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 ROI, and its impact on costs and revenue. The report also benchmarks service-level metrics like outage frequency, MTTD, and MTTR. We interviewed leaders like the Senior director of global infrastructure at a large media/martech enterprise, whose quote is included in the text.

**Key findings for ANZ**

Outages are frequent and expensive—but observability helps

- **42%** said critical business app outages cost US$250K+ per hour of downtime.
- **36%** experienced high-business-impact outages once per week or more.
- **49%** had more siloed telemetry data.

Observability adoption is high

- **42%** achieved full-stack observability (by the report’s definition).
- **62%** had 10+ capabilities deployed.
- **77%** planned to deploy 2+ new capabilities next year.

Observability delivers positive business outcomes

- **42%** increased operational efficiency.
- **31%** improved real-user experience.
- **27%** improved developer productivity.
- **36%** managed security vulnerabilities.
- **36%** improved system uptime and reliability.

Observability delivers ROI

- **$1$ saved from each $2$ spent on observability.
- **46%** saw a return on their observability investment.

State of observability highlights

- **62%** spent US$250K+ per hour of downtime for critical outages.
- **42%** received US$1M+ total value per year from observability.
- **18%** captured their telemetry across the full tech stack.

Future of observability highlights

- **77%** expected to deploy 2+ new capabilities next year.
- **52%** planned to train staff on how to best use existing observability tools.
- **46%** planned to consolidate tools over the next year.

ANZ highlights

- **Median outage cost:**
  - **US$8.5M** for New Zealand
  - **US$7.37M** for Australia

- **New Zealand organisations broke even on their observability investment.**
- **Australian organisations realised a median 2x return on their observability investment.**