New Relic

Company Fact Sheet

Our Vision

We aspire to make observability a data-driven approach to engineering and a daily practice for every engineer at every stage of the software lifecycle.

At a Glance

Revenue
$667M*
FY2021 Up 11% YoY

Employees
~2200

16 offices globally

*Revenue is measured for the fiscal year ended March 31, 2021, which is up 11% year-over-year from fiscal 2020. Employee count is measured as of November 30, 2021.

Who We Are

Today's world is powered by modern, digital experiences. From connecting with family, friends and coworkers to shopping, entertainment and virtual doctor's meetings, your customers, employees and partners expect things to just work—quickly, easily and securely.

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

Ask any engineer and they'll tell you that any tool can get surface-level data and put it in a pretty dashboard, but it's useless if it doesn't help them get past the *what* to uncover the *why*.
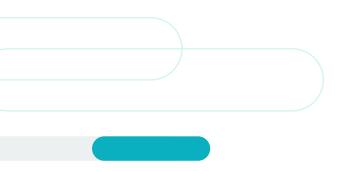
Despite the promises and because digital experiences are built on thousands of microservices, today's monitoring tools require engineers to spend an unreasonable amount of time stitching together siloed data and switching context between a patchwork of insufficient analysis tools for different parts of the tech stack.

Only to discover blindspots because it's too cumbersome and too expensive to instrument the full estate—and even then, engineers get stuck at *what* is happening, instead of focusing on *why* it is happening, not to mention being combatted with opinion in the absence of data.

This all comes at significant cost to the business—in shipping delays, slow responses to outages, poor customer experiences and time wasted that engineers could have spent on the higher priority, business-impacting and creative coding they love.

Until now... The art and science of planning, building, deploying and running software has changed, forever.

New Relic empowers engineers with the industry's leading observability platform for every stage of the software lifecycle, helping them improve planning cycle times, change failure rates, release frequency and mean time to resolution,

This helps millions of engineers at companies like AB InBev, Australia Post, Banco Inter, Chegg, Gojek, REI, Signify Health, TopGolf, World Fuel Services and Zalora improve uptime, reliability and operational efficiency to deliver exceptional customer experiences that fuel innovation and top line growth.

It's time to empower your engineers with the data they need to measure, improve and grow your business. Uncover the *why* with full-stack observability from New Relic.

The New Relic Observability Platform empowers engineers to get past the "what" to uncover the "why"

One unified data layer for all metrics, events, logs and traces. No separate databases.

- Incredibly easy to get all telemetry in one secure cloud
- A no-brainer at $0.25/GB
- Do more with your data

Powerful full-stack analysis tools with one price per user. No confusing bundle of SKUs.

- Get to the root cause faster
- Integrated into your workflow
- AI assist at every analysis step

Saves time and money with the only usage-based consumption pricing that's intuitive and predictable. Delivers more value for the money over the old host-based pricing model.

- Get up to 3-7X more value
- Easy to understand and predict.
- Easy to start and scale

Innovation Highlights

- 2.4 trillion data points queried per minute
- 3 billion data points ingested per minute, 150+ petabytes of data per month, and 160+ billion web requests served each day by New Relic's telemetry data platform (NRDB)
- 400+ integrations including Kubernetes, Docker, Serverless, as well as AWS, Azure, and GCP
- 118 programming languages

Recognition

- Inc.'s Best Led Companies 2021
- Fortune Best Workplaces in the Bay Area™ 2021
- Human Rights Campaign Corporate Equality Index 2021
- Gartner Magic Quadrant 9 MQ reports in a row: A Leader for APM Suites
- Gartner's Voice of the Customer Report Highest peer-rated APM vendor, with 4.7 out of 5 rating and 91% recommendation rate
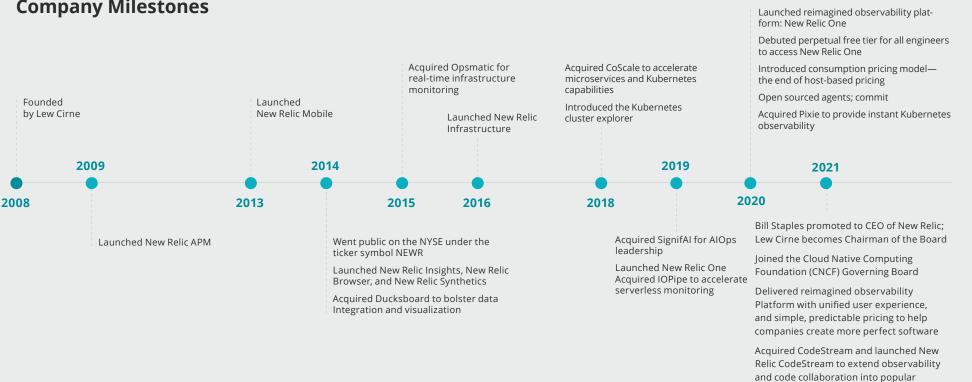
- #1 Market Share in IDC's SaaS ITOM report
- #1 Market Share in IDC's Worldwide APM Market Shares, 2020
- Built In Best Large Companies to Work For 2021
- CRN 100 Coolest Cloud Companies 2021
- TrustRadius Tech Cares Award 2021

Locations

Atlanta | Barcelona | Dublin | Lehi | London
Melbourne | Munich | Paris | Portland | San Francisco
Seoul | Singapore | Sydney | Tel Aviv | Tokyo | Zurich

Company Milestones

2008 — Founded by Lew Cirne

2009 — Launched New Relic APM

2013 — Launched New Relic Mobile

2014
- Went public on the NYSE under the ticker symbol NEWR
- Launched New Relic Insights, New Relic Browser, and New Relic Synthetics
- Acquired Ducksboard to bolster data Integration and visualization

2015 — Acquired Opsmatic for real-time infrastructure monitoring

2016 — Launched New Relic Infrastructure

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

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

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; commit
- Acquired Pixie to provide instant Kubernetes observability

2021
- Bill Staples promoted to CEO of New Relic; Lew Cirne becomes Chairman of the Board
- Joined the Cloud Native Computing Foundation (CNCF) Governing Board
- Delivered reimagined observability Platform with unified user experience, and simple, predictable pricing to help companies create more perfect software
- Acquired CodeStream and launched New Relic CodeStream to extend observability and code collaboration into popular development environments