

#### → EUROPE Observability FORECAST\_2023

Top takeaways from the largest, most comprehensive observability study





68%

## 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.

Respondents from the European countries represented in the survey indicated that security, governance, risk, and compliance are driving their need for observability (48%). Other drivers included integrating business apps into workflows (39%), migrating to a multi-cloud environment (37%), adopting artificial intelligence (AI) technologies (37%), and developing cloud-native application architectures (37%). View a summary of the highlights and key findings for Europe below, or dive right into the data.

## State of observability highlights

50%

improved MTTR since toggled between 5+ observability tools adopting observability

43%

value per year from observability

received US\$1M+ total

38%

deployed

had 10+ capabilities

35%

hour of downtime for critical outages

spent US\$500K+ per



### Future of observability highlights

47%

89%

expected to deploy at least one new capability planned to train staff on how to best use existing planned to consolidate

tools over the next year

43%

in the next year observability tools

#### 

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."

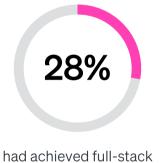


Large media/martech enterprise

Senior director of global infrastructure

### **Key findings for Europe**

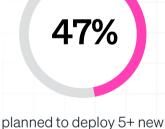
### Observability adoption is lagging, but that's about to change





38% had 10+ capabilities

deployed



capabilities in the next year



## Observability is driving business value

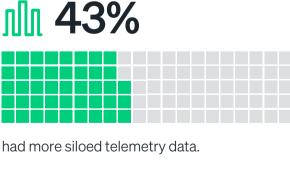


43% received US\$1M+ total value per year from observability

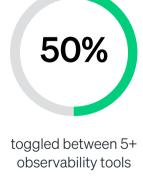
**68%** improved MTTR since adopting observability

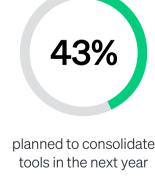
**42%** improved system uptime and reliability

# Siloed data and tool sprawl are a struggle



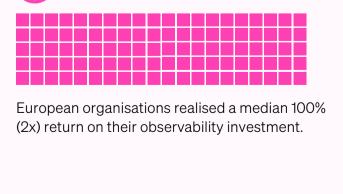






#### 100% **FRANCE**

Observability delivers ROI



50% French organisations

realised a median 50% return on their observability investment.

114% UK and Irish

organisations realised

**UK AND IRELAND** 

a median 114% return on their observability investment.

124% German organisations realised a median

**GERMANY** 

observability investment.

124% return on their



🕥 new relic. | ETR

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