

India

2022 Observability Forecast Spotlight

To capture new insights into observability (o11y), New Relic partnered with Enterprise Technology Research (ETR) for the second annual *Observability Forecast* report. This year, ETR polled 1,614 respondents in 14 countries across North America (31%), Europe (44%), and Asia Pacific (25%). The respondent mix was 65% practitioners and 35% IT decision-makers (ITDMs), including C-suite executives and non-executive managers.



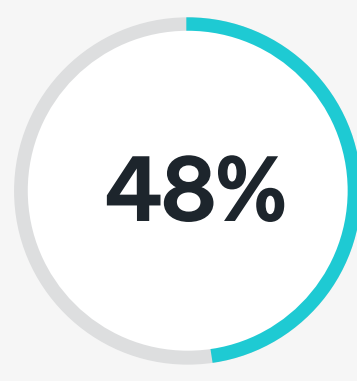
Despite having a strong emphasis on the customer experience, respondents surveyed in India considered IT performance a challenge with only 35% saying that this was adequate. In addition, almost half (48%) said they primarily learn about outages through multiple monitoring tools, and almost a third (31%) said they primarily learn about software and system interruptions through manual checks/tests or incident tickets and complaints.

Challenges

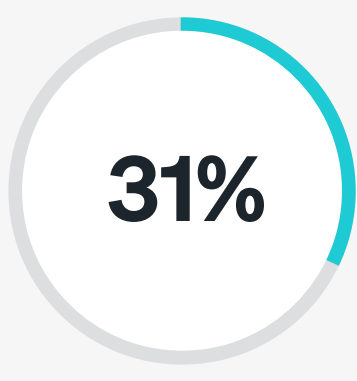
IT performance has room for improvement.



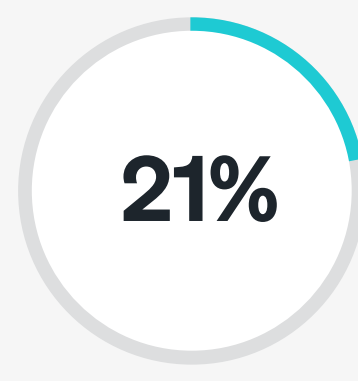
Only 35% said their IT performance is adequate.



primarily learned about interruptions through multiple monitoring tools



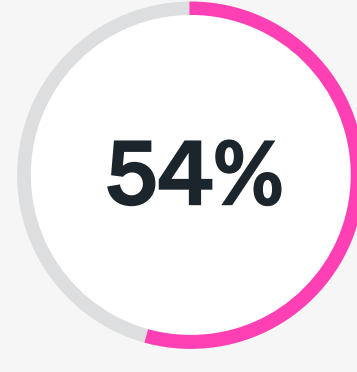
still primarily learned about interruptions through manual checks/tests or incident tickets and complaints



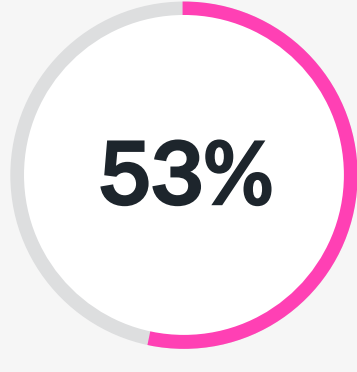
primarily learned about interruptions through one observability platform

Opportunities

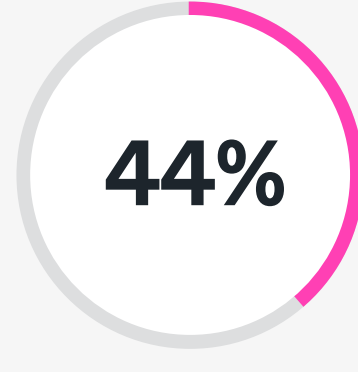
DevOps and AI are on the radar.



foresaw their organizations needing observability for AI in the next three years



foresaw their organizations needing observability for IoT in the next three years



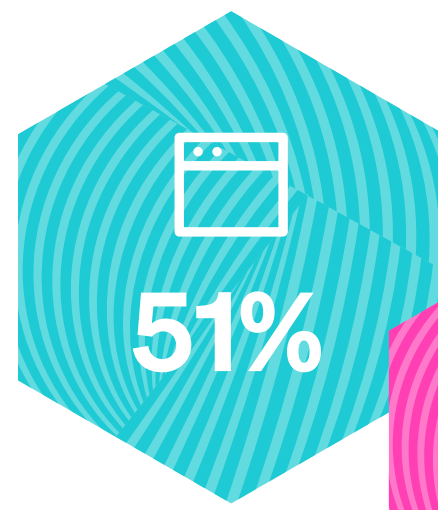
applied observability to support an organizational IT move to DevOps

Top use cases

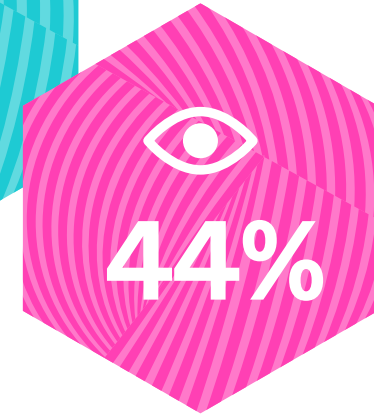
Developer confidence and risk mitigation drove the need for observability.

56%

said an increased focus on security, governance, risk, and compliance represents a key strategy driving the need for observability



said developer confidence in the resiliency of their apps/systems is a primary benefit of their observability deployment



said proactive detection of issues before they impact customers is a primary benefit of their observability deployment

Future observability plans

Respondents surveyed in India were the most likely to foresee their organizations most needing observability for the following capabilities in the next three years:



44%

Kubernetes monitoring and ML model performance monitoring



42%

distributed tracing



40%

AIOps (artificial intelligence for IT operations)



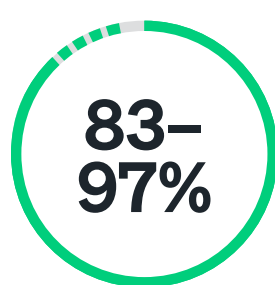
38%

synthetic monitoring



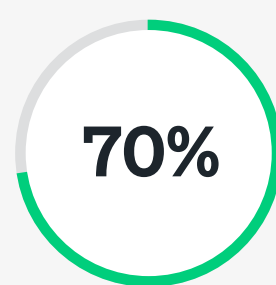
35%

mobile monitoring

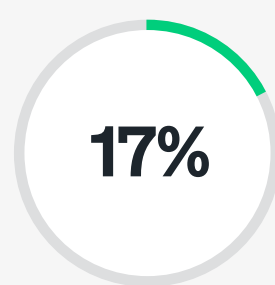


predicted they will have most observability capabilities deployed by 2025

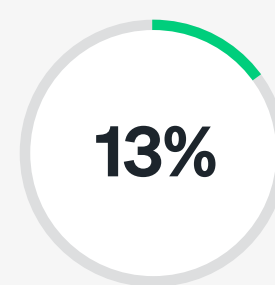
observability budget plans for next year



expected to increase their budgets (notably more than any other country across the Asia-Pacific region)



expected to decrease their budgets



expected to maintain their budgets

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