

Spotlight / September 2023

#### $\bigcirc$ INDIA

# **Observability** FORECAST\_2023

Top takeaways from the largest, most comprehensive observability study



# n=300

# 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.

While Indian organisations had fairly solid observability adoption, received considerable value from their investments, and had high observability advocacy across all roles, they struggled with tool fragmentation, low uptime, and high outage costs. View a summary of the highlights and key findings below, or dive right into the data.

## State of observability highlights

74%









improved MTTR since adopting observability

toggled between 10+ observability tools

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

spent US\$500K+ per hour of downtime for critical outages

had achieved full-stack observability



### Future of observability highlights

93%

next year

expected to deploy at

least 1 new capability

51%

how to best use existing

observability tools

33% planned to train staff on

planned to consolidate tools next year

#### 66

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 India

### Outages are frequent and expensive

Experienced high-business-impact outages at least once per week. 54% highest outage frequency

Took 30+ minutes to detect them.



of countries surveyed (tied with Indonesia)

**45%** spent US\$500K+ per hour of downtime.

India's median annual outage cost was



Took 30+ minutes to resolve them.



#### 70% <sup>2nd-highest</sup> MTTR

#### Al, business apps, and cloud-native are driving the need for observability



said the adoption of AI technologies like GPT.



said the integration of business apps like ERP and CRM into workflows. 46%

said the development of cloud-native application architectures.





#### Indian organisations used the most tools



More than any other country for all regions.

30% used 8+ tools for observability.

0%



used just one tool.

preferred a single, consolidated platform over multiple point solutions.

34%

said too many monitoring tools is the primary barrier to achieving full-stack observability.

## Observability delivers high annual ROI





The median annual ROI for India was 114%.

spent US\$1M+ on

received US\$1M+ in total value per year from that investment.

observability per year.

**Observability delivers** positive business outcomes



**View Full Report** 

## 2023 Observability Forecast

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