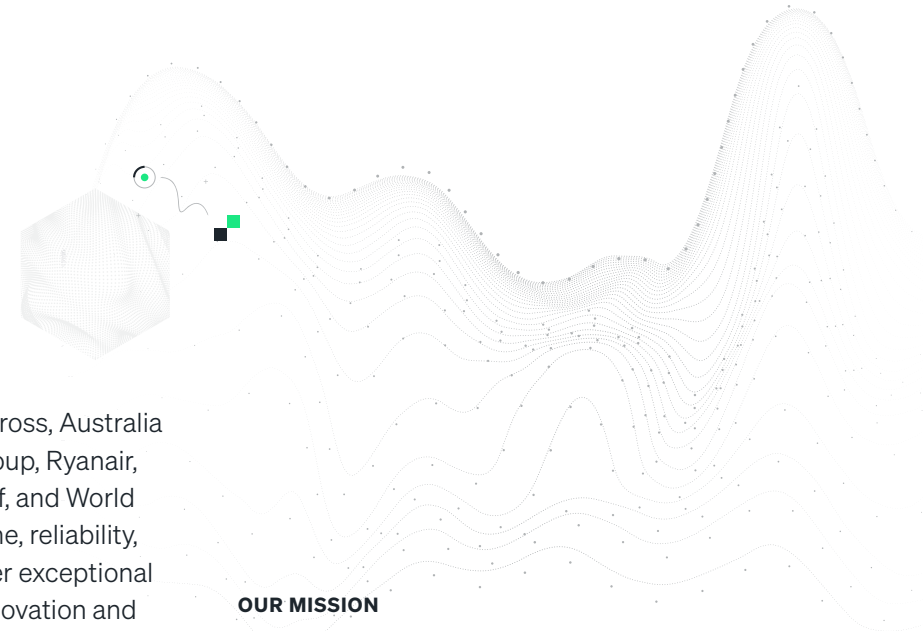**new relic.**

Company Fact Sheet

Who we are

We are a data-driven company that's engineer-focused.

Why? Because today every business is powered by modern, digital experiences, and everyone expects them to be fast, easy, and secure.

The quality of the digital experiences you deliver—and the success of your business—depends on empowering your engineers with a data-driven approach to planning, building, deploying, and running great software

New Relic gives engineers the platform and tools to take a data-driven approach to every stage of the software lifecycle.

We help them go beyond surface-level data and fill in the gaps, confirm the guesses, and overcome assumptions and opinions that take engineers out of their creative flow every day. Now they can improve mean time to resolution (MTTR), planning cycle times, change failure rates, and release frequency.

This helps millions of engineers at companies like

Adidas, Runtastic, American Red Cross, Australia Post, Banco Inter, Chegg, GoTo Group, Ryanair, Sainsbury's, Signify Health, Topgolf, and World Fuel Services (WFS) improve uptime, reliability, and operational efficiency to deliver exceptional customer experiences that fuel innovation and top-line growth.

Empower your engineers with the data they need to measure, improve, and grow your digital business. New Relic means data for engineers.

New Relic empowers engineers to make decisions with data, not opinions.

› **All telemetry on one secure cloud**—metrics, events, logs and traces—no separate databases.
› **One price per user** with no-brainer $.30/GB ingest. No confusing bundle of SKUs.
› **First usage-based consumption pricing** for easy scaling and 3-7x more value.
› **Workflow integration** for fast onboarding and better visibility.
› **AI assist** at every step to get to the root cause faster.

OUR MISSION
Help every engineer do their best work every day—using data, not opinions—at every stage of the software lifecycle.

16,000+
Paying customers

Employees
~2400

Global offices
17

Employee count is measured as of March 31, 2023

RECOGNITION

› GigaOm Radar for APM: A Leader 2022 and 2023
› U.S. News & World Report Greenest Companies 2024
› Fortune Best Workplaces in Tech™ 2022
› PEOPLE Magazine Companies that Care 2022 and 2023
› Inc.'s Best-Led Companies 2021
› Human Rights Campaign Corporate Equality Index 2021
› Gartner Magic Quadrant 11 MQ reports in a row: A Leader for APM and Observability
› Gartner's Voice of the Customer Report one of the highest peer-rated APM vendor, with 4.5 out of 5 rating and 90% recommendation rate
› #1 Market Share in IDC's SaaS ITOM report
› TrustRadius Tech Cares Award 2022

LOCATIONS

Barcelona | Bengaluru | Berlin | Dublin | Hyderabad | London | Melbourne | Munich| Paris | Portland | San Francisco | Seoul | Singapore | Sydney | Tel Aviv | Tokyo | Zurich

Company milestones

› Founded by Lew Cirne

2008

2009
› Launched New Relic APM

› Launched New Relic mobile monitoring

2013
› Launched New Relic insights, New Relic browser monitoring, and New Relic synthetics
› Acquired Ducksboard to bolster data integration and visualization

2014
› Acquired Opsmatic for real-time infrastructure monitoring

2015
› Launched New Relic infrastructure monitoring

2016

2018
› Acquired CoScale to accelerate microservices and Kubernetes capabilities
› Introduced Kubernetes cluster explorer

2019
› Acquired SignifAI for AIOps leadership and IOPipe to accelerate serverless monitoring
› Launched New Relic One

2020
› Launched reimagined observability platform: New Relic One
› Debuted perpetual free tier for all engineers to access New Relic One
› Introduced consumption pricing model—the end of host-based pricing
› Open-sourced agents
› Acquired Pixie to provide instant Kubernetes observability

2021
› Bill Staples promoted to CEO of New Relic; Lew Cirne becomes Chairman of the Board
› Delivered reimagined observability platform with unified user experience
› Acquired CodeStream and launched New Relic CodeStream to extend observability and code collaboration into popular development environments
› Launched Instant Observability, the industry's largest open-source integration ecosystem

2022
› Acquired K2 Security for security leadership
› Launched Vulnerability Management, IAST, and SAP monitoring

2023
› Launched New Relic AI, the industry's first generative AI assistant for observability