



Organizations Using New Relic Are Optimizing Their Applications and Customer Experience

New Relic customers are realizing **significant value** by leveraging the New Relic observability platform to support their application monitoring and troubleshooting operations. These benefits would result in a **three-year return on investment (ROI) of 357%**.

KEY RESULTS



5.2 months
to pay back
on investment



27%
faster mean time
to resolution



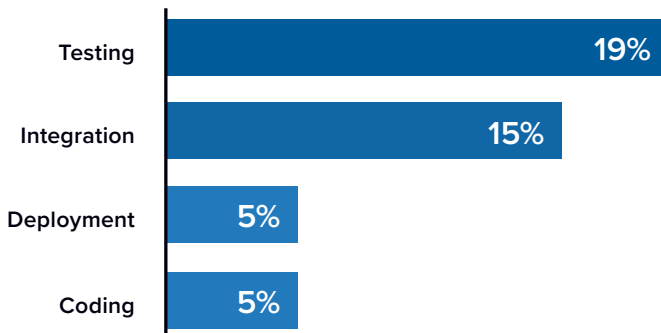
357%
three-year
ROI

CUSTOMER QUOTE

“ [New Relic has] had an impact on efforts to improve our customer experience ... We’ve reduced page load time from 6 to 4 seconds as a result, so that’s a performance gain of 33%. ”

DevOps Team Task Impact

% improvement in time



IT and Troubleshooting Efficiencies



83% faster
issue identification for troubleshooting



16% more
efficient IT engineers



13% more
productive DevOps project teams



22% reduced
help desk calls

CUSTOMER QUOTE

“ We found [New Relic] pricing to be competitive. In fact, it was much more favorable for us as we entered our journey into the public cloud. We really expanded at scale when New Relic pivoted its cost structure to be much more user-based than host-based. ”

Reliability and Business Benefits



88% reduced
unplanned downtime



25% faster
execution of business
transactions



\$4.43 million
total new revenue gained
per year

See the complete picture: [download the white paper](#)