

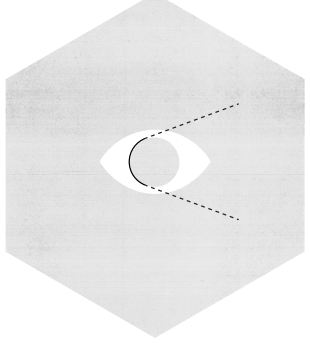
ANZ

# State of Observability in Asia Pacific

Key findings from the largest, most comprehensive observability study



## 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's evolving, and the ways external forces influence adoption.

With input from 1,700 technology professionals across 16 countries, it's 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 organisations prioritising observability have a significant advantage in terms of operational efficiency and business performance.

While organisations in Australia and New Zealand (ANZ) had a strong desire to consolidate observability platforms, only 1% used just one tool for observability.

View a summary of the highlights and key findings for ANZ below.

## Key findings for ANZ



**Downtime and outage costs are high**

86%

said high-business-impact outages cost US\$500K or more per hour of downtime.

**Tool sprawl is present**

56%

used 5 or more tools for observability.

**Business app integration is driving the need for observability**

31%

said integrating business apps like ERPs and CRMs into workflows was driving the need for observability.

## The impact of observability on IT decision makers

49%

reported enablement of data visualisation from a single dashboard.

42%

reported achievement of technical KPIs.

38%

reported achievement of business KPIs.

**“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

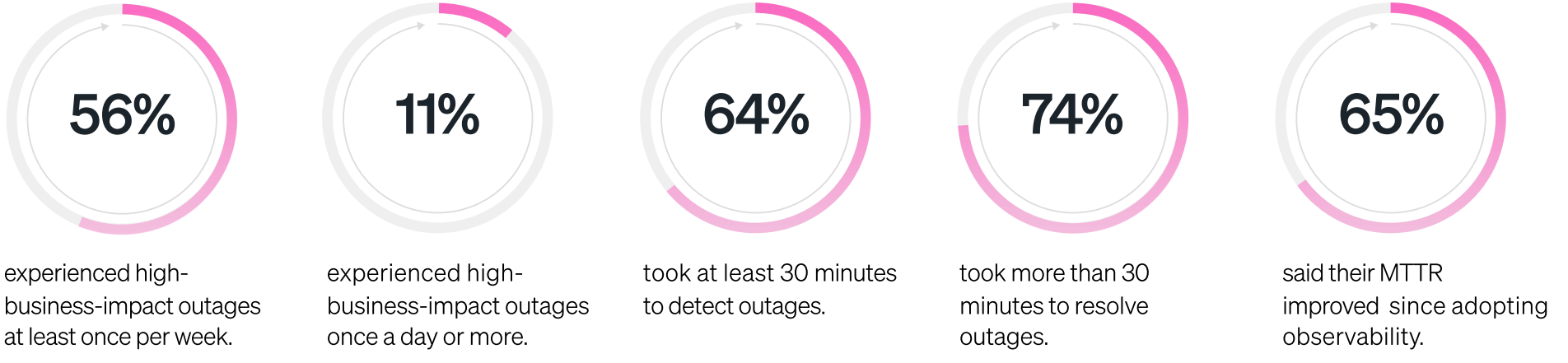
89% received a total annual value of **US\$1 million or more** from their investment across both countries.

The median annual return on investment (ROI) was:

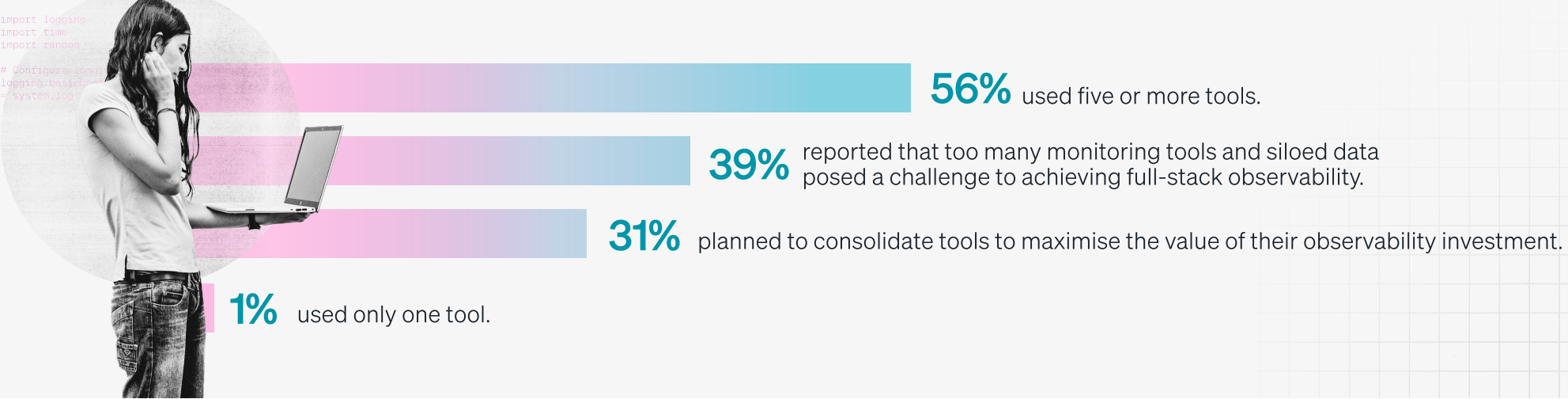
- 3.9x in Australia
- 4x in New Zealand

## Downtime and outage costs are high

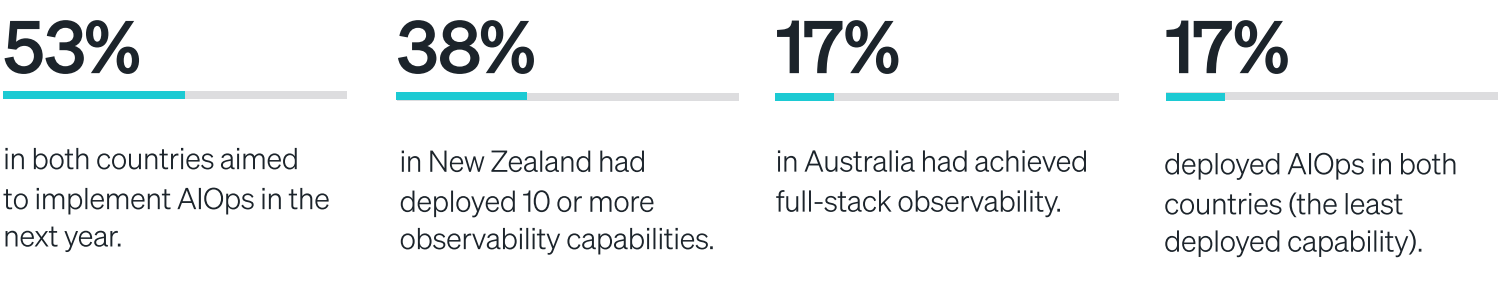
The median hourly cost for high-business-impact outages in Australia and New Zealand was **US\$2.2 million**.



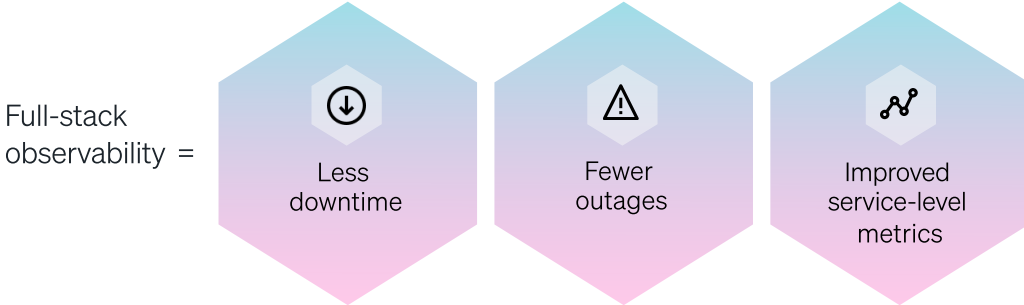
## Tool sprawl remains a challenge



## Observability adoption is extensive and provides business value



## Full-stack observability is key to better outcomes



[View Full Report](#)

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