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Spotlight / September 2023

\Rightarrow ANZ Observability FORECAST_2023

Top takeaways from the largest, most comprehensive observability study



2023 Observability Forecast Spotlight



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.

Looking at Australia and New Zealand (ANZ) in particular, the top observability driver was an increased focus on security, governance, risk, and compliance, while the top observability benefits were increased operational efficiency, improved system uptime and reliability, and security vulnerability management. View a summary of the highlights and key findings for ANZ below, or dive right into the data.

State of observability highlights

62%

54%

improved MTTR since adopting observability

toggled between 5+ observability tools

42%

spent US\$250K+ per hour of downtime for critical outages

29%

received US\$1M+ total value per year from observability

18%

captured their telemetry across the full tech stack



Future of observability highlights

52%

77%

expected to deploy 2+ new capabilities next year

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

planned to consolidate tools over the next year

46%

"

Regarding business value, like many organisations, 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



Key findings for ANZ

Outages are frequent and expensive—but observability helps

Experienced high-business-impact outages once per week or more.



Took 30+ minutes to detect them.

46%



The annual median outage cost was:

→ US\$8.5M for New Zealand

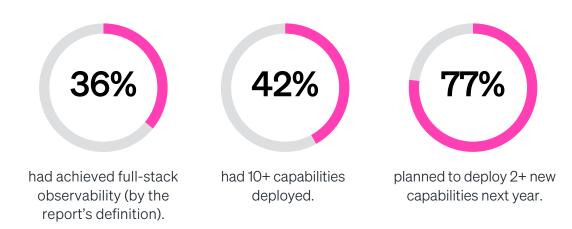
Took 30+ minutes to resolve them.

57%

Said their MTTR improved to some degree since adopting observability.

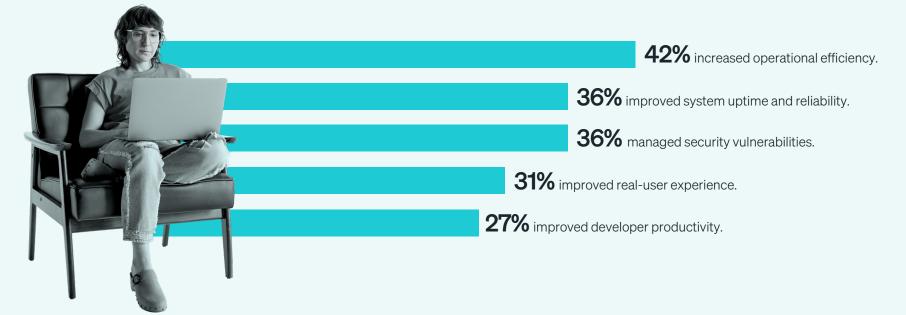


Observability adoption is high

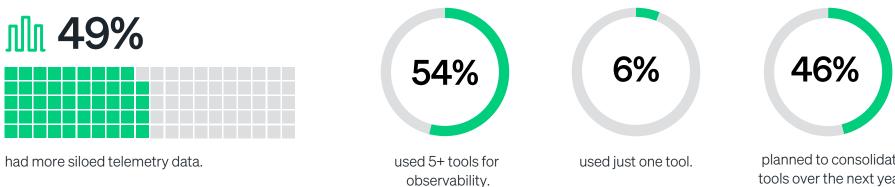




Observability delivers positive business outcomes



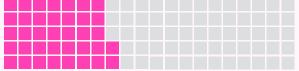
Siloed data and tool sprawl are a struggle



planned to consolidate tools over the next year.

Observability delivers ROI





received a total annual value of US\$1M+ from their observability investment.

AUSTRALIA



Australian organisations realised a median 2x return on their observability investment.

NEW ZEALAND



New Zealand organisations broke even on their observability investment.

View Full Report

2023 Observability Forecast

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