

# USU Recognized for the First Time in 2025 Gartner® Peer Insights™ Voice of the Customer Infrastructure Monitoring Tools

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MöGLINGEN, GERMANY, September 16, 2025 /EINPresswire.com/ -- USU was recognized by customers on Gartner Peer Insights™ as an Aspiring Vendor in the August 2025 Gartner Peer Insights 'Voice of the Customer': Infrastructure Monitoring Tools.

According to Gartner "Infrastructure monitoring tools capture the health and resource utilization of IT infrastructure components, no matter where they reside (e.g., in a data center, at the edge, infrastructure as a service [IaaS] or platform as a service [PaaS] in the cloud). This enables infrastructure and operations (I&O) leaders to monitor and collate the availability and resource utilization data of physical and virtual entities [...]".

## What Is Gartner Peer Insights?

Gartner Peer Insights is a public platform that offers verified, first-hand reviews and ratings of enterprise technology solutions by end-user professionals for end-user professionals.

The "Voice of the Customer" is a document that applies a methodology to aggregated Gartner Peer Insights' reviews in a market to provide an overall perspective for IT decision makers. The "Voice of the Customer" quadrant, identifies "all eligible vendors in the market categorized into four quadrants based on scores assigned for User Interest and Adoption (x-axis), and Overall Experience (y-axis)."

According to Gartner, the same eligibility requirements and weighting used in the "Voice of the Customer" quadrants also apply for ratings in the vendor summary figures, including overall star rating, willingness to recommend and rating by category.

Based on [20 total reviews](#) on Gartner Peer Insights™ as of 30th June 2025, USU has an Overall Rating of 4.6 out of 5 and a willingness to recommend of 90 % in the field of Infrastructure Monitoring Tools.

## Voice of USU Customers

A USU customer from the Consumer goods industry, for example, [describes USU IT Monitoring in the summary](#) of the evaluation as follows: "We issued a tender to evaluate a new monitoring solution in the area of IT Infrastructure. The USU Umbrella Monitoring was the clear winner

according to our requirements catalog”.

Another USU customer from the IT Services industry, [reflects on USU IT Monitoring in the summary](#) of the evaluation as follows: "Very good product, high availability and performance, good customizability to our needs, great development team”.

Johannes Biesing, Vice President, Product Management at USU, says: "We are very pleased to be recognized for the first time in the 2025 Gartner Peer Insights ‘Voice of the Customer’ report for Infrastructure Monitoring Tools. We think that this acknowledgement confirms that USU is gaining visibility in an international competitive environment. For us, the feedback shows that customers highly value USU’s customer proximity, flexibility, and quality level of support. Our USU IT Monitoring solution stands out for its modular architecture, wide range of capabilities, scalability and ability to adapt to complex hybrid and multi-cloud environments. Looking ahead, we will continue to drive our international expansion and invest in innovative capabilities of our USU Multi-Cloud Monitoring to deliver even greater value to our customers worldwide."

Gartner, Gartner Peer Insights ‘Voice of the Customer’: IT Monitoring Tools, Peer Contributors, 29 August 2025, complimentary copy is available at [www.usu.com](http://www.usu.com).

This press release is available at <https://www.usu.com/en/news>.

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#### USU GmbH

As a leading provider of software and service solutions for IT and customer service management, USU helps customers optimize IT resources in the cloud and AI era. Organizations worldwide rely on USU to modernize their IT infrastructure, minimize cloud costs, and enhance service excellence.

USU technologies provide comprehensive transparency and control over hybrid IT environments—from on-premises data centers to cloud-based services and hardware assets. Additionally, USU's AI-powered platform serves as a central knowledge base, delivering consistent information across all communication channels and customer services.

More information: <https://www.usu.com/en/>

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