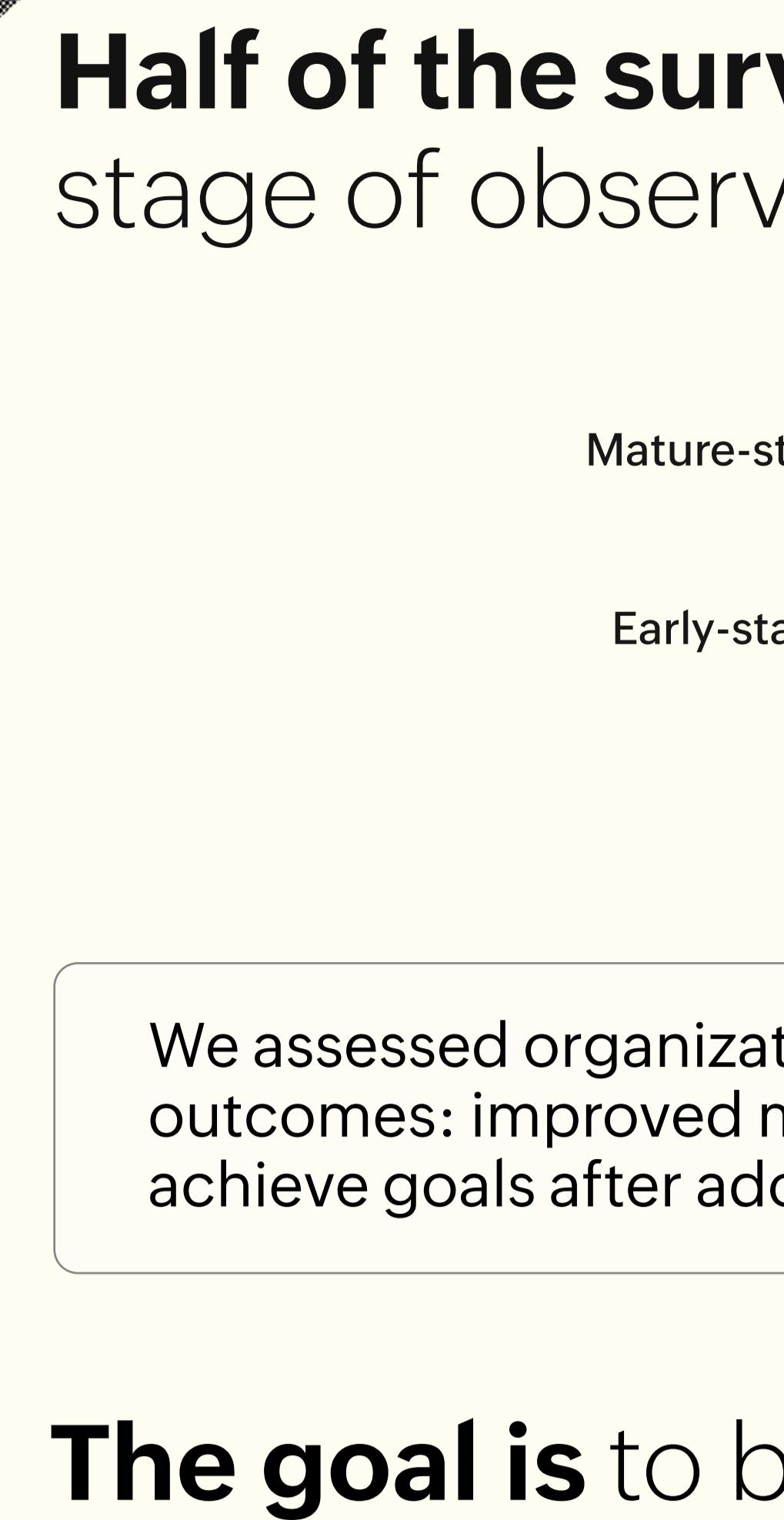


State of Observability Global: 2025

Adoption, outcomes, challenges, and the path forward



Between December 2024 and January 2025, ManageEngine surveyed over 1,240 C-suite and IT professionals, including directors, managers, system administrators, developers, and architects, across more than 75 countries, representing around a dozen industries and organizations ranging in size from fewer than 50 to over 5,000 employees.

While the full report explores the global findings in depth, this infographic highlights the key findings that capture the essence of the state of observability.

Half of the surveyed organizations are in the early stage of observability adoption.



We assessed organizations' observability maturity based on their key outcomes: improved metrics, productivity gains, and their ability to achieve goals after adopting observability.



The goal is to build a visible, secure, resilient IT environment efficiently.

IT objectives

67%

adopted observability to gain visibility into distributed IT environments.

69%

embraced observability to enhance IT resource and operational efficiency.

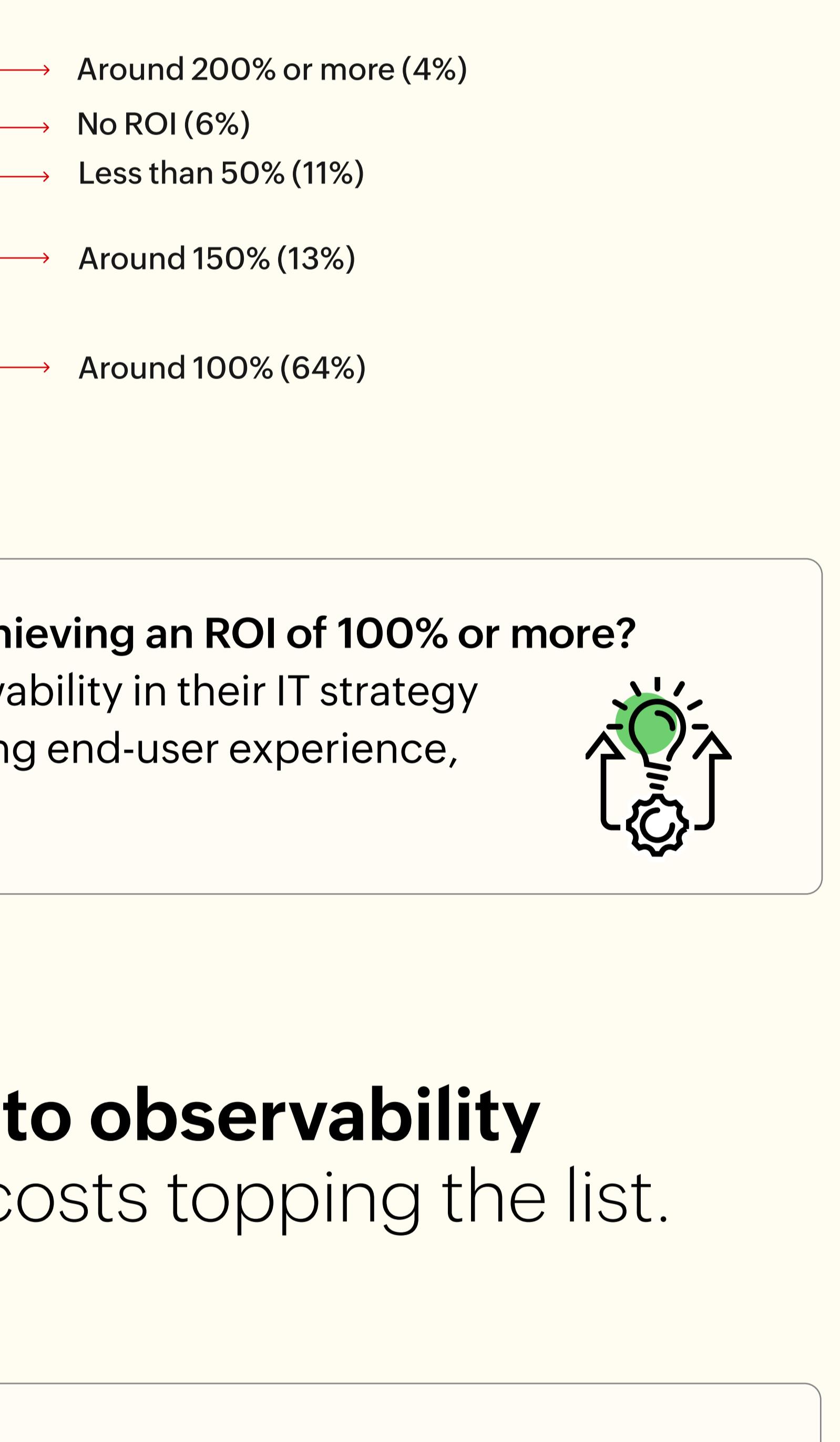
Business objectives

71%

adopted observability to strengthen their IT security posture.

67%

embraced observability to improve business continuity.



Tangible improvements are seen in security posture, uptime, and operational efficiency.

73%

increased the efficiency of their IT operations.

70%

reported improved service uptime.

68%

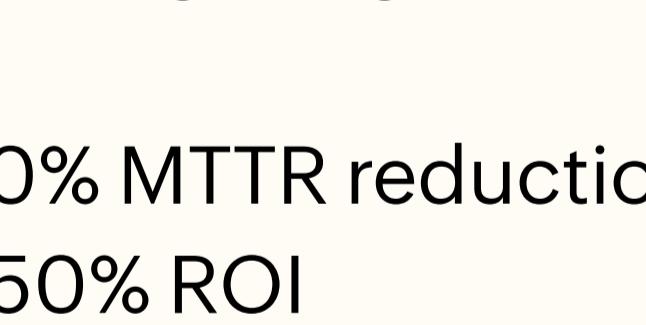
strengthened their IT security posture.

The MTTR is reduced by half, but expectations continue to rise.

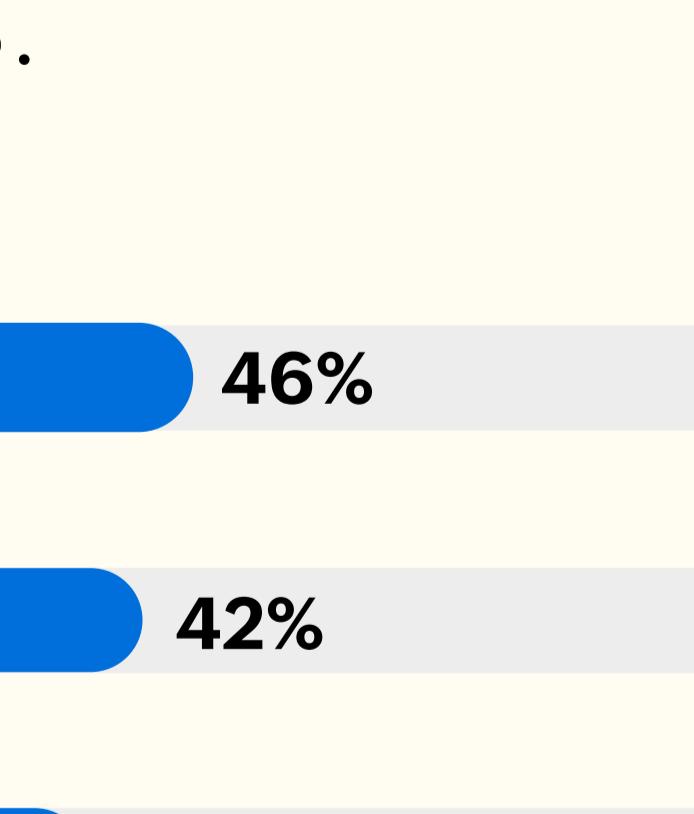
65%

reported at least a 50% drop in the MTTR following observability implementation.

Organizations feel their MTTR improvement from observability is modest, rating it **3.16 out of 5**

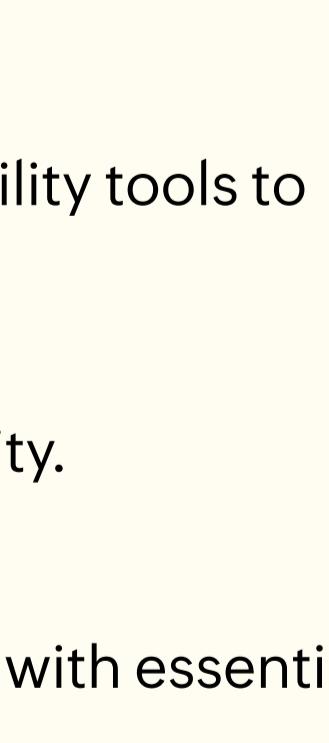


81% of organizations reported an ROI of 100% or more.



What's common among organizations achieving an ROI of 100% or more?

- 6.5 times more likely to prioritize observability in their IT strategy
- Deploy observability holistically, covering end-user experience, DevOps pipelines, and IoT devices



Nevertheless, roadblocks to observability adoption remain, with tool costs topping the list.

57%

cited the cost of observability tools as their biggest obstacle to adoption.

Organizations' other vendor concerns include:

- Complexity in cross-team tool integration (40%)
- Excessive noise from false alerts (37%)
- A lack of comprehensive observability capabilities (34%)

Specifically, inflexible pricing

48%

complained about the need to pay for bundles that include unwanted modules.

identified actionable alerts with minimal noise as the most-needed improvement in their tools.

encountered friction when integrating observability tools with newer technologies.

acknowledged that a lack of expertise limits their ability to fully utilize observability tools.

intend to incorporate data best practices within their observability strategy.

Other roadblocks are tool- and skill-based.

54%

identified actionable alerts with minimal noise as the most-needed improvement in their tools.

47%

encountered friction when integrating observability tools with newer technologies.

30%

acknowledged that a lack of expertise limits their ability to fully utilize observability tools.

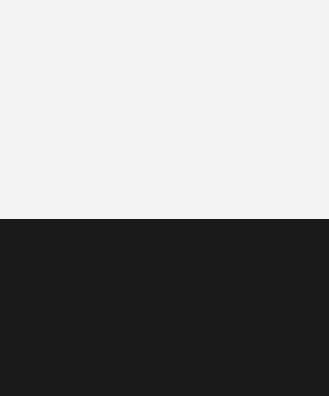
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AI features add value but often fall short of fully meeting IT teams' needs.



What's common among organizations reporting a higher reliability of AI features?

- 4.9 times higher chance of achieving a 90% MTTR reduction
- 2.8 times higher chance of exceeding a 150% ROI



Advanced RCA and GenAI top the list of AI features expected from vendors.

55%

expect their observability tools to have advanced RCA capabilities.

53%

Fully meet needs (7%)

see value in the effective use of telemetry data.

Value-boosting measures focus on teams and tools.

46%

identified actionable alerts with minimal noise as the most-needed improvement in their tools.

42%

encountered friction when integrating observability tools with newer technologies.

39%

acknowledged that a lack of expertise limits their ability to fully utilize observability tools.

38%

intend to incorporate data best practices within their observability strategy.

Complete visibility, strategy-driven data collection, and effective utilization of telemetry are the key priorities moving forward.

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aim to achieve full visibility across their IT stack for the year ahead.

50%

bet on collecting only critical, relevant data.

48%

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