

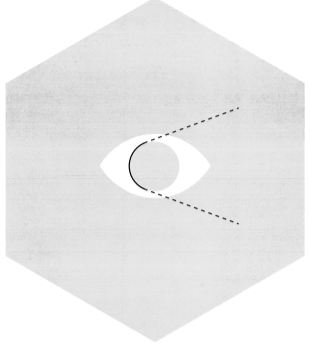
INDIA

# State of Observability in Asia Pacific

Key findings from the largest, most comprehensive observability study



## 2024 Observability Forecast



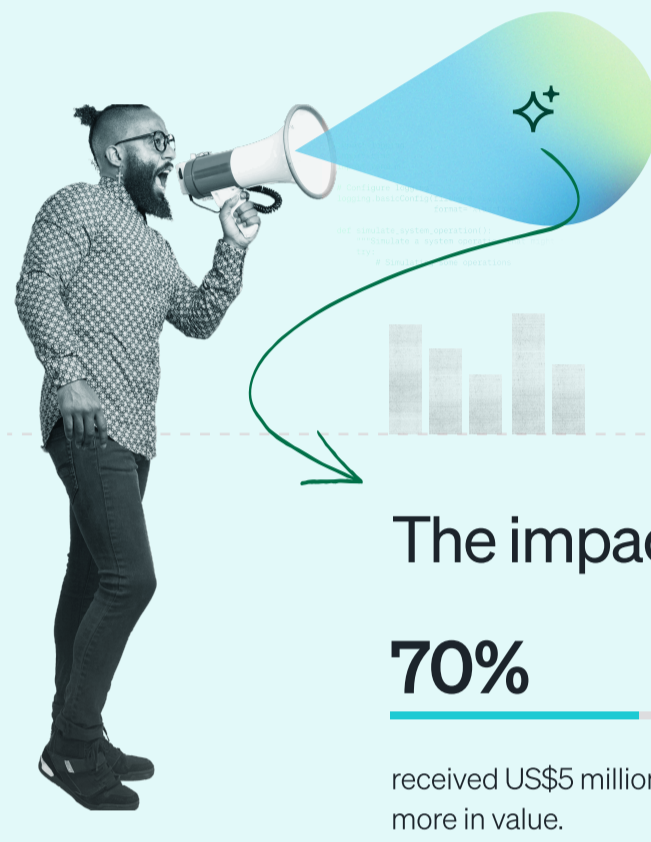
New Relic partnered with Enterprise Technology Research (ETR) for the 2024 *Observability Forecast* report, which examines the practice of observability, how it's evolving, and the ways external forces influence adoption.

With input from **1,700 technology professionals across 16 countries**, it's the largest and most comprehensive study in the observability industry. With digital experiences and business growth at the forefront for businesses, the findings highlight the tangible business value of observability. IT professionals are seeking ways to reduce unplanned downtime, improve uptime, and boost reliability, all while managing key performance indicators (KPIs) through smarter investments in automation and preventative measures. The report shows that organisations prioritising observability have a significant advantage in terms of operational efficiency and business performance.

While Indian organisations had strong observability adoption and received considerable value from their investments, they struggled with tool fragmentation, low uptime, and high outage costs.

View a summary of the highlights and key findings for India below.

### Key findings for India



**Downtime and outage costs are high**

**77%**

said high-business-impact outages cost at least US\$1M per hour of downtime.

**Tool sprawl is widespread**

**57%**

used 5 or more tools for observability.

**Artificial intelligence (AI) adoption is driving observability**

**39%**

said AI adoption is driving the need for observability.

### The impact of observability

**70%**

received US\$5 million or more in value.

**42%**

increased operational efficiency and improved system uptime and reliability.

**40%**

improved developer productivity.

**36%**

improved business and/or revenue growth.

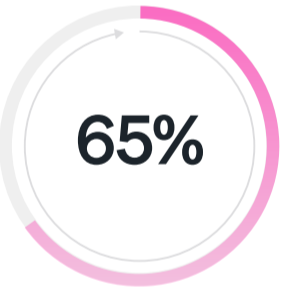
**“Downtime is expensive. You can spend more time from a human capital perspective to go in and solve a specific problem if you don't have the right tool in place.”**

Senior Director of IT Infrastructure  
Large Fintech Enterprise

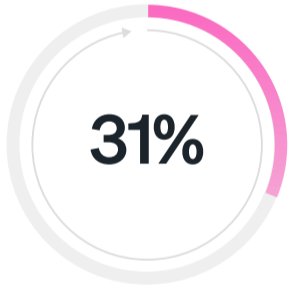


### Downtime and outage costs are high

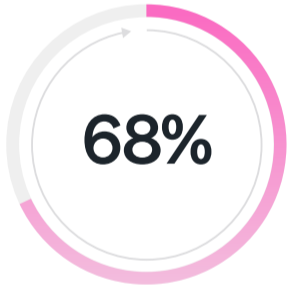
The median hourly cost for high-business-impact outages in India was **US\$2 million**.



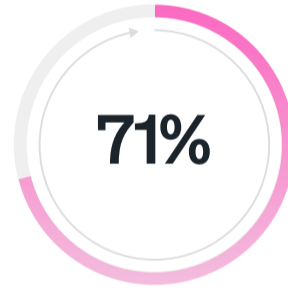
experienced high-business-impact outages at least once per week.



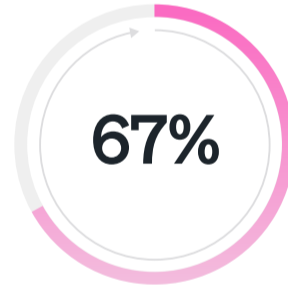
experienced high-business-impact outages once a day or more, the highest of any country.



took more than 30 minutes to detect outages.

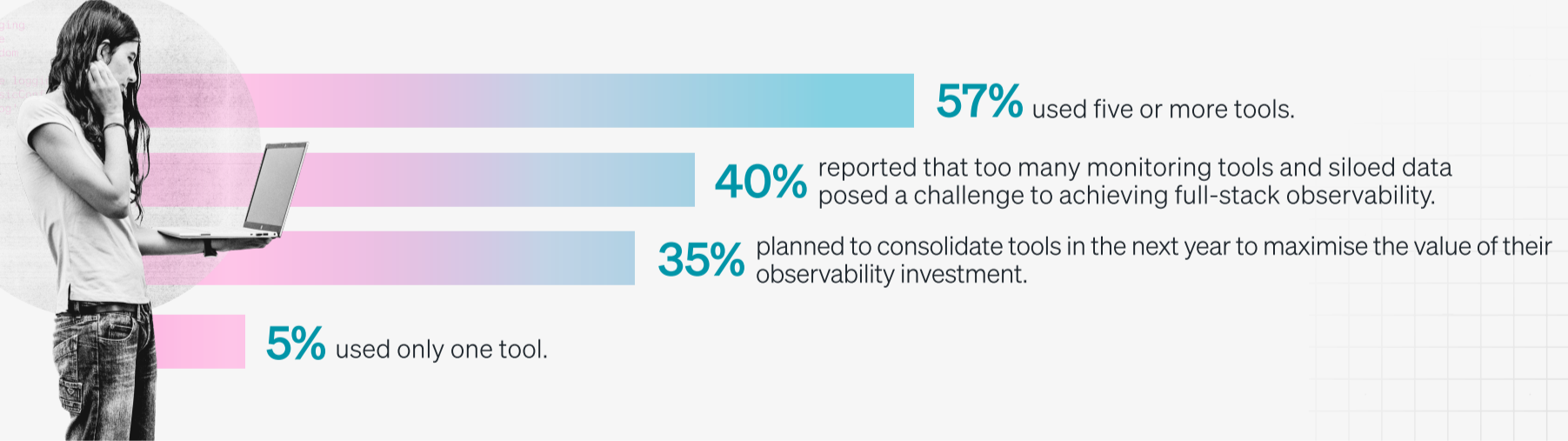


took more than 30 minutes to resolve outages.



said their MTTR improved since adopting observability.

### Tool consolidation is a priority



### Observability adoption is extensive and provides business value

**65%**

planned to deploy AIOps in the next one to three years.

**57%**

said AI monitoring is the most deployed capability.

**38%**

had 10 or more observability capabilities deployed.

**22%**

had achieved full-stack observability.

### Full-stack observability is key to better outcomes



### Observability delivers ROI and value

**3.9x** median annual return on investment (ROI).

**70%** receive **US\$5 million or more** in value.

[View Full Report](#)

## 2024 Observability Forecast

