SignalFx Pricing

SignalFx provides flexible, predictable, and transparent pricing tailored to your company's specific needs along your cloud-native journey. Host-based pricing makes it easy to get started for most organizations, while our usage-based custom plan offers the flexibility required by cloud-native organizations.

SignalFx

SignalFx Microservices APM™

Analyze every trace to get deeper insight into microservices and applications

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- Requires SignalFx Infrastructure
- NoSample™ architecture
- Dependency aware service map
- Infrastructure to application correlation
- High-cardinality span-level metrics
- Smart Gateway

CONTACT US

SignalFx Microservices APM™
HOST-BASED PRICING

SignalFx

	STANDARD	ENTERPRISE
	$45 Per Host, Per Month*	**$65** Per Host, Per Month*
	START FREE TRIAL CONTACT US	START FREE TRIAL CONTACT US
	* Billed annually or $54 monthly	* Billed annually or $78 monthly
Containers Per Host A container is a lightweight, executable package of software that includes application binaries, dependencies and system runtimes.	10	20
Trace Retained Per Minute Number of traces retained as representative data set to report on application performance.	10	20
APM Identities APM Identities is the count of all unique spans and initiating operations across all service endpoints for metricization.	25	50
Live Support Best in class live technical support team providing break-fix support, operational maintenance, and premium support services.	Standard 8×5 Email	Premium 24×7 Email & Phone 8×5 Chat

Architecture

NoSample™ Distributed Tracing SignalFx NoSample Distributed Tracing observes every transaction across all distributed services, determines true anomalies and retains the right trace data. Legacy APM applies random and probabilistic sampling which miss trace data	✓	✓
Trace and Span Metricization SignalFx Smart Gateway™ turns every span and trace into metrics to create pre-built service monitoring dashboards, fire precise alerts, and determine performance baselines at granular span and trace level.	✓	✓
Smart Gateway™ SignalFx Smart Gateway™ implements NoSample™ architecture. Deployed on customers' VPC it observes every transaction across distributed services, generating metrics for each unique span and trace path, and identifying outlier traces to retain.	✓	✓

Instrumentation

Auto-Instrumentation SignalFx provides open source agents and libraries to automatically instrument popular frameworks (Java, Node, Python, Ruby, etc.). Auto-instrumentation gives instant visibility into OSS frameworks such as Spring Boot, Cassandra, Flask etc.	✓	✓
Support for Service Mesh SignalFx integrates with system-wide observability sources such as service mesh (Istio and Envoy) and transparently collects metrics and traces to enable service monitoring and distributed tracing use cases with minimal instrumentation.	✓	✓
Support for OpenTracing, Zipkin and OpenCencus SignalFx supports open, vendor-neutral instrumentation based on OpenTracing, OpenCensus, and Zipkin giving customers complete flexibility and choice for instrumenting their application.	✓	✓
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SignalFx
SignalFx Microservices APM™
HOST-BASED PRICING

	STANDARD	ENTERPRISE
Visualization		
Dynamic Service Maps Dynamically generated service maps give out-of-the-box, instant visibility into real-time service interactions, dependencies, and performance. Service maps enable quick visualization of services with frequent errors and instant isolation of slow performing services.	✓	✓
Unified Service Dashboards Single-pane-of-glass view from a single dashboard to get insights on application and infrastructure performance. Unified dashboards enable quick triage of the root cause of a performance issue.	✓	✓
Latency and Error Histograms Automatically display percentile distribution of traces and spans. Thanks to its NoSample architecture, SignalFx histograms provide a more accurate representation capturing all relevant datapoints and making it easier to isolate outlier traces.	✓	✓
Trace Navigator SignalFx allows to visualize traces with thousands of spans using Google maps like experience to quickly zoom-in and zoom-out, display only inter-service spans to isolate the right trace.	✓	✓
Alerting & Troubleshooting		
Service Alerting with Trace Context Accurate alerting on service performance within the context of a trace to expedite the root-cause analysis. Create granular alerts on service performance. SignalFx alerts automatically maintain the correct time context to quickly isolate the traces for debugging and troubleshooting.	✓	✓
Span to Infrastructure Correlation SignalFx enables to visually correlate infrastructure to application performance at a granular span-level from a single-pane of glass view. SignalFx captures the host metrics where the application is running and correlates them with span performance to determine the root cause.	✓	✓
Historical Performance Comparison By comparing trace and span performance with historical benchmarks, users determine the normal performance behavior to validate the success of every code release SignalFx provides intuitive visualization for teams to quickly ascertain what is the normal performance for a span or traces	✓	✓
Data Links Data links enable context-aware workflows across metrics, traces and logs to quickly troubleshoot a performance issue. Start with dashboards powered by metrics or traces and deep link to logs to get contextual insights.	✓	✓
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SignalFx Microservices APM™
HOST-BASED PRICING

	STANDARD	ENTERPRISE
Trace Analytics		
Intelligent Anomaly Detection Smart Gateway analyzes every transaction by applying patented statistical models to identify anomalous trace and span data. SignalFx retains the representative anomalous traces for further debugging and troubleshooting	✓	✓
Latency Contribution Analysis SignalFx calculates the top contributors to trace latency. Trace visualization displays constituent operations, their duration and the percentage of total latency attributed to the operations. Istantly identify bottlenecks for code optimization opportunities	✓	✓
Trace Search and Analytics SignalFx allows to quickly slice and dice to isolate the right trace across distributed services based on span tags. DevOps can monitor every aspect of applications based on finely grained dimensions such as service names, operations, organization IDs, or customer segments	✓	✓
Outlier Analyzer Outlier Analyzer™ is data-science enabled triage for guided troubleshooting. It automatically surfaces most commonly represented patterns in outlier traces to prioritize troubleshooting efforts	—	✓
	START FREE TRIAL	**START FREE TRIAL**

SignalFx
SignalFx Microservices APM™
USAGE-BASED PRICING

	STANDARD	ENTERPRISE
	Per TAPM*	**Per TAPM***
	*Trace Analyzed Per Minute	*Trace Analyzed Per Minute
	CONTACT US	CONTACT US
Trace Retained Per Minute Number of traces retained as representative data set to report on application performance.	0.05%	0.10%
APM Identities APM Identities is the count of all unique spans and initiating operations across all service endpoints for metricization.	5 per 1,000 TAPM	10 per 1,000 TAPM
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FAQ

How do you measure the number of hosts?

A host is a physical or virtual instance reporting metric data to SignalFx. We count the total number of unique hosts reporting data to SignalFx on an hourly basis, then calculate the average of those hourly measurements across each billing month. We bill you using that average calculation.

Which standard metrics are included with my license and what is a custom metric?

A metric is defined as the unique combination of a metric name and its dimension values. For example, a metric name of api.call.count that has a hostname dimension with 100 values would generate 100 unique metrics.

Standard metrics are the system and service metrics sent by default by the SignalFx Smart Agent in addition to those reported by supported public cloud providers (Amazon Web Services, Microsoft Azure, Google Cloud Platform) for hosts and containers. Standard metrics are included as part of a host or container subscription.

Metrics reported to SignalFx outside of standard metrics are considered custom metrics. Custom metrics are typically used for application monitoring, such as counting the number of API calls or measuring the duration of API requests.

What are high-resolution metrics and when should I use them?

High-resolution metrics are processed by SignalFx at their native resolution or at 1-second resolution (whichever is coarser). In contrast, metrics that are not designated as high resolution are processed by SignalFx at the coarser of their native resolution or 10-second resolution. High-resolution metrics enable exceptionally fine-grained and low-latency visibility and alerting for your infrastructure, applications and business performance.

When should I consider a usage-based pricing?

Usage-based pricing is well suited for appropriate for monitoring serverless environments or cloud services that don't provide a view of underlying hosts. It is also ideal for customers who want to maintain fined grain granular control of their monitoring service spend.

How many containers can I monitor with a host-based subscription plan?

Our Standard Edition comes with an allocation of 10 containers per host, while the Enterprise Edition provides 20 containers per host. This allocation is pooled, rather than tied to each of your specific hosts. For example, if you purchase an Enterprise subscription for monitoring 10 hosts, you can monitor 200 containers (10 hosts x 20 containers) spread across all 10 of those hosts.

If you need additional container capacity, you can either purchase container capacity a la carte per container/month, or purchase more host-based licenses.

How do you provide security for my data?

SignalFx was designed from the ground up with security as a key tenet, using best-in-class technologies, infrastructure, and development practices to safeguard customer data while delivering low latency, and real-time performance.

SignalFx ensures data security by using TLS 1.2 for data in motion and encrypting customers' secrets data in rest using AES 256 bit encryption. SignalFx currently holds the SOC 2 Type 2 attestation covering the trust criteria for security, availability, and confidentiality. For details on how SignalFx is keeping your data secure, please refer to our security whitepaper.

How do you handle overages?

SignalFx provides complete transparency, flexibility, and control to meet your usage needs.

You get transparent and daily detailed reports on all monitored hosts, containers, and metrics. You can enable proactive alerts as you approach your purchased capacity, and you can control how to right-size your deployments by purchasing additional capacity or dialing back usage. You can also manage and monitor SignalFx usage across your organization. By allocating tokens to your internal teams, you can manage usage at the individual team level.

Do you provide volume discounts?

Volume discounts are available for each of our plans. Contact us for details.