Association of Southeast Asian Nations

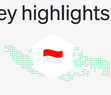
2022 Observability Forecast Spotlight

Top takeaways + insights

To capture insights into observability (o11y), New Relic partnered with Enterprise Technology Research (ETR) for the second annual *Observability Forecast* report. ETR polled 1,614 respondents in 14 countries across North America (31%), Europe (44%), and Asia Pacific (25%). The respondents were 65% practitioners and 35% IT decision-makers (ITDMs), including C-suite executives and non-executive managers.

Across the Association of Southeast Asian Nations (ASEAN)—which includes Indonesia, Malaysia, Singapore, and Thailand—survey respondents used observability as an integral tool to support digital transformation initiatives, improve the digital customer experience, and support future plans to roll out artificial intelligence (AI) and the Internet of Things (IoT).

Key highlights



Indonesia

DevOps, IoT, and risk mitigation were high priorities.

Malaysia

Security, risk, and compliance were key factors behind observability strategies.

Singapore

Applying observability to automate software release cycles was key.

Thailand

AI, IoT, and the development of cloud-native application architectures were high priorities.

Challenges

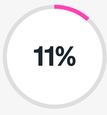
Tool fragmentation creates a patchwork problem for technology teams.

50%

primarily learned about software and system interruptions through multiple monitoring tools

39%

still primarily learned about issues primarily through manual checks/tests, incident tickets, and complaints

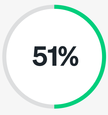


11%

primarily learned about interruptions through one observability platform

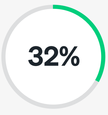
Opportunities

The data shows an opportunity to educate technology teams about the potential power of observability and the importance of a clear observability strategy.



51%

expected to need observability for AI in the next three years



32%

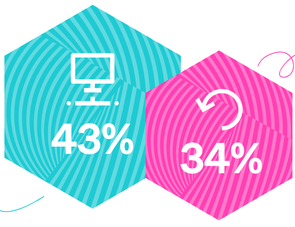
cited a lack of strategy as the primary challenge to prioritizing/achieving full-stack observability

26%

applied observability to deliver against SLOs and SLAs

Top use cases

said they apply observability to support digital transformation efforts to improve and gain a competitive advantage from the digital customer experience



said they apply observability to automate software release cycles, increase speed to market for new products/services, and optimize cloud resource usage and spend

Future observability plans

Respondents surveyed across ASEAN were the most likely to foresee their organizations most needing observability for the following capabilities in the next three years:

41%

synthetic monitoring and ML model performance monitoring

37%

application performance monitoring (APM)

36%

Kubernetes monitoring

33%

AIOps (artificial intelligence for IT operations)

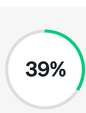
32%

serverless monitoring

90–99%

predicted they'll have most observability capabilities deployed by 2025

observability budget plans for next year

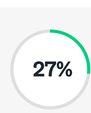


39%

expected to increase their budgets

34%

expected to decrease their budgets



27%

expected to maintain their budgets

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