Research by New Relic has found that more perfect software—which is resilient and dynamic at delivering outstanding customer experiences—drives business success. In fact, our More Perfect Software Leaders, those companies that have made the most progress delivering software excellence, report higher revenue growth over the past three years than the rest. This accelerated performance sets the leaders apart from the majority of firms, but particularly the laggards—those firms which have made the least progress delivering software excellence.

Successful businesses prioritize more perfect software. Does yours?

The business success of New Relic’s More Perfect Software Leaders shows that software development and life cycle management are central to outperforming the competition.

Are you a leader or a laggard?

To find out, use the More Perfect Software benchmarking tool at https://emea.focusvision.com/survey/selfserve/21b6/200613

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Which gives them more time to innovate

Laggards: Developers spend 54% of their time on software innovation

Leaders: Developers spend 77% of their time on software innovation vs. fixing issues

They have modernized with cloud

24% of leaders have replaced their on-premises software

96% of leaders have replaced their on-premises operations with cloud-native operations

96% of leaders have replaced their on-premises software

3% of laggards

And they experience fewer systems and software outages

<5 major outages a month: 99% of leaders

<5 minor outages a month: 57% of leaders

Leaders can make decisions with speed

77% of leaders have made decisions in one week

33% of leaders can make decisions in one day

99% of leaders can make decisions in five days

The pace of innovation is more critical to success

99% of leaders find out about system and software interruptions via observability platforms vs. from customers or employees

87% of leaders make decisions in five days

Leaders are more likely to have made changes and be living in a state of continuous change.

94% of leaders say observability is key to developing software

Compared with 56% of laggards

Only 56% of leaders report that they can quickly make sense of the results of changes to software

When leaders make changes to software, they can quickly understand how the end-user experience is affected

95% of leaders say they can quickly understand how the end-user experience is affected

99% of leaders say they can quickly make sense of the results of changes to software

Observability means being able to make changes and not have to worry about breaking things.

Leo Guinan, DevOps Engineer, Fuse by Cardinal Health

Developing our cloud-native capabilities is the No.1 priority for our IT team today.

Sreesh Inguva, CTO, Cloud and Digital Transformation, Fujitsu America

Connecting data is key

Laggards: 38% of laggards have adopted chaos testing and 89% have automated remediation

Leaders: 77% of leaders have adopted chaos testing and 89% have automated remediation

And they’ve put observability at the heart of their approach:

OUT OF 10 leaders say that developing and deploying more perfect software is a strategic priority

94% of leaders say that developing and deploying more perfect software is a strategic priority

Successful businesses prioritize more perfect software. Does yours?

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What can we learn from these leaders?

Software development and management is critical to success

84% of leaders believe their software development is more efficient than competitors

Leaders say that developing and deploying more perfect software is a strategic priority

46% of leaders say that developing and deploying more perfect software is a strategic priority

Laggards focus on fixing issues

53% of laggards say that developing and deploying more perfect software is a strategic priority

85% of laggards say that fixing issues is a strategic priority

78% of laggards say that fixing issues is a strategic priority

Leaders focus on innovating

Leaders use a broader range of metrics to measure the value of software innovations

99% of leaders say their culture and observability technology allow developers to make quick decisions, without fear of repercussions

33% of laggards say that fixing issues is a strategic priority