

# Observability FORECAST\_2023

Top takeaways from the largest, most comprehensive observability study



## 2023 Observability Forecast Spotlight

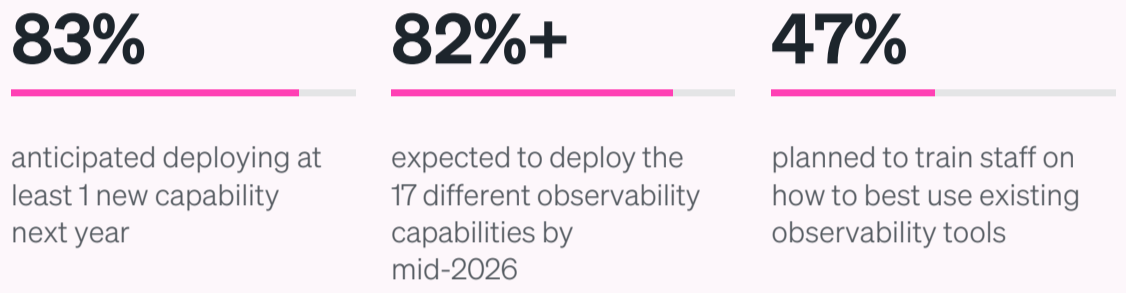
**1,700 technology professionals in 15 countries**

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



### Future of observability highlights

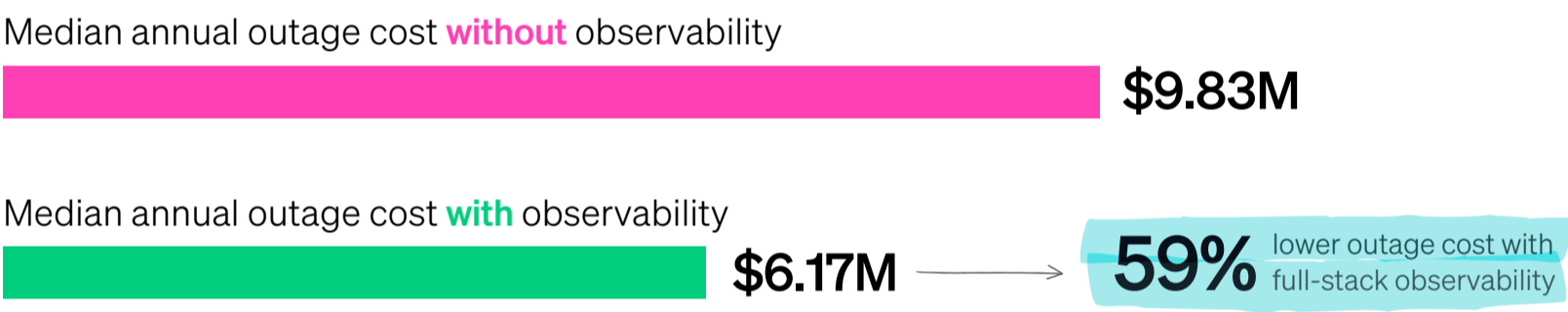


“Regarding business value, like many organizations, I try to save as much money as I can because I don’t have an open budget or checkbook. And when I talk to financial people and businesspeople, I have to justify and express the numbers. When you express the lack of observability in dollars and cents,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

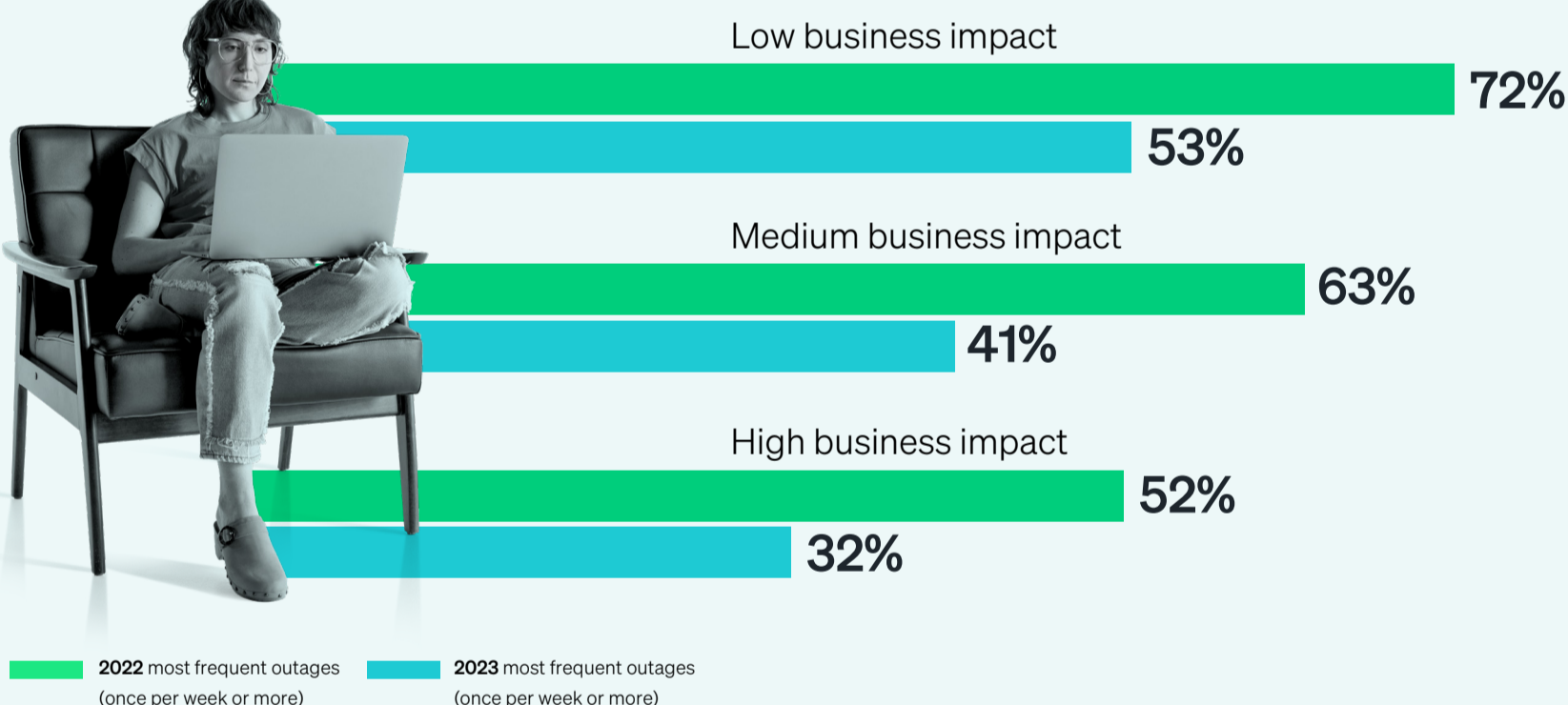
Senior director of global infrastructure  
Large media/martech enterprise



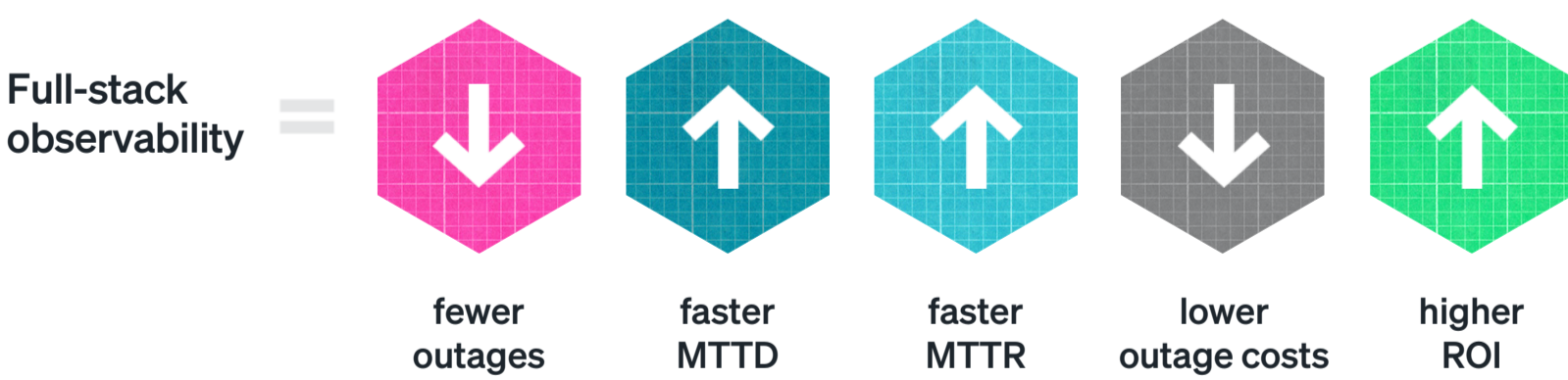
### Median annual outage cost is \$7.75M— but observability helps



### Outages are happening less frequently YoY



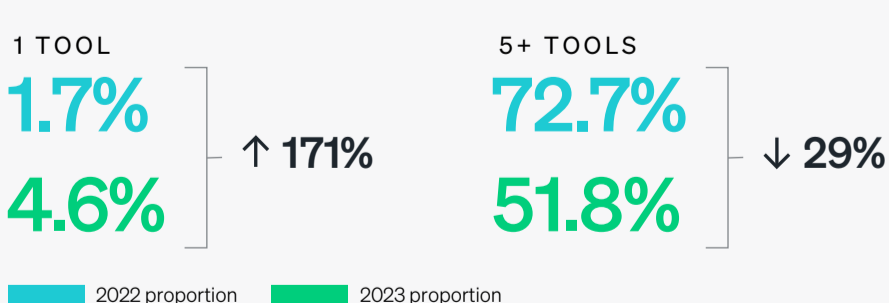
### Full-stack observability correlates to better outcomes again



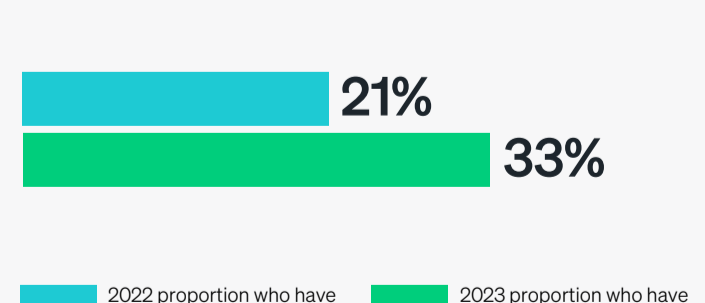
### Observability delivers 2x annual ROI



### Number of tools is decreasing but tool fragmentation persists



### Full-stack observability is on the rise



[View Full Report](#)

## 2023 Observability Forecast

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