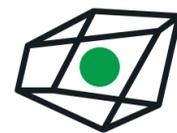
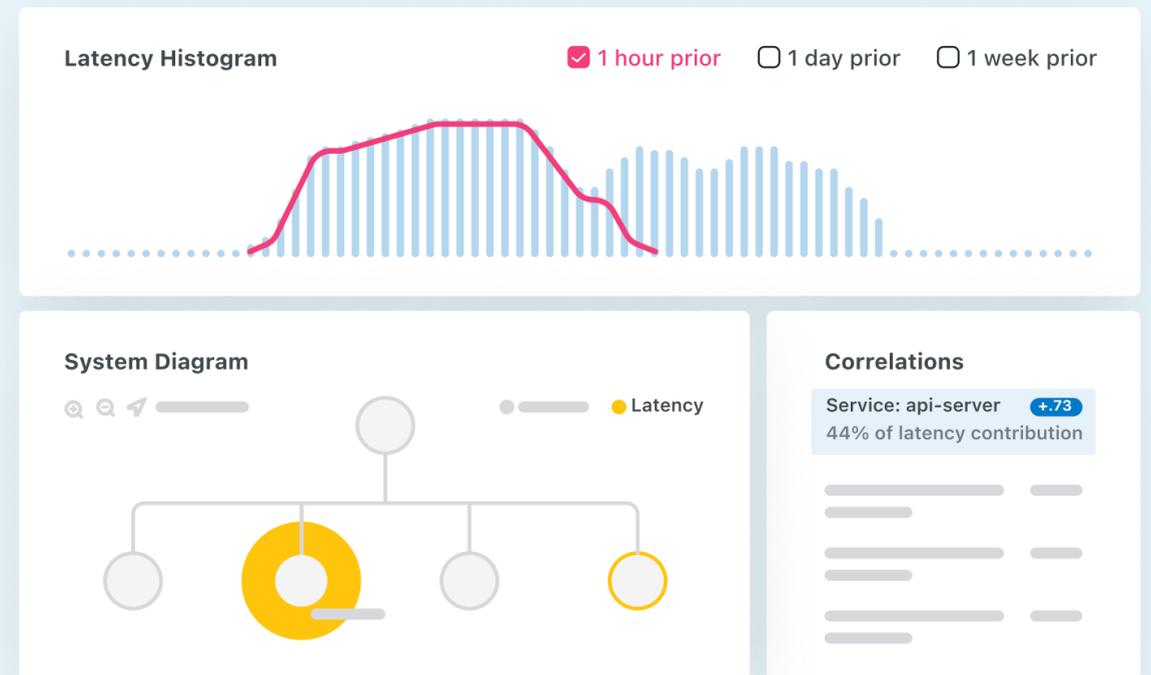


# Why choose Lightstep over New Relic

Lightstep's observability platform is the easiest way for developers and SREs to monitor health and respond to changes in cloud-native applications. Powered by cutting-edge distributed tracing and a groundbreaking metrics database, and built by the team that launched observability at Google, Lightstep provides actionable insights to help teams answer the question "What caused that change?"



## Lightstep

## New Relic

Analyzes 100% of your system changes



Lightstep provides unlimited cardinality for complete system visibility.



Depending on your contract, "Infinite Tracing" requires a contract change or an additional fee to see 100% of your traces.

Straight forward pricing



No-surprises pricing. Hosts, high-cardinality, and data retention are free.



A combination of old and new pricing, in addition to features requiring additional fees creates a complicated licensing situation for most users.

Alerting simplified



Lightstep continually monitors your data and checks that data against the thresholds you configured to keep you in the know when something isn't quite right.



New Relic has a multi-step alerting process to set up that varies depending on the product.

OpenTelemetry contribution



Lightstep's founders co-founded OpenTelemetry and we continue to be one of the main contributors.



New Relic entered the Open Source space in June 2020.

Long-term storage



Lightstep stores your span data for 28 days by default. This can be increased up to 2 years.



Infrastructure integrations are the only source to have the option of a 395 retention period.

Automated real-time deployment analysis



Lightstep's Deployments tab allows you to view service health, compare performance before and after a deploy, and investigate a regression in three easy steps.



Use REST API v2 or webhooks to record and delete deployments as well as see past deployments. This is not available on all applications.

Service Diagrams in-context



Lightstep's Service Diagram provides complete context and visibility into system performance both upstream and downstream without manual configuration.



Service maps are currently automatically generated. Manual adjustments are required to add, remove, or edit nodes.

Metrics + tracing



Lightstep provides a unified workflow to analyze metrics and traces together.



New Relic analyzes metrics and traces in different SKUs so customers are unable to view the telemetry together.