



# 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



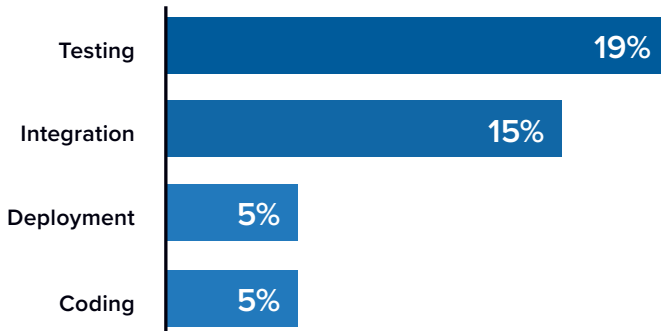
**357%**  
three-year  
ROI

### 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



## 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](#)