Grid® Report for Enterprise Service Bus (ESB)
Fall 2022

Enterprise Service Bus (ESB) Software

Contenders | Leaders

Market Presence

Niche | High Performers

Satisfaction

G2 Grid® Scoring

(Enterprise Service Bus (ESB) Software continues on next page)

Enterprise Service Bus (ESB) Software (continued)

Enterprise Service Bus (ESB) Software Definition

Enterprise service bus (ESB) software provides an architecture for application interaction. These solutions provide processes, protocols, and rules to facilitate secure data transfers and manage service-oriented applications. These tools can add new data and capabilities to existing enterprise applications. Companies use ESB tools to route messages between services, control deployments, and monitor exchanges between services. There is some crossover between ESB tools and iPaaS solutions, but ESB tools do not work for the same systems. iPaaS works to connect applications available on the public cloud, while ESB tools are typically used for internal data transfers and updates.

To qualify for inclusion in the Enterprise Service Bus category, a product must:

▶ Integrate data and information between complex IT systems

▶ Help manage IT system configuration

▶ Monitor and control deployments or messages between IT systems

▶ Delegate an enterprise message model for integration requirements

Enterprise Service Bus (ESB) Grid® Scoring Description

Products shown on the Grid® for Enterprise Service Bus (ESB) have received a minimum of 10 reviews/ratings in data gathered by August 30, 2022. Products are ranked by customer satisfaction (based on user reviews) and market presence (based on market share, seller size, and social impact) and placed into four categories on the Grid®:

▶ Products in the Leader quadrant are rated highly by G2 users and have substantial Market Presence scores. Leaders include: IBM App Connect, and TIBCO Cloud Integration (including BusinessWorks and Scribe)

▶ High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category. High Performers include: Apache Camel, and Peregrine Connect

▶ Contender products have relatively low customer Satisfaction scores and high Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. Contenders include: IBM Cloud Pak for Integration, Amazon EventBridge, and Azure Service Bus

▶ Niche products have relatively low Satisfaction scores and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. Niche products include: NServiceBus, and Apache ServiceMix

Grid® Scores for Enterprise Service Bus (ESB) Software

The table below shows the Satisfaction and Market Presence scores that determine product placement on the Grid®. To learn more about each of the products, please see the profile section.

Leaders

	# of Reviews	Satisfaction	Market Presence	G2 Score
IBM App Connect	162	95	94	95
TIBCO Cloud Integration	68	78	69	73

High Performers

	# of Reviews	Satisfaction	Market Presence	G2 Score
Apache Camel	20	74	22	48
Peregrine Connect	65	75	20	47

Contenders

	# of Reviews	Satisfaction	Market Presence	G2 Score
IBM Cloud Pak for Integration	28	37	73	55
Amazon EventBridge	12	41	58	50
Azure Service Bus	24	28	63	45

Niche

	# of Reviews	Satisfaction	Market Presence	G2 Score
NServiceBus	18	48	7	27
Apache ServiceMix	10	15	31	23

* Products are ordered by G2 Score. Satisfaction score is used as a tiebreaker if two products have the same G2 Score.

Grid® Methodology

Grid® Rating Methodology

The Grid® represents the democratic voice of real software users, rather than the subjective opinion of one analyst. G2 rates products from the Enterprise Service Bus (ESB) category algorithmically based on data sourced from product reviews shared by G2 users and data aggregated from online sources and social networks.

Technology buyers can use the Grid® to help them quickly select the best products for their businesses and to find peers with similar experiences. For sellers, media, investors, and analysts, the Grid® provides benchmarks for product comparison and market trend analysis.

Grid® Scoring Methodology

G2 rates products and sellers based on reviews gathered from our user community, as well as data aggregated from online sources and social networks. We apply a unique algorithm (v3.0) to this data to calculate the Satisfaction and Market Presence scores in real time. The Grid® Report for Enterprise Service Bus (ESB) | Fall 2022 is based on scores calculated using the G2 algorithm v3.0 from reviews collected through August 30, 2022. To view the Enterprise Service Bus (ESB) Grid® with the most recent data, please visit the Enterprise Service Bus (ESB) page.

Satisfaction

The Satisfaction rating is affected by the following (in order of importance):

▶ Customer satisfaction with end user-focused product attributes based on user reviews

▶ Popularity and statistical significance based on the number of reviews received by G2

▶ Quality of reviews received (reviews that are more thoroughly completed will be weighted more heavily)

▶ Age of reviews (more-recent reviews provide relevant and up-to-date information that is reflective of the current state of a product)

▶ Customers' satisfaction with administration-specific product attributes based on user reviews

▶ Overall customer satisfaction and Net Promoter Score® (NPS) based on ratings by G2 users

Note: The customer satisfaction score is normalized for each Grid®, meaning the scores are relative.

(Grid® Methodology continues on next page)

** Net Promoter, Net Promoter System, Net Promoter Score, NPS and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.

Grid® Methodology (continued)

Market Presence

The Market Presence score is affected by the following (in order of importance):

▶ Market presence is a combination of 15 metrics from G2's reviews, publicly available information, and third-party sources

▶ Both the software sellers and the individual products are measured on various criteria. The criteria are listed in order of importance. Products metric receive greater weight than seller metrics

Criteria	Measured For		Metrics
	Product	**Seller**	
Number of Employees	√	√	Employee Count (based on social networks and public sources)
Reviews	√		Review Count (weighted by recency)
Web Presence	√	√	
Social Presence	√	√	
Growth	√	√	Employee Growth, Web Presence Growth
Seller Age		√	
Employee Satisfaction and Engagement		√	

▶ Each input is normalized by category and segment. This means that scores are relative to other products in the category/segment and may change from segment to segment

▶ The scores are then scaled from 0-100

Grid® Categorization Methodology

Making G2 research relevant and easy for people to use as they evaluate and select business software products is one of our most important goals. In support of that goal, organizing products and software companies in a well-defined structure that makes capturing, evaluating, and displaying reviews and other research in an orderly manner is a critical part of the research process.

To manage the process of categorizing the software products and the related reviews in the G2 community, G2 follows a publicly available categorization methodology. All products appearing on the Grid® have passed through G2's categorization methodology and meet G2's category standards.

Many terms that appear regularly across G2 and are used to aid in product categorization warrant a definition to facilitate buyer understanding. These terms may be included within reviews from the G2 community or in executive summaries for products included on the Grid®. A list of standard definitions is available to G2 users to eliminate confusion and ease the buying process.

(Grid® Methodology continues on next page)

Grid® Methodology (continued)

Rating Changes and Dynamics

The ratings in this report are based on a snapshot of the user reviews and social data collected by G2 up through August 30, 2022. The ratings may change as the products are further developed, the sellers grow, and as additional opinions are shared by users. G2 updates the ratings on its website in real time as additional data is received, and this report will be updated as significant data is received. By improving their products and support and/or by having more satisfied customer voices heard, Contenders may become Leaders and Niche sellers may become High Performers.

Trust

Keeping our ratings unbiased is our top priority. We require the use of a LinkedIn account or verified business email address to validate a G2 user's identity and employer. We also validate users by partnering with sellers and organizations to securely authenticate users through select platforms. We do not allow users to review their current or former employers' products, or those of their employers' competitors. Additionally, all reviews are manually checked by our team after our algorithm filters out reviews that don't meet our submission requirements. All reviews must pass our moderation process before they are published.

Our G2 staff does not add any subjective input to the ratings, which are determined algorithmically based on data aggregated from publicly available online sources and social networks. Sellers cannot influence their ratings by spending time or money with us. Only the opinion of real users and data from public sources factor into the ratings.

Grid® Inclusion Criteria

All products in a G2 category that have at least 10 reviews from real users of the product are included on the Grid®. Inviting other users, such as colleagues and peers, to join G2 and share authentic product reviews will accelerate this process.

If a product is not yet listed on G2 and it fits the market definition above, then users are encouraged to suggest its addition to our Enterprise Service Bus (ESB) category.

Product Profiles

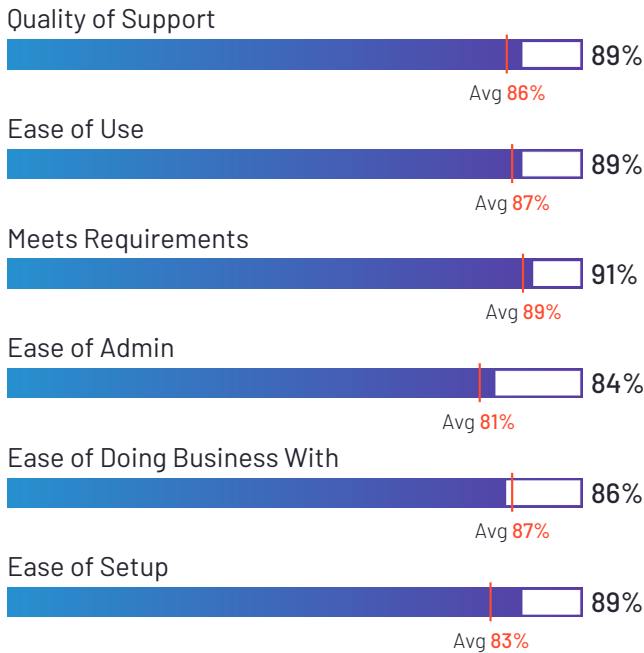Product profiles and detailed charts are included for products with 10 or more reviews.

IBM App Connect

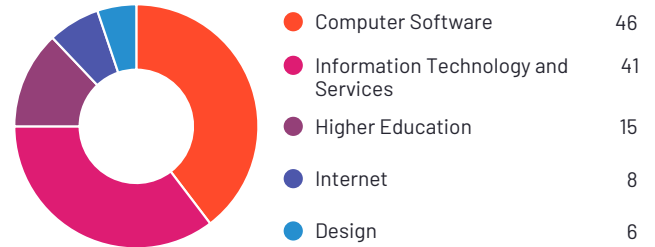**IBM**

4.3 ★★★★⯪ (225)

Leader
FALL
2022

IBM App Connect has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. IBM App Connect has the largest Market Presence and received the highest Satisfaction score among products in Enterprise Service Bus (ESB). 94% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend IBM App Connect at a rate of 88%. IBM App Connect is also in the iPaaS category.

Satisfaction Ratings

Quality of Support
89%
Avg **86%**

Ease of Use
89%
Avg **87%**

Meets Requirements
91%
Avg **89%**

Ease of Admin
84%
Avg **81%**

Ease of Doing Business With
86%
Avg **87%**

Ease of Setup
89%
Avg **83%**

Top Industries Represented

● Computer Software	46
● Information Technology and Services	41
● Higher Education	15
● Internet	8
● Design	6

Ownership	**HQ Location**	**Year Founded**	**Total Revenue**	**Employees (Listed On Linkedin)**	**Company Website**
IBM	Armonk, NY	1911	$73,621 (USD MM)	531,710	www.ibm.com

TIBCO Cloud Integration (including BusinessWorks and Scribe)

4.2 ★★★★☆ **(185)**
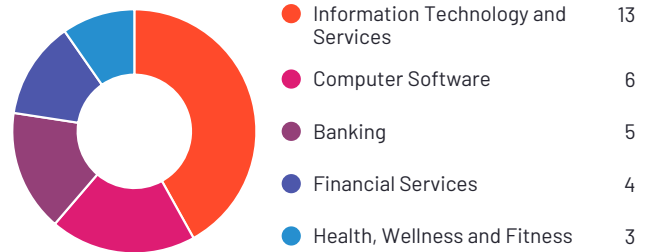
Leader FALL 2022

TIBCO Cloud Integration (including BusinessWorks and Scribe) has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 90% of users rated it 4 or 5 stars, 79% of users believe it is headed in the right direction, and users said they would be likely to recommend TIBCO Cloud Integration at a rate of 84%. TIBCO Cloud Integration is also in the iPaaS and AWS Marketplace categories.

Satisfaction Ratings

Quality of Support
84%
Avg **86%**

Ease of Use
86%
Avg **87%**

Meets Requirements
89%
Avg **89%**

Ease of Admin
85%
Avg **81%**

Ease of Doing Business With
89%
Avg **87%**

Ease of Setup
83%
Avg **83%**

Top Industries Represented

Industry	
Information Technology and Services	13
Computer Software	6
Banking	5
Financial Services	4
Health, Wellness and Fitness	3
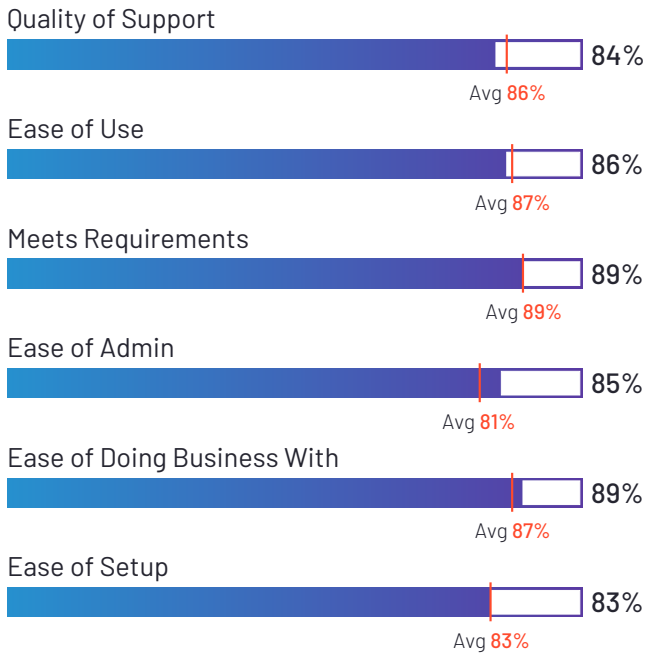
Ownership
TIBCO

HQ Location
Palo Alto, CA

Year Founded
1997

Employees (Listed On Linkedin)
4,830

Company Website
www.tibco.com

Apache Camel

4.2 ★★★★☆ (20)

High Performer FALL 2022
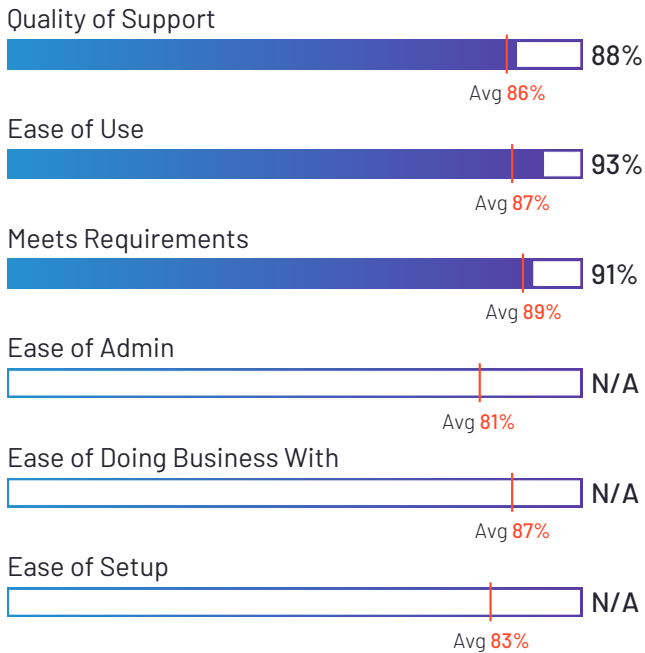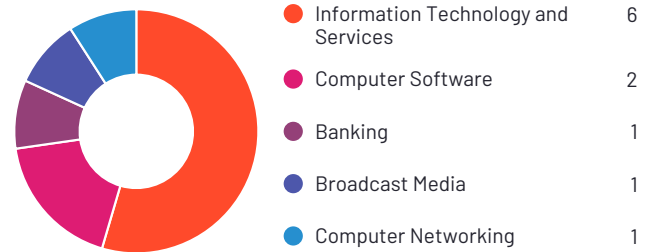
Apache Camel has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 85% of users rated it 4 or 5 stars, 75% of users believe it is headed in the right direction, and users said they would be likely to recommend Apache Camel at a rate of 84%.

Satisfaction Ratings

Quality of Support
88%
Avg 86%

Ease of Use
93%
Avg 87%

Meets Requirements
91%
Avg 89%

Ease of Admin
N/A
Avg 81%

Ease of Doing Business With
N/A
Avg 87%

Ease of Setup
N/A
Avg 83%

*N/A is displayed when fewer than five responses were received for the question.

Top Industries Represented

● Information Technology and Services	6
● Computer Software	2
● Banking	1
● Broadcast Media	1
● Computer Networking	1

Ownership
The Apache Software Foundation

HQ Location
Wakefield, MA

Year Founded
1999

Employees (Listed On Linkedin)
2,085

Company Website
www.apache.org

Peregrine Connect

4.4 ★★★★½ (94)

High Performer FALL 2022
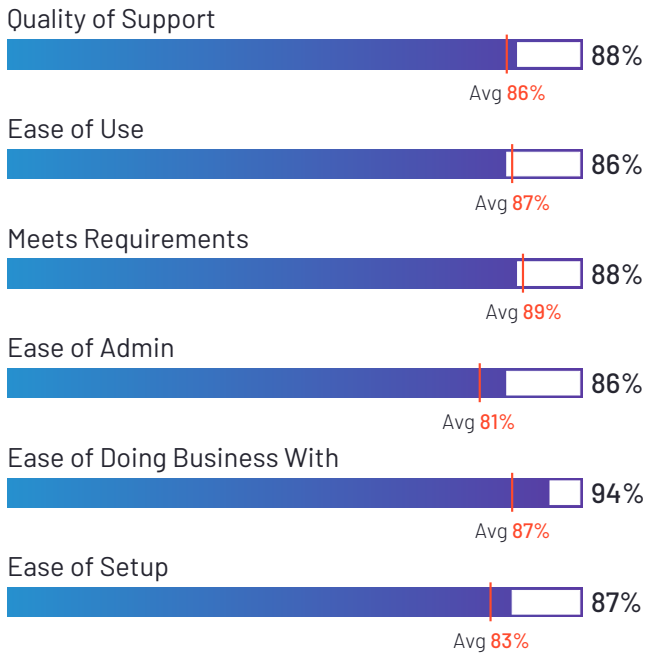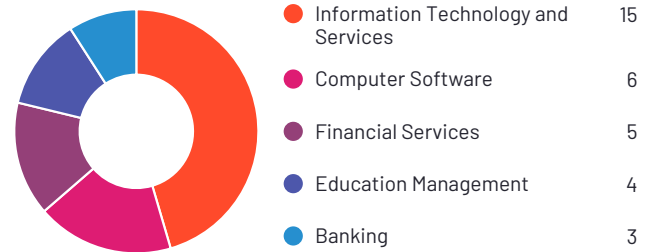
Peregrine Connect has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend Peregrine Connect at a rate of 89%. Peregrine Connect is also in the On-Premise Data Integration, Data Mapping, and iPaaS categories.

Satisfaction Ratings

Quality of Support
88%
Avg 86%

Ease of Use
86%
Avg 87%

Meets Requirements
88%
Avg 89%

Ease of Admin
86%
Avg 81%

Ease of Doing Business With
94%
Avg 87%

Ease of Setup
87%
Avg 83%

Top Industries Represented

● Information Technology and Services	15
● Computer Software	6
● Financial Services	5
● Education Management	4
● Banking	3

Ownership
Peregrine

HQ Location
Irvine, California

Employees (Listed On Linkedin)
6

Company Website
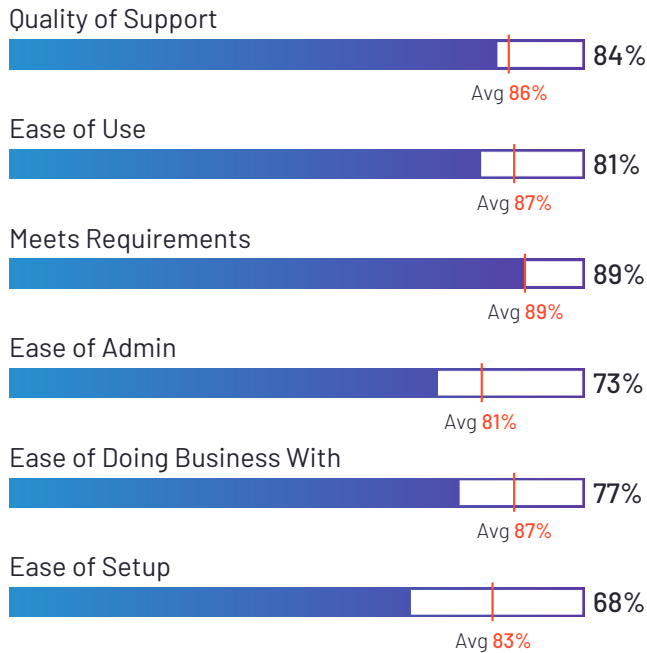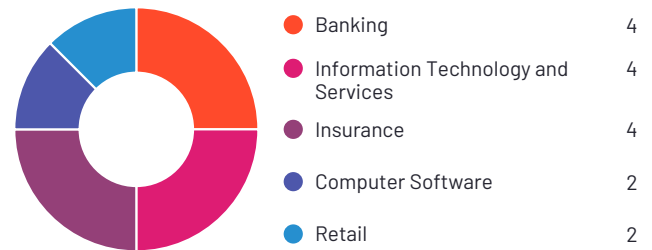peregrineconnect.com

IBM Cloud Pak for Integration

4.4 ★★★★☆ (64)

IBM Cloud Pak for Integration has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 96% of users rated it 4 or 5 stars, 75% of users believe it is headed in the right direction, and users said they would be likely to recommend IBM Cloud Pak for Integration at a rate of 89%. IBM Cloud Pak for Integration is also in the Message Queue (MQ), Event Stream Processing, iPaaS, ETL Tools, and API Management categories.

Satisfaction Ratings

Quality of Support
84%
Avg **86%**

Ease of Use
81%
Avg **87%**

Meets Requirements
89%
Avg **89%**

Ease of Admin
73%
Avg **81%**

Ease of Doing Business With
77%
Avg **87%**

Ease of Setup
68%
Avg **83%**

Top Industries Represented

Industry	Count
● Banking	4
● Information Technology and Services	4
● Insurance	4
● Computer Software	2
● Retail	2

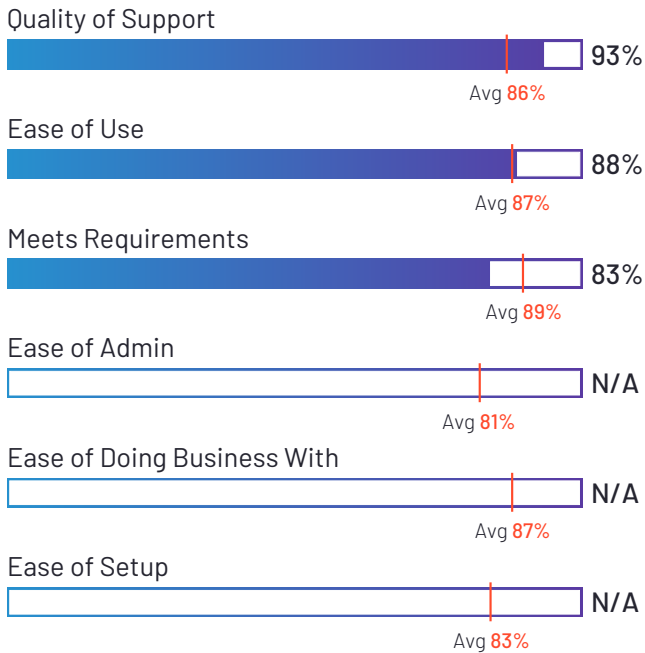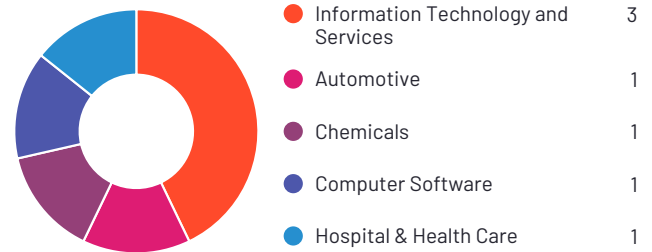|					
Ownership IBM	**HQ Location** Armonk, NY	**Year Founded** 1911	**Total Revenue** $73,621 (USD MM)	**Employees (Listed On Linkedin)** 531,710	**Company Website** www.ibm.com

Amazon EventBridge

4.2 ★★★★☆ (14)

Amazon EventBridge has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 80% of users believe it is headed in the right direction, and users said they would be likely to recommend Amazon EventBridge at a rate of 83%.

Satisfaction Ratings

Quality of Support
93%
Avg **86%**

Ease of Use
88%
Avg **87%**

Meets Requirements
83%
Avg **89%**

Ease of Admin
N/A
Avg **81%**

Ease of Doing Business With
N/A
Avg **87%**

Ease of Setup
N/A
Avg **83%**

*N/A is displayed when fewer than five responses were received for the question.

Top Industries Represented

🔴 Information Technology and Services		3
🔴 Automotive		1
🟣 Chemicals		1
🔵 Computer Software		1
🔵 Hospital & Health Care		1

Ownership
AWS

HQ Location
Seattle, WA

Year Founded
2006

Total Revenue
$177,866 (USD MM)

Employees (Listed On Linkedin)
123,952
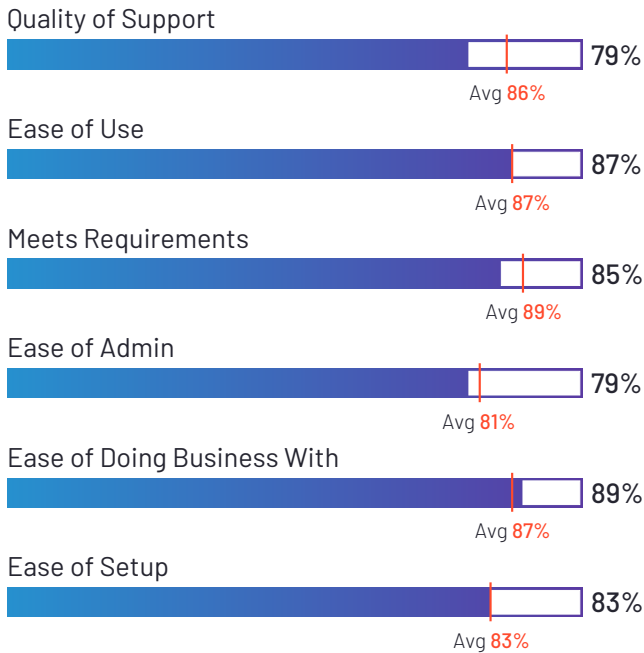
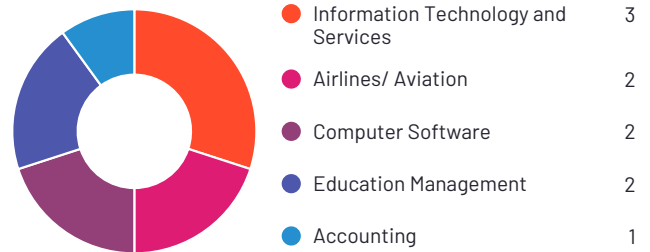**Company Website**
aws.amazon.com
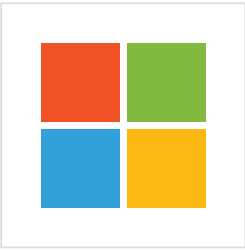
Azure Service Bus

3.8 ★★★★☆ (25)

Azure Service Bus has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 71% of users rated it 4 or 5 stars, 81% of users believe it is headed in the right direction, and users said they would be likely to recommend Azure Service Bus at a rate of 75%.

Satisfaction Ratings

Quality of Support
79%
Avg **86%**

Ease of Use
87%
Avg **87%**

Meets Requirements
85%
Avg **89%**

Ease of Admin
79%
Avg **81%**

Ease of Doing Business With
89%
Avg **87%**

Ease of Setup
83%
Avg **83%**

Top Industries Represented

● Information Technology and Services	3
● Airlines/ Aviation	2
● Computer Software	2
● Education Management	2
● Accounting	1

Ownership
Microsoft

HQ Location
Redmond, WA

Year Founded
1975

Total Revenue
$143,015 (USD MM)

Employees (Listed On Linkedin)
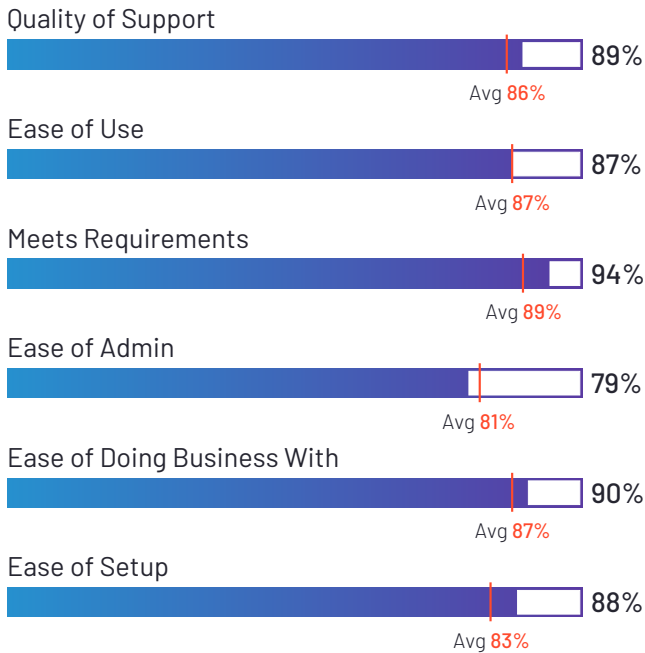223,768
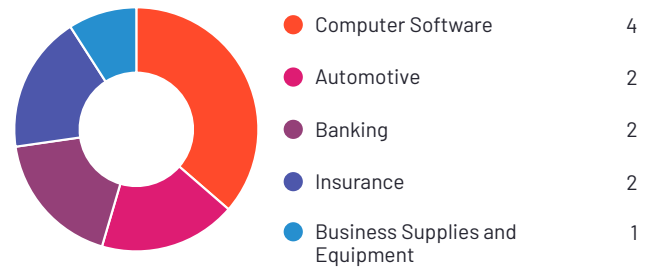
Company Website
microsoft.com

NServiceBus

4.4 ★★★★½ (19)

NServiceBus has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 89% of users rated it 4 or 5 stars, 78% of users believe it is headed in the right direction, and users said they would be likely to recommend NServiceBus at a rate of 88%.

Satisfaction Ratings

Quality of Support
89%
Avg 86%

Ease of Use
87%
Avg 87%

Meets Requirements
94%
Avg 89%

Ease of Admin
79%
Avg 81%

Ease of Doing Business With
90%
Avg 87%

Ease of Setup
88%
Avg 83%

Top Industries Represented

● Computer Software		4
● Automotive		2
● Banking		2
● Insurance		2
● Business Supplies and Equipment		1

Ownership
Particular Software

HQ Location
Haifa, Haifa

Year Founded
2010

Employees (Listed On Linkedin)
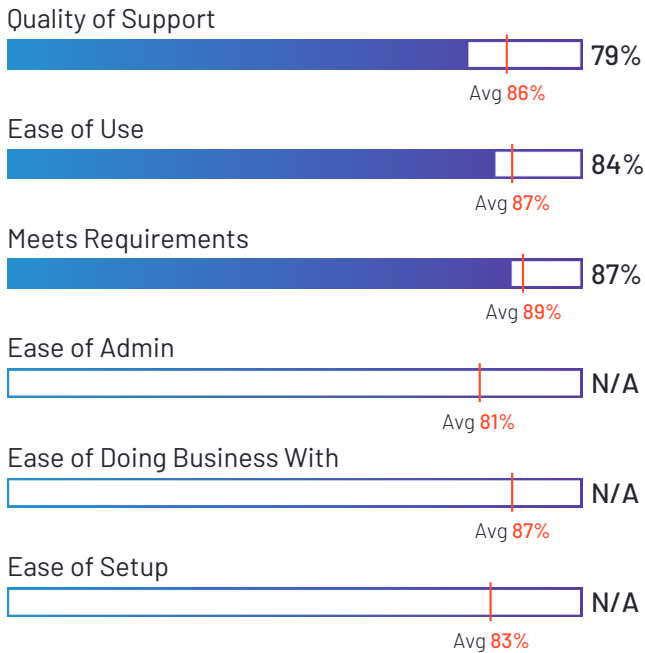38

Company Website
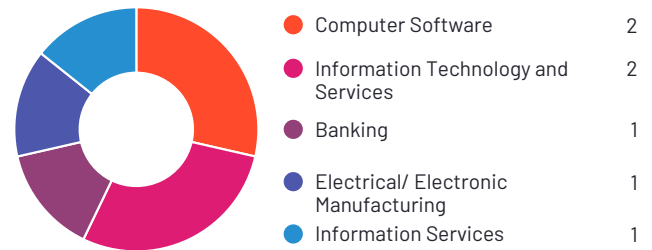particular.net

Apache ServiceMix

3.8 ★★★★☆ (12)

Apache ServiceMix has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 70% of users rated it 4 or 5 stars, 75% of users believe it is headed in the right direction, and users said they would be likely to recommend Apache ServiceMix at a rate of 73%. Apache ServiceMix is also in the Runtime category.

Satisfaction Ratings

Quality of Support
79%
Avg **86%**

Ease of Use
84%
Avg **87%**

Meets Requirements
87%
Avg **89%**

Ease of Admin
N/A
Avg **81%**

Ease of Doing Business With
N/A
Avg **87%**

Ease of Setup
N/A
Avg **83%**

*N/A is displayed when fewer than five responses were received for the question.

Top Industries Represented

● Computer Software	2
● Information Technology and Services	2
● Banking	1
● Electrical/ Electronic Manufacturing	1
● Information Services	1

Ownership
The Apache Software Foundation

HQ Location
Wakefield, MA

Year Founded
1999

Employees (Listed On Linkedin)
2,085

Company Website
www.apache.org

Satisfaction Ratings for Enterprise Service Bus (ESB)

G2 reviewers rated software sellers' ability to satisfy their needs as shown in the table below.

	Satisfaction		Satisfaction by Category						Net Promoter Score (NPS)
	Likelihood to Recommend	Product Going in Right Direction?	Meets Requirements	Ease of Admin	Ease of Doing Business With	Quality of Support	Ease of Setup	Ease of Use	Net Promoter Score (NPS) (Range from -100 to +100)
IBM App Connect	88%	91%	91%	84%	86%	89%	89%	89%	62
TIBCO Cloud Integration	84%	79%	89%	85%	89%	84%	83%	86%	39
Apache Camel	84%	75%	91%	N/A	N/A	88%	N/A	93%	40
Peregrine Connect	89%	89%	88%	86%	94%	88%	87%	86%	63
IBM Cloud Pak for Integration	89%	75%	89%	73%	77%	84%	68%	81%	67
Amazon EventBridge	83%	80%	83%	N/A	N/A	93%	N/A	88%	41
Azure Service Bus	75%	81%	85%	79%	89%	79%	83%	87%	12
NServiceBus	88%	78%	94%	79%	90%	89%	88%	87%	55
Apache ServiceMix	73%	75%	87%	N/A	N/A	79%	N/A	84%	0
Average	84%	80%	89%	81%	87%	86%	83%	87%	42

*N/A is displayed when fewer than five responses were received for the question.

**Net Promoter Score ranges from -100 to +100

Additional Data for Enterprise Service Bus (ESB)

The table below includes a breakdown of the customer segments for each product, as represented by G2 reviewers.

Customers by Size

	Small Business (50 or fewer emp.)	Mid-Market (51-1000 emp.)	Enterprise (>1000 emp.)
IBM App Connect	16%	43%	41%
TIBCO Cloud Integration	21%	24%	56%
Apache Camel	40%	30%	30%
Peregrine Connect	20%	35%	45%
IBM Cloud Pak for Integration	14%	50%	36%
Amazon EventBridge	25%	25%	50%
Azure Service Bus	38%	38%	25%
NServiceBus	22%	67%	11%
Apache ServiceMix	30%	20%	50%
Average	25%	37%	38%

(Additional Data for Enterprise Service Bus (ESB) continues on next page)

*N/A is displayed when data is not publicly available.

Additional Data for Enterprise Service Bus (ESB) (continued)

The table below highlights implementation and deployment data as indicated in real user reviews on G2.

Implementation

	Deployment		Implementation Method			
	Cloud	On-Premises	In-House Team	Seller Services Team	Third-Party Consultant	Don't know
IBM App Connect	42%	58%	58%	33%	8%	0%
TIBCO Cloud Integration	62%	38%	62%	24%	0%	14%
Apache Camel	N/A	N/A	N/A	N/A	N/A	N/A
Peregrine Connect	54%	46%	68%	15%	0%	18%
IBM Cloud Pak for Integration	57%	43%	71%	14%	0%	14%
Amazon EventBridge	N/A	N/A	N/A	N/A	N/A	N/A
Azure Service Bus	63%	38%	100%	0%	0%	0%
NServiceBus	67%	33%	83%	17%	0%	0%
Apache ServiceMix	N/A	N/A	N/A	N/A	N/A	N/A

(Additional Data for Enterprise Service Bus (ESB) continues on next page)

*N/A is displayed when data is not publicly available.

Additional Data for Enterprise Service Bus (ESB) (continued)

The table below highlights third-party market presence data used to inform the G2's Market Presence Score that highlights each product's impact and influence in the category.

Market Presence

	Seller Name	Year Founded	Revenue ($MM)	Employees on LinkedIn (Seller)	LinkedIn Followers	Twitter Followers (Seller)	Glassdoor Rating
IBM App Connect	IBM	1911	$73,621	531,710	14,296,858	696,414	4.1
TIBCO Cloud Integration	TIBCO	1997	N/A	4,830	175,198	21,784	4.0
Apache Camel	The Apache Software Foundation	1999	N/A	2,085	60,743	65,055	2.6
Peregrine Connect	Peregrine		N/A	6	268	0	N/A
IBM Cloud Pak for Integration	IBM	1911	$73,621	531,710	14,296,858	696,414	4.1
Amazon EventBridge	AWS	2006	$177,866	123,952	7,339,853	2,090,766	3.8
Azure Service Bus	Microsoft	1975	$143,015	223,768	17,587,038	11,472,744	4.4
NServiceBus	Particular Software	2010	N/A	38	1,748	0	5.0
Apache ServiceMix	The Apache Software Foundation	1999	N/A	2,085	60,743	65,055	2.6

*N/A is displayed when data is not publicly available.