

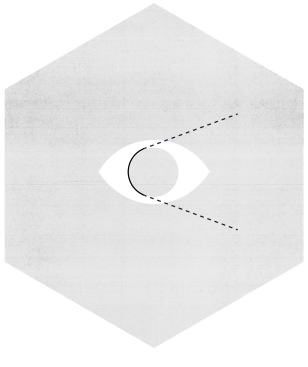
UK + IRELAND

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.

The United Kingdom (UK) and Ireland reported some of the lowest outage costs and highest full-stack observability deployment rates in Europe, underscoring the operational maturity of observability practices in the region.

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

Key findings for the UK and Ireland

Downtime and outage costs are high

US\$1.3M

median cost of high-business-impact outages per hour.

Moving to one tool

9%

used one tool for observability.

Security and compliance are drivers

49%

said increased focus on security, governance, risk, and compliance is the primary driver for observability.



Impact of observability

53%

reported improved system uptime and reliability.

49%

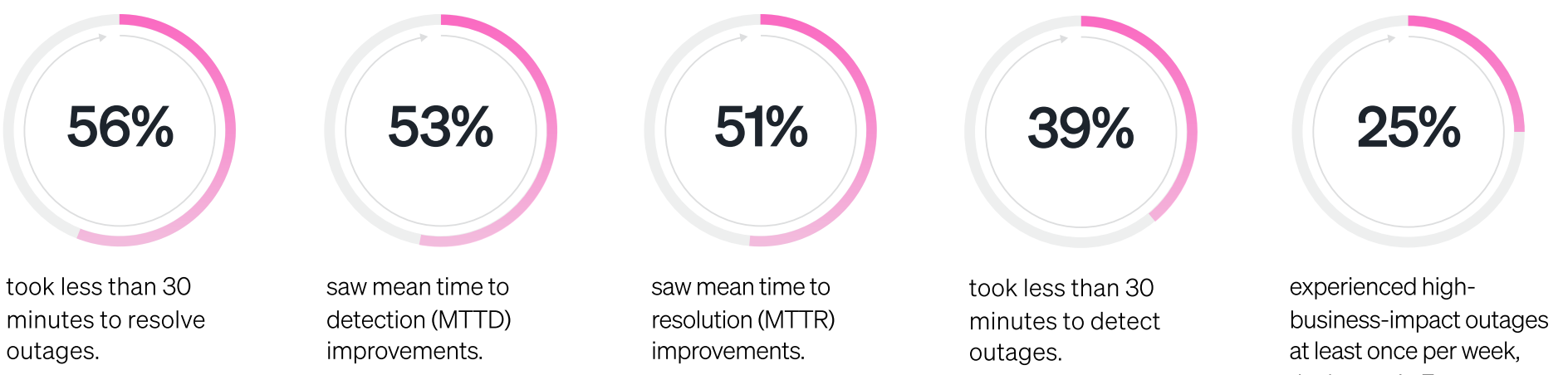
reported reduced security risks.

The median annual ROI was **303%**, or nearly **4x**:

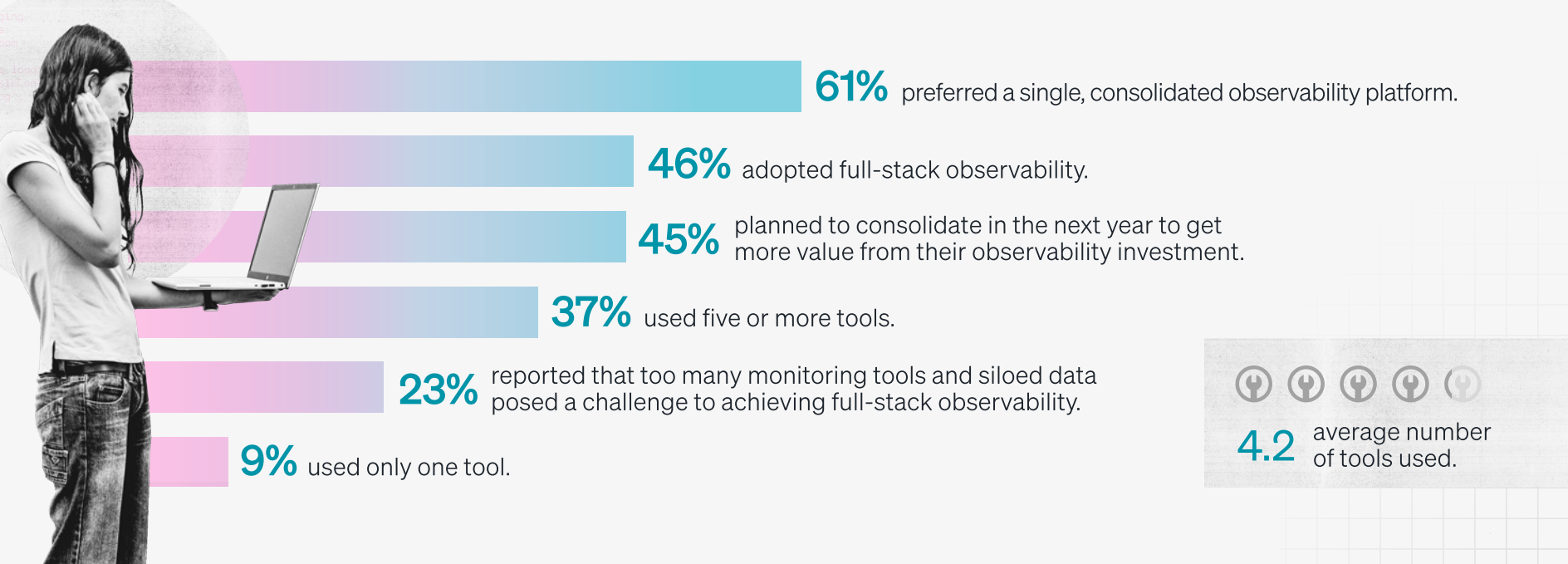
- 63% received at least **US\$500,000** in value
- 58% received **US\$1 million or more** in value
- 37% received **US\$5 million or more** in value

Downtime, outage costs, MTTD, and MTTR improve

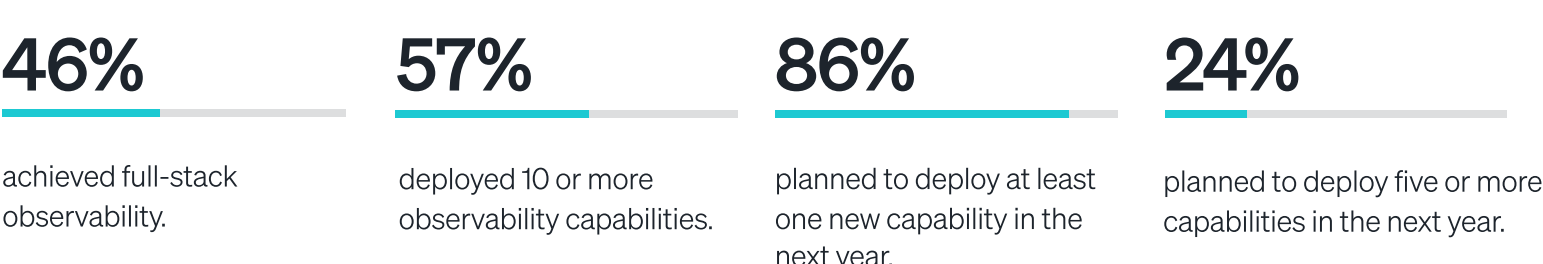
The median hourly cost for high-business-impact outages was **US\$1.3 million**.



Move towards one tool



Observability deployment and full-stack observability grow



Planned capabilities for the next three years include:

- **59%** AIOps
- **51%** ML model performance monitoring
- **40%** distributed tracing
- **40%** mobile monitoring

Full-stack observability is key to better outcomes



Observability delivers ROI and value

4x return on investment (ROI) achieved on median annual observability spend.

37% receive **US\$5 million or more** in value per year.

[View Full Report](#)

2024 Observability Forecast

