India

2022 Observability Forecast Spotlight

Top takeaways + insights

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.

48%

primarily learned about interruptions through multiple monitoring tools

31%

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

21%

primarily learned about interruptions through one observability platform

Opportunities

DevOps and AI are on the radar.

54%

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

53%

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

44%

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

said developer confidence in the resiliency of their apps/systems 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

83–97%

predicted they will have most observability capabilities deployed by 2025

observability budget plans for next year

70%

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

17%

expected to decrease their budgets

13%

expected to maintain their budgets

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