# Observability FORECAST\_2023

Top takeaways from the largest, most comprehensive observability study



# 2023 Observability Forecast Spotlight

1,700 technology professionals in 15 countries

New Relic partnered with Enterprise Technology Research (ETR) for the third annual Observability Forecast report, which examines the state and future of observability. We surveyed 1,700 technology professionals in 15 countries across Asia Pacific, Europe, and North America to learn about the business value of observability, its return on investment (ROI), and its impact on costs and revenue. The report also benchmarks service-level metrics like outage frequency, mean time to detection (MTTD), mean time to resolution (MTTR), and cost. View a summary of the highlights and key findings below, or dive right into the data.

# State of observability highlights

65%

63%

53%

33%

32%

improved MTTR since adopting observability toggled between 4+ observability tools

value per year from observability

received \$500K+ total

observability

had achieved full-stack

hour of downtime for critical outages

spent \$500K+ per



### Future of observability highlights

83%

82%+

**47%** 

least 1 new capability next year

anticipated deploying at

17 different observability capabilities by mid-2026

expected to deploy the

planned to train staff on how to best use existing observability tools



Regarding business value, like many organizations, I try to save as much money as I can because I don't have an open budget or checkbook. And when I talk to financial people and businesspeople, I have to justify and express the numbers. When you express the lack of observability in dollars and cents, you may create a profound statement."

Median annual outage cost is \$7.75M—



Senior director of global infrastructure Large media/martech enterprise

### but observability helps Median annual outage cost without observability

\$9.83M

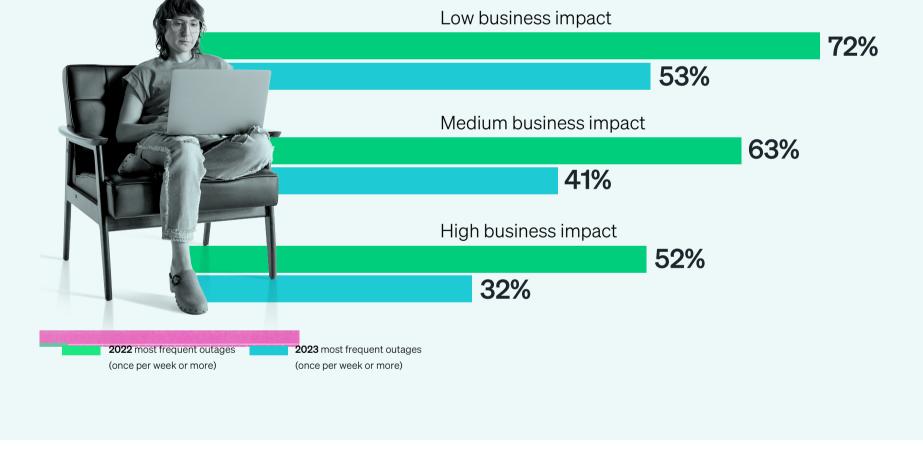
lower outage cost with

full-stack observability

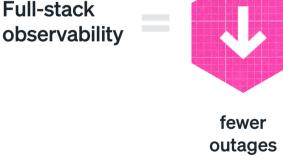
Median annual outage cost with observability

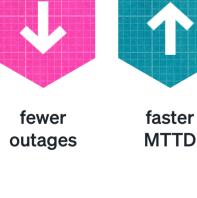
Outages are happening less frequently YoY

\$6.17M



Full-stack observability correlates to better outcomes again





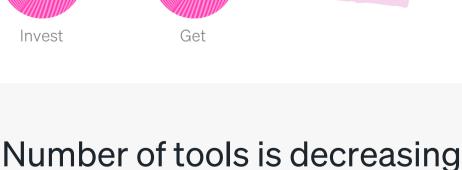






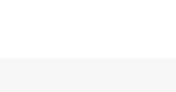
Observability delivers 2x annual ROI







2x ROI



is on the rise

### but tool fragmentation persists 1 TOOL 5+ TOOLS 1.7% 72.7%



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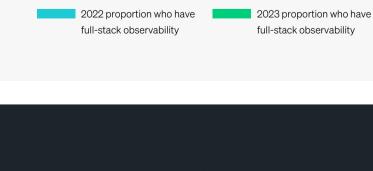
个 171%

51.8% 2023 proportion

**↓ 29%** 

## 21% 33%

Full-stack observability





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