

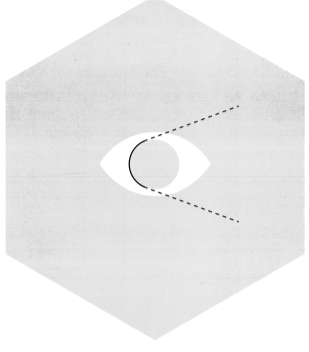
FRANCE

State of Observability in Europe

Key findings from the largest, most comprehensive observability study



2024 Observability Forecast

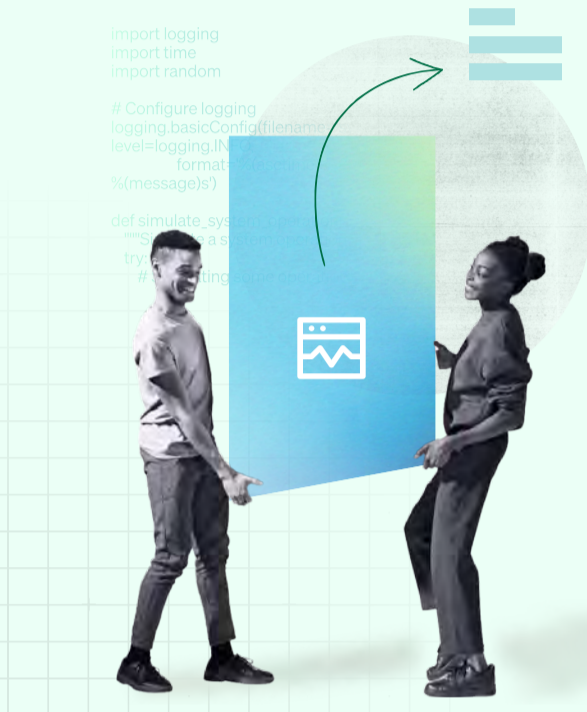


New Relic partnered with Enterprise Technology Research (ETR) for the 2024 *Observability Forecast* report, which examines the practice of observability, how it's evolving, and the ways external forces influence adoption.

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.

In France, the frequent high-impact outages and tool consolidation goals underscore a drive for streamlined observability solutions amidst ambitious artificial intelligence (AI) and Internet of Things (IoT) adoption.

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

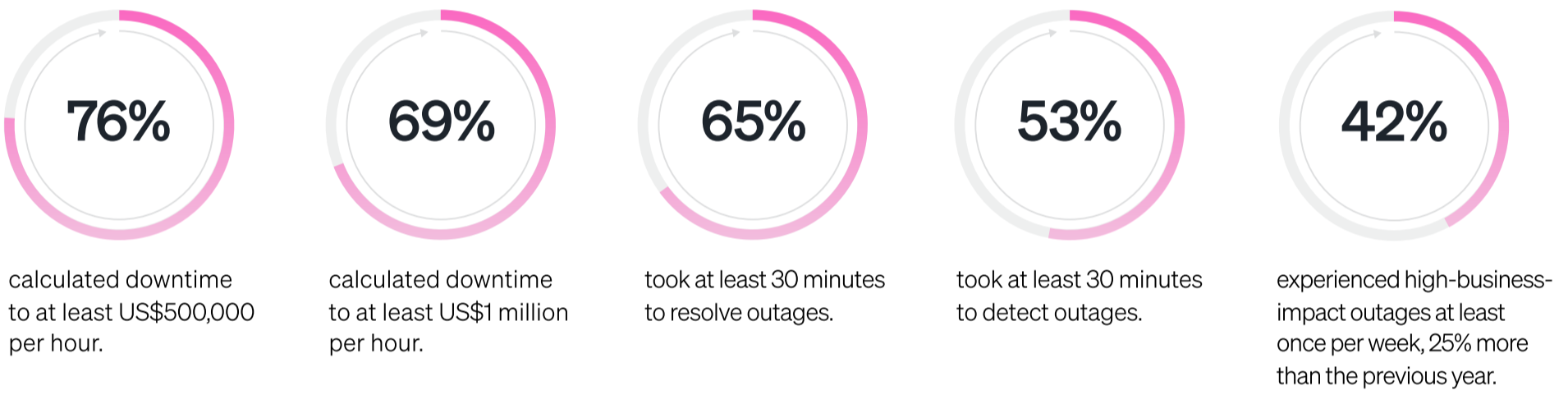


Key findings for France

<p>Downtime and outage costs are high</p> <p>69%</p> <p>said business-critical application outages cost US\$1 million or more.</p>	<p>Tool sprawl is widespread</p> <p>51%</p> <p>used five or more tools for observability.</p>	<p>Cloud-native application architectures are driving observability adoption</p> <p>37%</p> <p>said the development of cloud-native application architectures is driving the need for observability.</p>
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Downtime remains a challenge

The median hourly cost for high-business-impact outages in France was **US\$1.8 million** per hour.



Tool consolidation is a priority

59% preferred a single, consolidated platform.

51% used five or more tools for observability.

24% learned about interruptions using a single observability tool, the highest in Europe and second-highest of all countries.

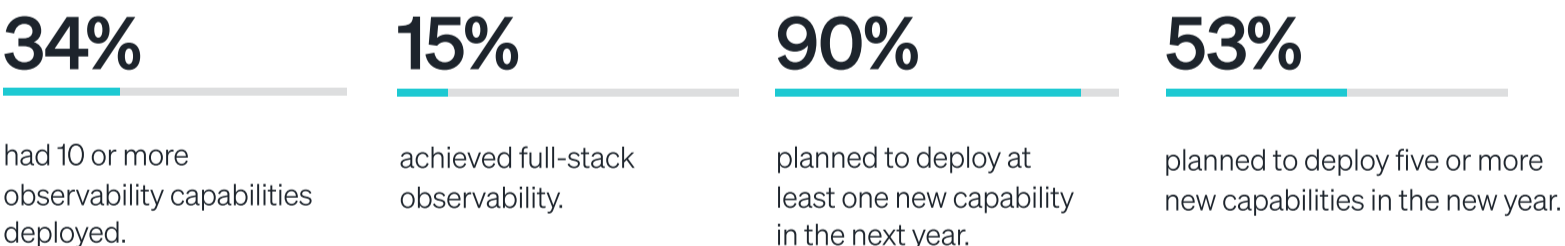
8% used one tool for observability.

Challenges to observability were:

- **29%** too many monitoring tools
- **32%** lack of budget
- **29%** complex tech stack

4.7 was the average number of tools used for observability.

Lagging in full-stack observability

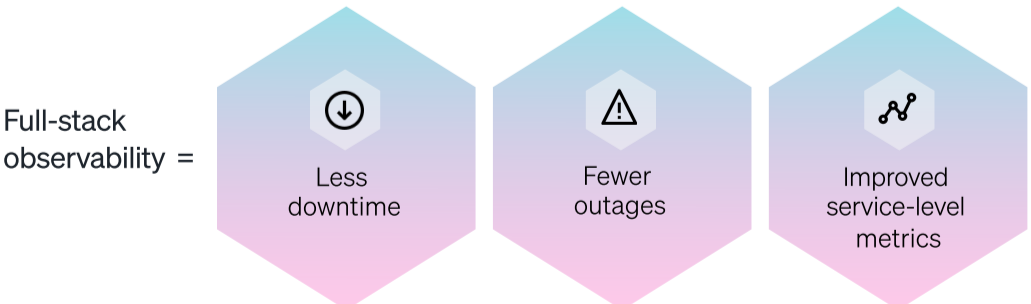


Key areas for deployment over the next one to three years included:

- **57%** AIOps
- **52%** browser monitoring
- **51%** business observability
- **50%** error tracking
- **50%** serverless monitoring



Full-stack observability is key to better outcomes



Observability delivers ROI

4x median annual ROI:

- 79%** realized at least **US\$1 million** in value per year.
- 63%** realized at least **US\$5 million** in value per year.

- **37%** of practitioners indicated that observability increased their productivity by enabling faster issue detection and resolution.
- **43%** of practitioners said observability made their job easier, the highest percentage among all surveyed countries.

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