Tool Consolidation With New Relic
Fewer tools mean happier, more productive teams

Modern software complexity

The transition to microservices, containers, and other cloud native technologies along with the adoption of DevOps practices have transformed how software is built, delivered, and maintained. And that's a good thing. Playing offense with software enables you to accelerate time to market, respond faster to emerging opportunities, and deliver differentiated user experiences. Bottom line: Modern software development is good for business.

However, this transition has also significantly increased the complexity of monitoring, troubleshooting, and maintaining software. Here are some reasons why:

- Distributed applications create a wider surface area to manage.
- Autonomous teams build, deploy, and maintain their own services.
- Frequent changes make it impossible to anticipate failure modes.
- Fragmented tools emit an explosive amount of operational data.

Tool sprawl is real

Your teams are adopting new monitoring tools—both proprietary and open source—to keep up with this complexity. The average organization enlists dozens of tools across distributed teams to monitor different parts of their stack.[1] Paradoxically, instead of helping you innovate faster and improve mean time to detect (MTTD) and mean time to resolution (MTTR), this piecemeal

approach generates an onslaught of new problems:

- Data silos and blind spots
- Increased toil from switching between tools
- Lack of data correlation
- Inadequate point solution scalability
- Licensing and cost friction

All of these factors impact your ability to efficiently and effectively do your job. The cost—whether it's brand reputation, lost revenue, or lowered operational efficiency—is too high to ignore.

Beyond tool consolidation

Adopting modern software architectures and best practices while eliminating the risk of tool sprawl requires a two-pronged approach to tool consolidation:

Tool Rationalization:

- Critically analyze existing toolsets to minimize complexity.
- Assess the interfaces that need to be mastered.
- Establish training requirements.
- Determine gaps in achieving an integrated view of all systems.
- Create a standardized approach to integrating digital activities.

Data Consolidation:

- Leverage a tool rationalization exercise to strategically combine relevant data into a centralized observability platform.

1. Adopt a Data-Driven Approach to Consolidating Infrastructure Monitoring Tools, Gartner, March 28, 2017

- Remove technology redundancies.
- Improve team productivity, collaboration, and efficiency.
- Reduce operational costs.

New Relic's approach

The Telemetry Data Platform—a massively scalable, time-series database that lets you collect, explore, and alert on all telemetry data from any source in one place—powers New Relic One. The platform is coupled with Full-Stack Observability capabilities that automatically correlate data points to give you the immediate context you need to make decisions that drive business impact. We've developed a proven and repeatable methodology to rationalize the usage of monitoring tools across organizational boundaries and help organizations like yours consolidate operational data to reduce cost, improve MTTD and MTTR, promote collaboration, and increase business velocity.

Our methodology is built around a three-phased cycle:

Phase	Key Activities
Plan	• Create a clear overview and understanding of all tools used in the organization. • Map existing tools to your teams and outcomes. • Define ideal end state with KPIs.
Prepare	• Build a comprehensive set of use cases. • Outline possible approaches for the defined use cases. • Pilot critical scenarios.
Execute	• Implement migration and/or integration. • Train your teams and institute new processes. • Socialize documentation and knowledge sharing.

Why New Relic

Partnering with New Relic for your tool consolidation journey allows you to save time, lower costs, increase productivity, and reduce capital expenditures. With our methodology, your teams will get unified visibility, all your data in one place with context, simple and predictable pricing, and support from our Expert Services team to guide you along the way.

Reduce complexity and improve collaboration by partnering with New Relic on your tool consolidation initiative. Unlock savings and improve efficiencies so your teams can focus on innovation and maximizing customer value.

Read more about tool consolidation.

"New Relic One gives us an integrated, cost-effective platform to centralize our approach to observability. Standardizing on the platform has allowed our engineers to stay better informed on what is happening on other teams, breaking down silos and resolving issues faster for higher uptime."

—Nat Natarajan,

EVP, Chief Product Officer,
Chief Technology Officer, Ancestry.com

New Relic.