Observability FORECAST_2023

Top takeaways from the largest, most comprehensive observability study



2023 Observability Forecast Spotlight

1,700 technology professionals in 15 countries

65%

New Relic partnered with Enterprise Technology Research (ETR) for the third annual Observability Forecast report, which examines the state and future of observability. We surveyed 1,700 technology professionals in 15 countries across Asia Pacific, Europe, and North America to learn about the business value of observability, its return on investment (ROI), and its impact on costs and revenue. The report also benchmarks service-level metrics like outage frequency, mean time to detection (MTTD), mean time to resolution (MTTR), and cost. View a summary of the highlights and key findings below, or dive right into the data.

State of observability highlights

63%

improved MTTR since toggled between 4+ adopting observability observability tools

53%

33%

32%

value per year from observability

received \$500K+ total

observability

had achieved full-stack

hour of downtime for critical outages

spent \$500K+ per



Future of observability highlights

83%

82%+

47%

anticipated deploying at least 1 new capability next year

17 different observability capabilities by mid-2026

expected to deploy the

planned to train staff on how to best use existing observability tools



Regarding business value, like many organizations, I try to save as much money as I can because I don't have an open budget or checkbook. And when I talk to financial people and businesspeople, I have to justify and express the numbers. When you express the lack of observability in dollars and cents, you may create a profound statement."

Senior director of global infrastructure Large media/martech enterprise



Median annual outage cost is \$7.75M but observability helps

Median annual outage cost without observability

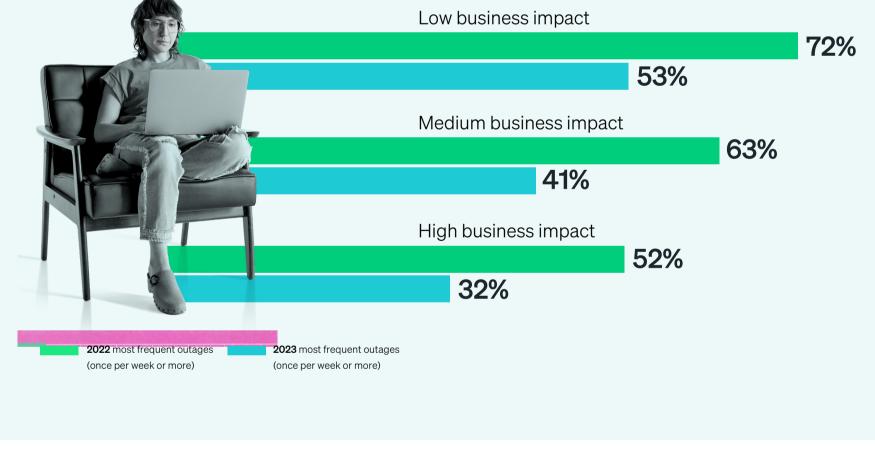
\$9.83M

Median annual outage cost with observability

\$6.17M

59% lower outage cost with full-stack observability

Outages are happening less frequently YoY



Full-stack observability correlates to better outcomes again



faster **MTTD**

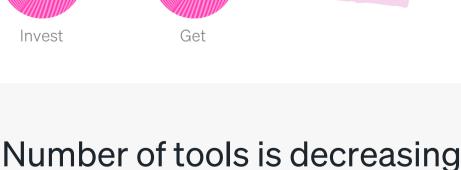






Observability delivers 2x annual ROI







2x ROI



but tool fragmentation persists 1 TOOL 5+ TOOLS 1.7% 72.7%

4.6% 2022 proportion

171%

51.8% 2023 proportion

↓ 29%

is on the rise 21%

Full-stack observability

33%

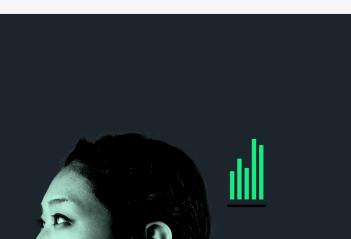


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