



Critical Capabilities for Application Performance Monitoring and Observability

Gartner

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By Mrudula Bangera, Padraig Byrne, and 2 more

APM and observability tools provide visibility into the digital experience to optimize user engagement. Use cases now include security, and OpenTelemetry portends a new type of standardization. With the tools available, infrastructure and operations leaders must identify their critical capabilities.

Overview

Key Findings

- Organizations continue to struggle with the increasing cost of monitoring and observability solutions, and many are looking to open-source tools, or open-source-derived products to augment vendor products or as alternatives.
- The need to collect, ingest and analyze the volume of telemetry generated by modern workloads is giving rise to new, pipeline-based mechanisms that ensure support personnel have the right data at the right time.
- Vendor support for OpenTelemetry has become common, and virtually every vendor included here is shipping support today or plans to soon. Concern about cross-vendor compatibility and "forking" now moves front and center, because compatibility has been the principal selling point.

Gartner ranked us #1 in all 6 Use Cases in the 2023 Critical Capabilities for Application Performance Monitoring and Observability report.

Download the report to see why we scored highest out of 19 vendors in:

- Security Operations (4.46/5)
- IT Operations (4.15/5)
- Digital Experience Monitoring (4.1/5)
- DevOps/AppDev (4.08/5)
- SRE/Platform Operations (4.08/5)
- Application Owner/Line of Business (4.01/5)