IDC

Organizations Using New Relic Are Optimizing Their Applications and Customer Experience

New Relic customers are realizing **significant value** by leveraging the New Relic observability platform to support their application monitoring and troubleshooting operations. These benefits would result in a **three-year return on investment (ROI) of 357%**.

KEY RESULTS

5.2 months to pay back on investment
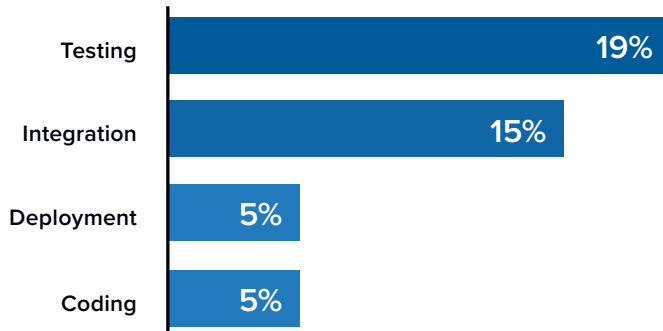
27% faster mean time to resolution

357% three-year ROI

CUSTOMER QUOTE

"[New Relic has] had an impact on efforts to improve our customer experience … We've reduced page load time from 6 to 4 seconds as a result, so that's a performance gain of 33%."

DevOps Team Task Impact

% improvement in time

Testing	19%
Integration	15%
Deployment	5%
Coding	5%

IT and Troubleshooting Efficiencies

83% faster issue identification for troubleshooting

16% more efficient IT engineers

13% more productive DevOps project teams

22% reduced help desk calls

CUSTOMER QUOTE

"We found [New Relic] pricing to be competitive. In fact, it was much more favorable for us as we entered our journey into the public cloud. We really expanded at scale when New Relic pivoted its cost structure to be much more user-based than host-based."

Reliability and Business Benefits

88% reduced unplanned downtime

25% faster execution of business transactions

$4.43 million total new revenue gained per year

See the complete picture: **download the white paper**