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 results from the Association of Southeast Asian Nations (ASEAN) where we surveyed respondents in Indonesia, Malaysia, Singapore, and Thailand, observability was seen as an enabler of business and/or revenue growth, increased operational efficiency, and security vulnerability management. View a summary of the ASEAN highlights and key findings below, or dive right into the data.

State of observability highlights

70%

58%

57%

55%

30%

improved MTTR since adopting observability

value per year from observability

received US\$1M+ total

observability tools

toggled between 5+

observability

had achieved full-stack

hour of downtime for critical outages

spent US\$500K+ per



Future of observability highlights

85%

58%

48%

expected to deploy at least 1 new capability next year

observability tools

planned to train staff on

how to best use existing

planned to consolidate tools next year



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."

Large media/martech enterprise

Senior director of global infrastructure



Key findings for ASEAN

Outages are frequent and expensive—but observability helps

Experienced high-business-impact outages once per week or more. 45% highest outage ... of countries surveyed highest outage frequency

(Indonesia tied with India)

46%

Took 30+ minutes to resolve them.

Took 30+ minutes to detect them.

62%

30%

Spent **US\$500K+** per hour of downtime.

The annual median outage cost was: 2nd highest of any US\$22.73M for Indonesia

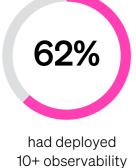
country for all regions US\$18.99M for Singapore

US\$10.73M for Malaysia → US\$2.92M for Thailand

70% said their MTTR has improved to some extent since adopting observability: 79% for Thailand

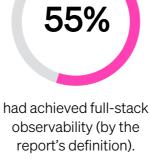
74% for Indonesia 74% for Malaysia → 44% for Singapore the highest of any other country for all regions

Observability is on the rise



capabilities.



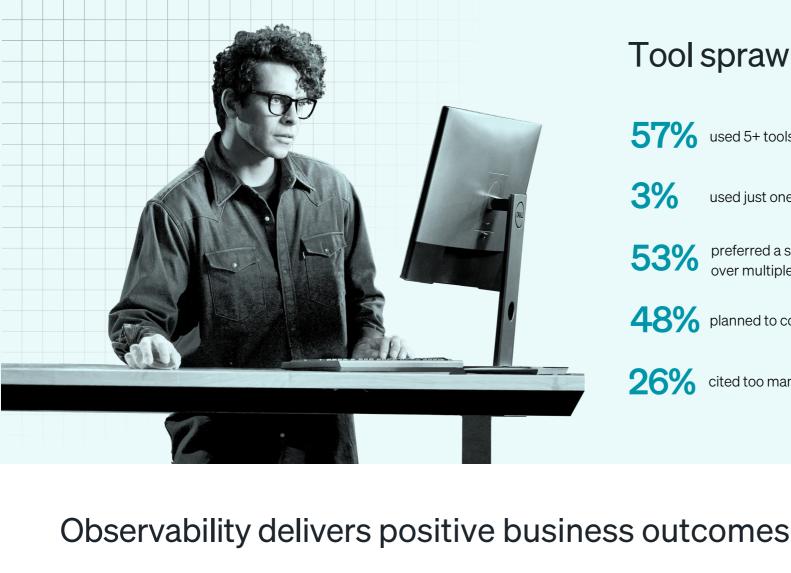


report's definition).



top 3 countries to have

achieved it for all regions



57% used 5+ tools for observability.

Tool sprawl is widespread

3% used just one tool.

preferred a single, consolidated platform over multiple point solutions.

48% planned to consolidate tools next year.

26% cited too many monitoring tools as a challenge.

85% said it's a key enabler to achieve core business goals. 58% said they receive US\$1M+ in total value per year from their observability investment.

