

# Observability

## FORECAST\_2024

Key findings from the largest, most comprehensive study into observability.



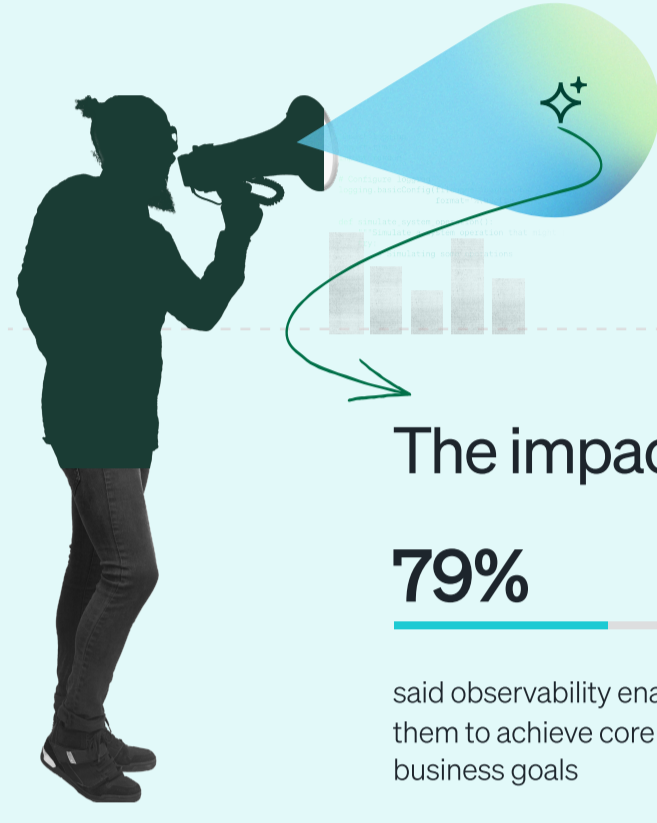
## 2024 Observability Forecast

New Relic partnered with Enterprise Technology Research (ETR) for the 2024 Observability Forecast report, which examines the practice of observability, how it is evolving, and the ways external forces influence adoption.

With input from 1,700 technology professionals across 16 countries, it is the largest and most comprehensive study in the observability industry. With digital experiences and business growth at the forefront for businesses, the findings highlight the tangible business value of observability. IT professionals are seeking ways to reduce unplanned downtime, improve uptime, and boost reliability, all while managing key performance indicators (KPIs) through smarter investments in automation and preventative measures. The report shows that organizations prioritizing observability have a significant advantage in terms of operational efficiency and business performance.

View a summary of the highlights and key findings below.

## Key findings



62%

said high-business-impact outages cost at least \$1M per hour of downtime.

41%

said they plan to consolidate tools in the next year.

41%

said AI adoption is driving the need for observability

### The impact of observability

79%

said observability enabled them to achieve core business goals

59%

have improved MTTR since adopting observability

58%

said they receive \$5M+ in value each year from their investment in observability

46%

said observability improved system uptime and reliability



**Downtime is expensive.** You can spend more time from a human capital perspective to go in and solve a specific problem if you don't have the right tool in place."

Senior Director of IT Infrastructure  
Large Fintech Enterprise



## Full-stack observability impacts outage costs

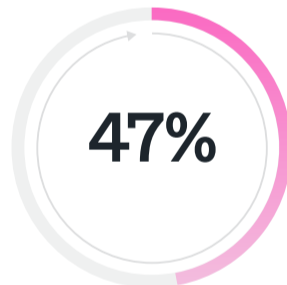
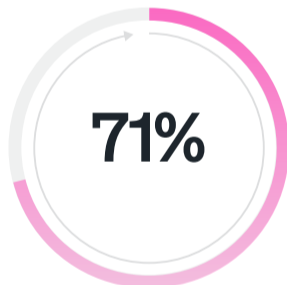
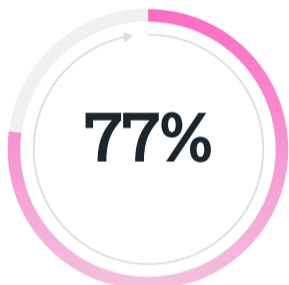
By shifting their focus towards implementing full-stack observability, and away from data silos and monitoring, technology companies can reduce outage costs.

Fewer annual outages for those with:

**Full-stack observability** experienced 77% fewer annual outages compared to those with data silos

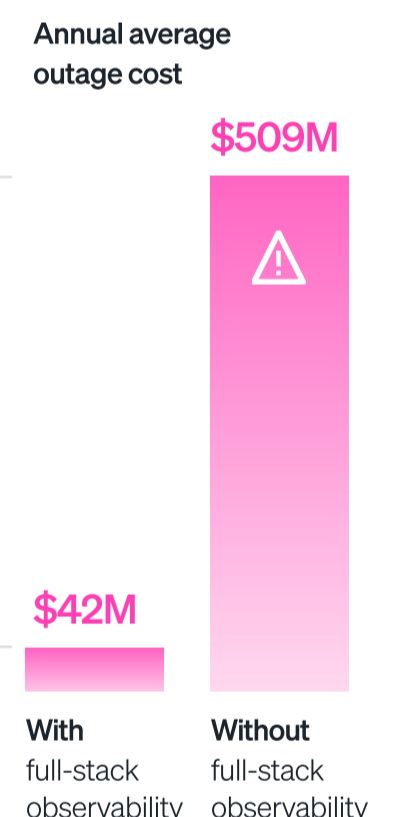
**More unified telemetry data** experienced 71% fewer annual outages compared to those with data silos

**5+ business data types integrated with telemetry data** experienced fewer annual outages than those who integrated up to four types

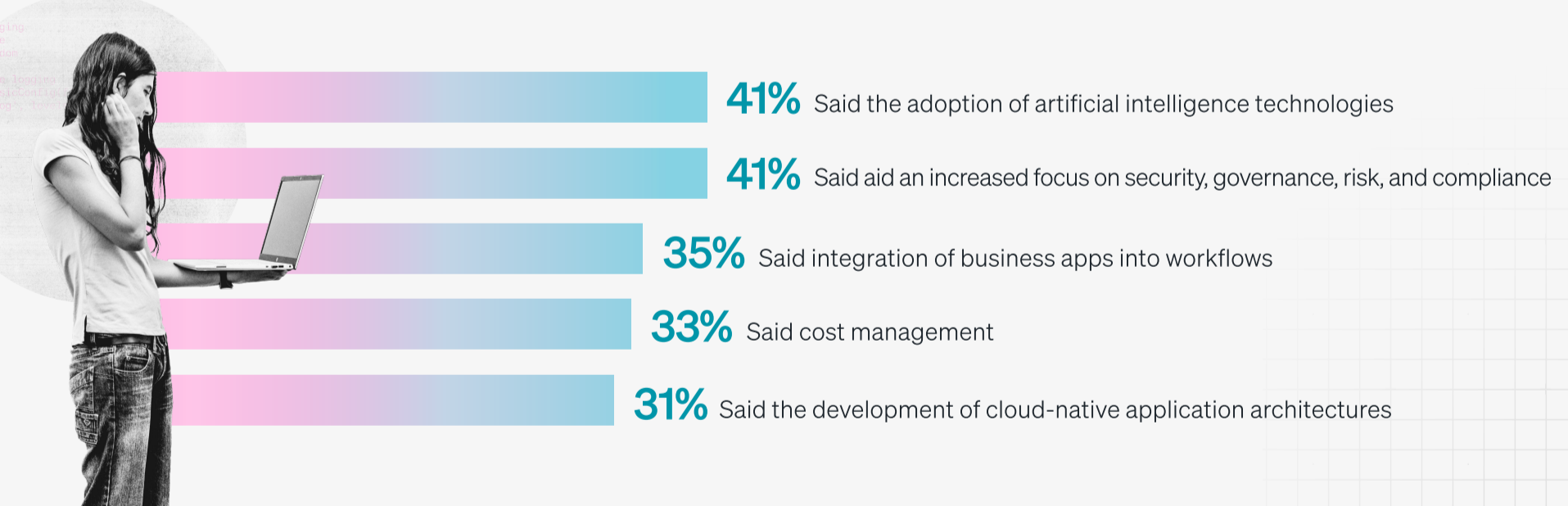


92%

less spent on outage costs per year



## Trends driving the need for observability



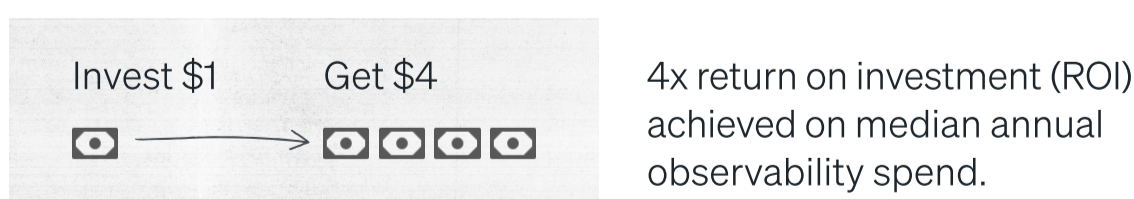
## Full-stack observability is key to better outcomes



## Tool consolidation is beginning to grow

1 Tool	5%	6% +1%
5+ Tools	52%	45% -7%
	2023	2024

## Observability delivers 4x annual ROI



[View Full Report](#)

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