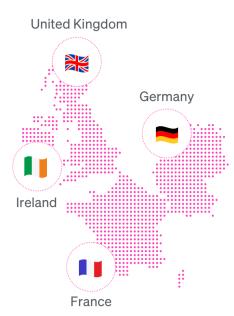


Spotlight / March 2024

Seurope 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.

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 <u>dive right into the data</u>.

State of observability highlights

50%

68%

improved MTTR since adopting observability toggled between 5+ observability tools 43%

observability

38%

received US\$1M+ total had 10+ capabilities value per year from deployed

35%

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



Future of observability highlights

89%

expected to deploy at

in the next year

least one new capability

47%

planned to train staff on

how to best use existing

observability tools

43%

planned to consolidate tools over the next year

"

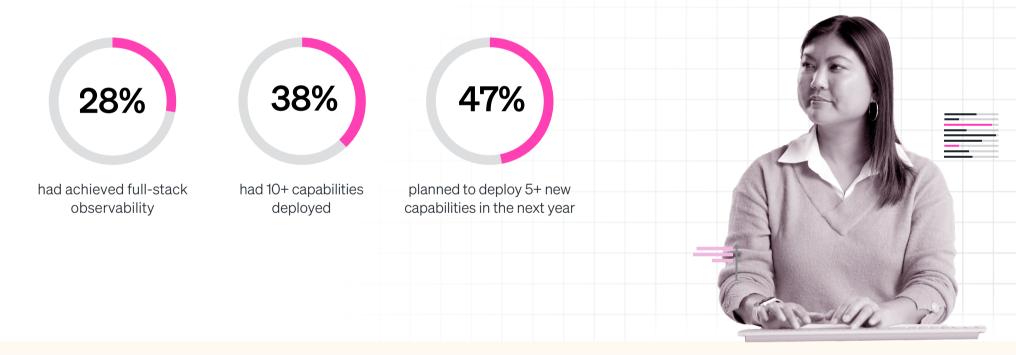
Regarding business value, like many organisations, I try to save as much money as I can because I don't have an open budget or checkbook. And when I talk to financial people and businesspeople, I have to justify and express the numbers. When you express the lack of observability in dollars and cents, you may create a profound statement."



Senior director of global infrastructure Large media/martech enterprise

Key findings for Europe

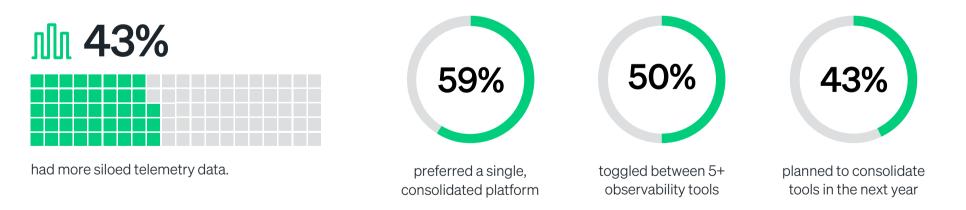
Observability adoption is lagging, but that's about to change



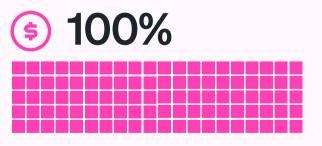
Observability is driving business value



Siloed data and tool sprawl are a struggle



Observability delivers ROI



European organisations realised a median 100% (2x) return on their observability investment.

FRANCE

50%

French organisations realised a median 50% return on their observability investment. UK AND IRELAND

114%

UK and Irish organisations realised a median 114% return on their observability investment. GERMANY



German organisations realised a median 124% return on their observability investment.

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View Full Report

2023 Observability Forecast

Published September 2023 Author: Alicia Basteri, Principal Content Manager, New Relic



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