Support From The Company, Quick Updates."

Submitted: January 11, 2019

★★★★★ **Overall User Rating**

Report Inappropriate Content

Product(s): Infrared360

Overall Comment: "Use case: Within a large environment of a distributed solution running in 4 operating centers for approx 20 tenants, we use approx. 200 queue managers (IBM MQ). The need was to monitor those queues and give access to select personal with different access rights (such as seeing everything is up and running, or reading contents, or even change them, always depending on their role). We evaluated and decided for Infrared360. Experiences: our various stakeholders use Infrared360 frequently. They have access to "their" queues as needed. Our operations department manages the whole with just one part time person."

◉◉◉◉◉ **Evaluation & Contracting**

◉◉◉◉◉ **Integration & Deployment**

◉◉◉◉◉ **Service & Support**

◉◉◉◉○ **Product Capabilities**

What The Industry Is Saying About Avada Software

Gartner Peer Insights

Reviewer Profile

MQ Administrator

Industry:
Government

Role:
Infrastructure and Operations

Firm Size:
Gov't/PS/ED <5,000 Employees

"Great MQ Administration Tool"

Submitted: November 15, 2021

★★★★★ **Overall User Rating**

Report Inappropriate Content

Product(s): Infrared360

Overall Comment: "Avada's IR360 is a great tool because they've built their extensive knowledge of MQ into it. They understand what information and abilities are necessary to administer MQ and IR360 simply delivers. And the support of the product is excellent."

◎◎◎◎◎ **Evaluation & Contracting**   ◎◎◎◎◎ **Integration & Deployment**

◎◎◎◎◎ **Service & Support**   ◎◎◎◎◎ **Product Capabilities**

What The Industry Is Saying About Avada Software

Gartner Peer Insights

Reviewer Profile

Manager Infrastructure Support

Industry:
Finance

Role:
Infrastructure and Operations

Firm Size:
1B - 3B USD

Implementation Strategy:
Worked with just the vendor

"Avadasoftware IR360 Support Is A+"

Submitted: June 29, 2020

★★★★★   **Overall User Rating**

Report Inappropriate Content

Product(s): Infrared360

Overall Comment:"Support with Avadasoftware is incredible. They are responsive, personal and every part of the process is "white gloved." I've even taken issues to their support not related directly to the their product that they've been able to help troubleshoot just because they care about their customer."

◉◉◉◉◉   **Integration & Deployment**   ◉◉◉◉◉   **Service & Support**

◉◉◉◉○   **Product Capabilities**

What The Industry Is Saying About Avada Software

G2 Crowd Reviews

Thomas S
Senior Product Analyst
Mid-Market (51-1000 emp.)

| Validated Reviewer ✔ | Review source: G2 invite | Incentivized Review |

★★★★★ Aug 26, 2021

"Great Software for business analytics"

What do you like best?

Great for finding actionable results and proving those results with the company

What do you dislike?

Such a great program once you learn how to use it. Pretty much no complaints

Recommendations to others considering the product:

Great software for moving your business to a better place with data analytics
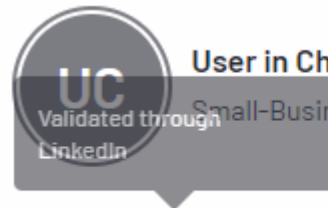
What problems are you solving with the product? What benefits have you realized?

Utilizing data to solve problems regarding to make our business more profitable

What The Industry Is Saying About Avada Software

G2 Crowd Reviews

User in Chemicals
Small-Business (50 or fewer emp.)

Validated through LinkedIn

| Validated Reviewer ✔ | Review source: G2 invite | Incentivized Review |

★★★★★ Oct 05, 2021

"Infrared360- Best Business Activity Monitoring Software Available in 2021"

What do you like best?

The way this software represents the data, is really unbelievable. It's so organised that we can literally find anything.

What do you dislike?

Once you know how to use it, you'll not complain anything about it. I'm pretty much satisfied with this.

What problems are you solving with the product? What benefits have you realized?

I watch my business growth with it, as well as database, problems etc.

Show Less ⌃

What The Industry Is Saying About Avada Software

G2 Crowd Reviews

AI

Administrator in Information Technology and Services
Enterprise (> 1000 emp.)

Validated Reviewer ✔   Review source: G2 invite   Incentivized Review

★★★★★ Oct 04, 2021

"Infrared360 review"

What do you like best?
Data visualization in presenting the stats, and being a cloud application there's no requirement for on-prem infrasturucture

What do you dislike?
Have only used infrared360 red for a short time, have not come across anything that I would dislike

What problems are you solving with the product? What benefits have you realized?
Automated Notifications, Audit logs

What The Industry Is Saying About Avada Software

PeerSpot

Author

Walter Kuhn

ICT Architect at a tech services company with 51-200 employees

✓ Real User   ✗ Expert   🏆 Top 5

What is our primary use case?

For several tenants, we need to manage a total of nearly 200 queue managers, and each queue manager has approximately 100 queues, aliases, etc. We run the queue managers on Windows Server in four operating centers.

How has it helped my organization?

- We now have the possibility of getting a central perspective on all tenants.

- We have defined access roles for developers. Therefore, they can 'read in' their queues on the development and testing stages. With special roles, they may also write. This improves our development and testing cycle.

- For operative systems, we have restricted the access. Still, selected people can react if something is happening in the various BOQs.

What is most valuable?

- Role-based access to queues, giving us more insights into problems.

- Ease of use: Everything runs in a browser. Thus, it can be used by all interested parties.

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Walter Kuhn
ICT Architect at a tech services company with 51-200 employees

✓ Real User   ♂ Expert   🏆 Top 5

For how long have I used the solution?

One to three years.

What do I think about the stability of the solution?

No problems.

What do I think about the scalability of the solution?

Till now, no Problems.

How are customer service and technical support?

They react if something is problematic. We found a little bug, and it was corrected in the next release. They also have very responsive communications.

Which solution did I use previously and why did I switch?

Our company did not use a previous solution.

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ICT Architect at a tech services
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✓ Real User | 🏅 Expert | 🏆 Top 5

[Click Here to Book a Live
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Infrared360® can work for
your company](#)

How was the initial setup?

With a Little support from Avada Software, very straightforward.

What about the implementation team?

We implemented with in-house via telephone support by Avada.

What's my experience with pricing, setup cost, and licensing?

Start small, then increase licensing later as per your demand.

What other advice do I have?

Getting contact to product manager and architects of Avada software can be done quickly and in direct sessions. For us, a big help and advantage.

What The Industry Is Saying About Avada Software

PeerSpot

Author

fjb_saper
WebSphere Architect at a tech services company with 51-200 employees

✓ Real User   🏆 Top 10

Excellent Customer Service, Technical Support And Straightforward Setup

★★★★☆

For how long have you used this product?

- Evaluation during 2 months

Which features of this product are most valuable to you?

- MQ monitoring

Can you give an example of how this product has improved the way your organization functions?

- It brings to the fore the relevant events in WMQ and allows a focused troubleshooting

What areas of this product have room for improvement?

- Graphing of results and metrics is not quite there yet but the support staff is helpful in this area

What The Industry Is Saying About Avada Software

PeerSpot

Author

fjb_saper
WebSphere Architect at a tech services company with 51-200 employees

Did you encounter any issues with deployment, stability or scalability?

- No

Did you previously use a different solution and if so, why did you switch?

- Cost was a factor.

Before choosing this product, did you evaluate other options? If so, which ones?

- No

How would you rate the level of customer service and technical support?

- Excellent

Was the initial setup straightforward or complex? In what ways?

- Quite straightforward

What The Industry Is Saying About Avada Software

PeerSpot

Author

fjb_saper
WebSphere Architect at a tech services company with 51-200 employees

✓ Real User   🏆 Top 10

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✓ Real User   🏆 Top 10

Did you implement through a vendor team or an in-house one? If through a vendor team, how would you rate their level of expertise?

- In House

What is your ROI on this product?

- Due to slippage of project time tables no ROI at this time

What was your original setup cost for this product and what is your day-to-day cost of using this product?

- Original setup (less than a day to get started.) Complete setup can be achieved within a few days. No specific administrator of the tool required.

What advice would you give to others looking into implementing this product?

- Do a POC and expand from there. The setup is quite intuitive. Some help from support will clarify where the understanding of the implementer may be lacking.

Find out more by talking to the experts

Are you a Gartner Customer?

If so, we can arrange for you to interview Gartner Analysts about our Solution.

Gartner®

Want to see how Infrared360 can work for you company?

No phony, scripted recordings here. We'll show you a live demo of a secure, collaborative IT monitoring and management solution on a real, live network – so you can see first-hand how the secure, self-service interface of Infrared360 saves you time, headaches, and resources. We'll even tailor the preview to reflect your own environment

Click Here to Book a Live Demo and See How Infrared360® can work for your company

Thanks!

Any questions?

You can reach us at:

John Ghilino

jghilino@avadasoftware.com