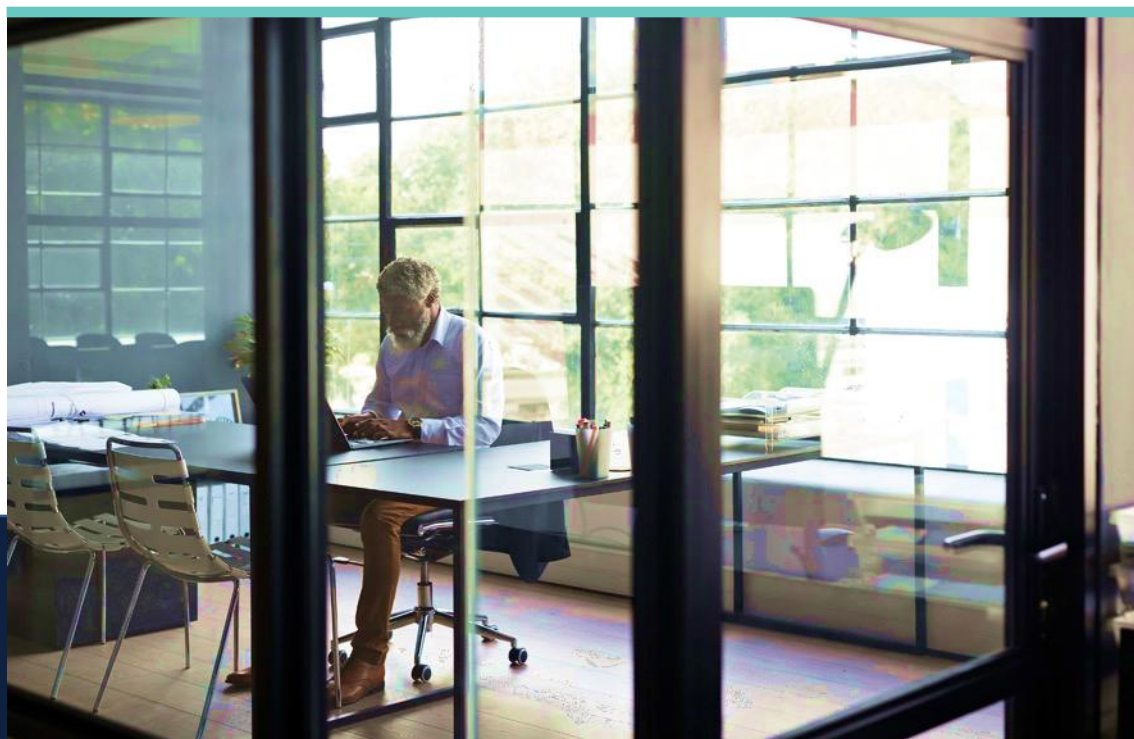


CLOUD OBSERVABILITY AND AUTOMATION TRENDS

SUMMARY RESULTS



MAY 2025

EXECUTIVE SUMMARY

- We surveyed senior IT and cloud leaders across industries ranging from manufacturing and healthcare to financial services, technology, and higher education to understand where they are in their cloud transformation journey, what's driving those efforts, and how they're monitoring performance in complex cloud environments.
- To uncover the challenges of managing modern cloud operations, we asked about remediation timelines, observability tools, and the role of AI. Most leaders rely on five or fewer observability tools, but only 11% are applying AI extensively—highlighting an opportunity for smarter automation.
- Gaining end-to-end visibility in rapidly evolving environments emerged as the top reason for deploying observability solutions, while improving customer experience is the leading driver behind new tech investments.

WHO DID WE SURVEY?



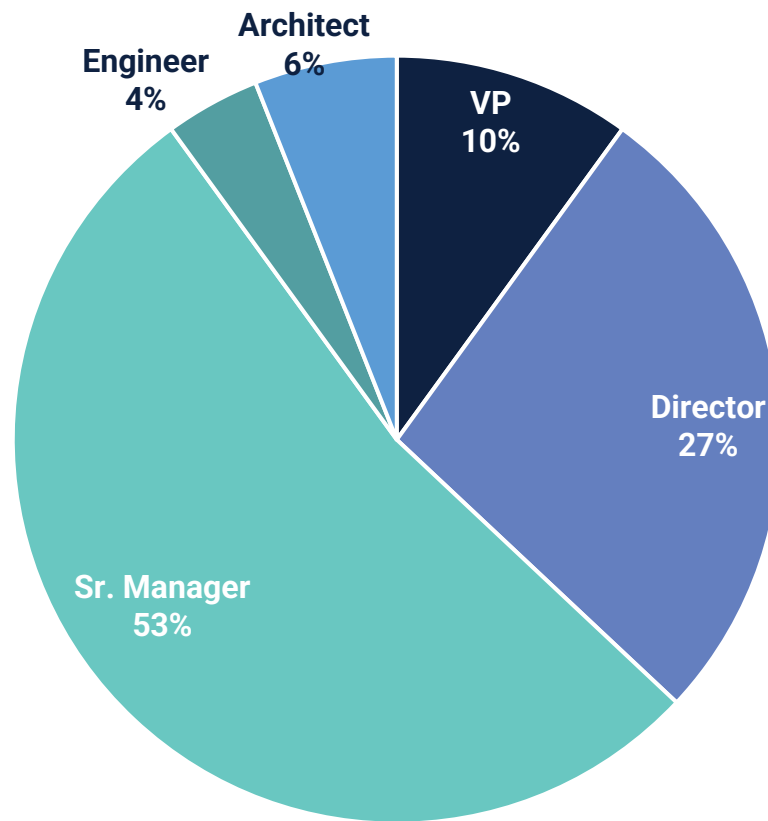
Between April and May 2025, Gatepoint Research invited selected executives to participate in a survey themed *Cloud Observability and Automation Trends*.

Candidates from several industries were invited via email and 55 executives have participated to date.

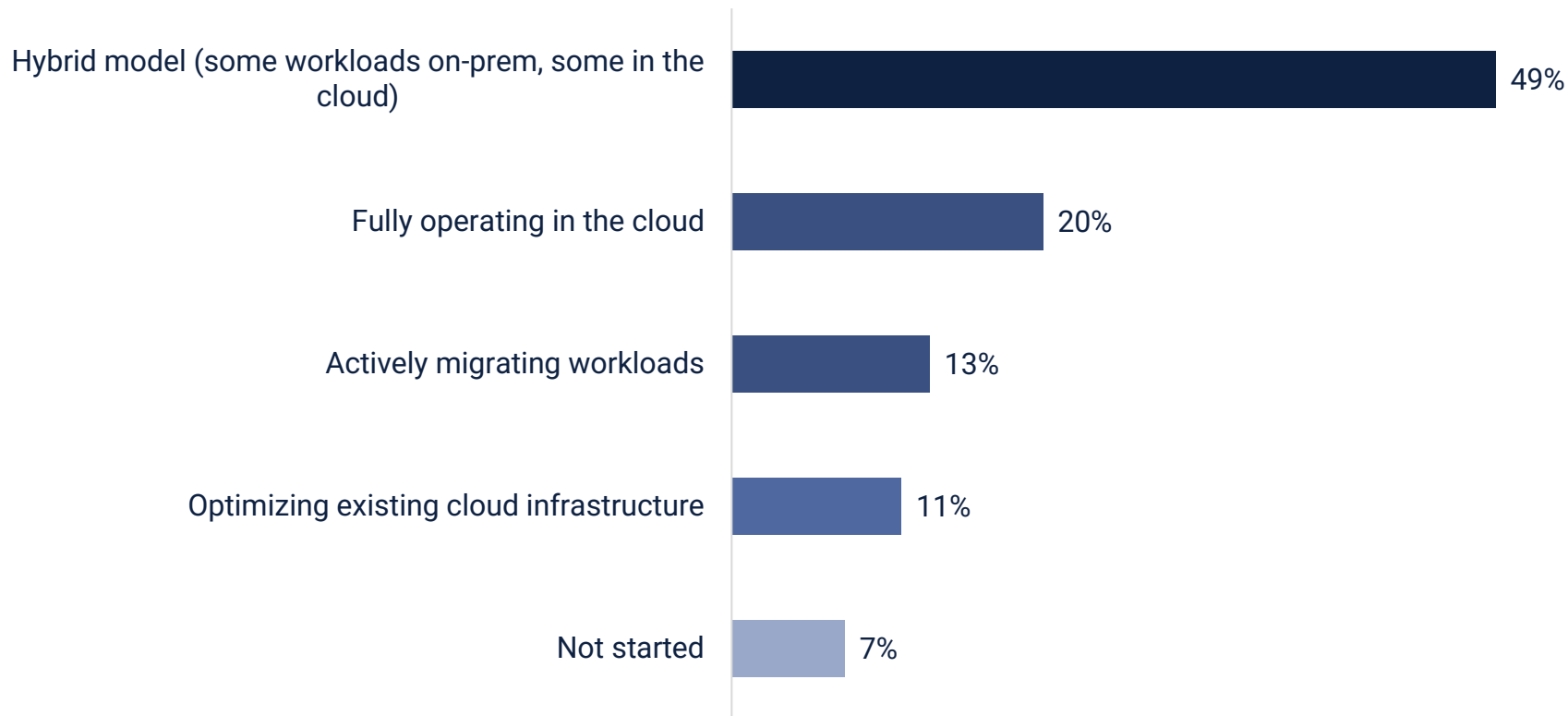
Management levels represented include: 10% who are VPs, 27% directors, 53% senior or department managers, 10% data, system, or application architects or engineers.

JOB LEVEL

37% of respondents to this survey hold executive or director-level positions in their organization.

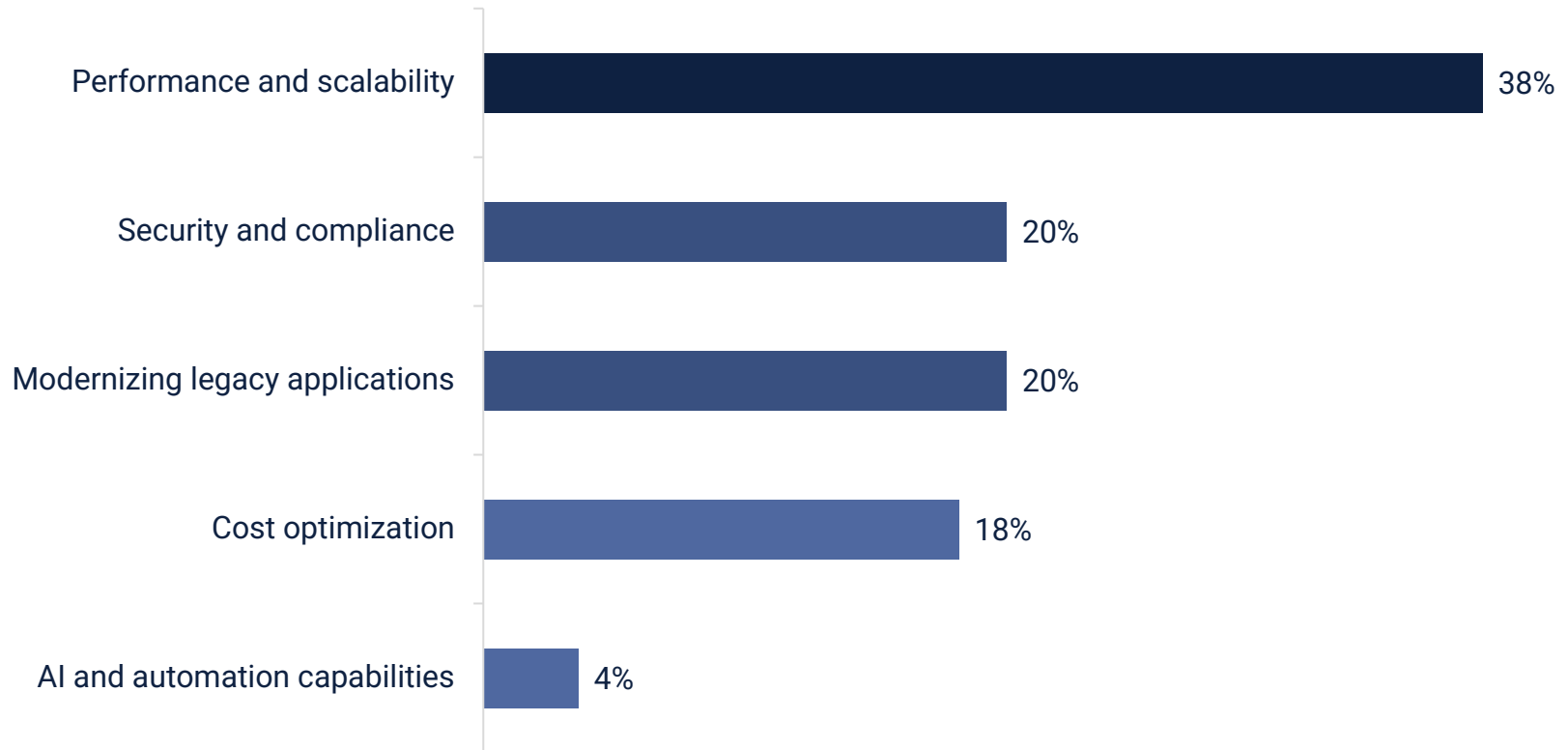


Where are you in your cloud transformation journey?



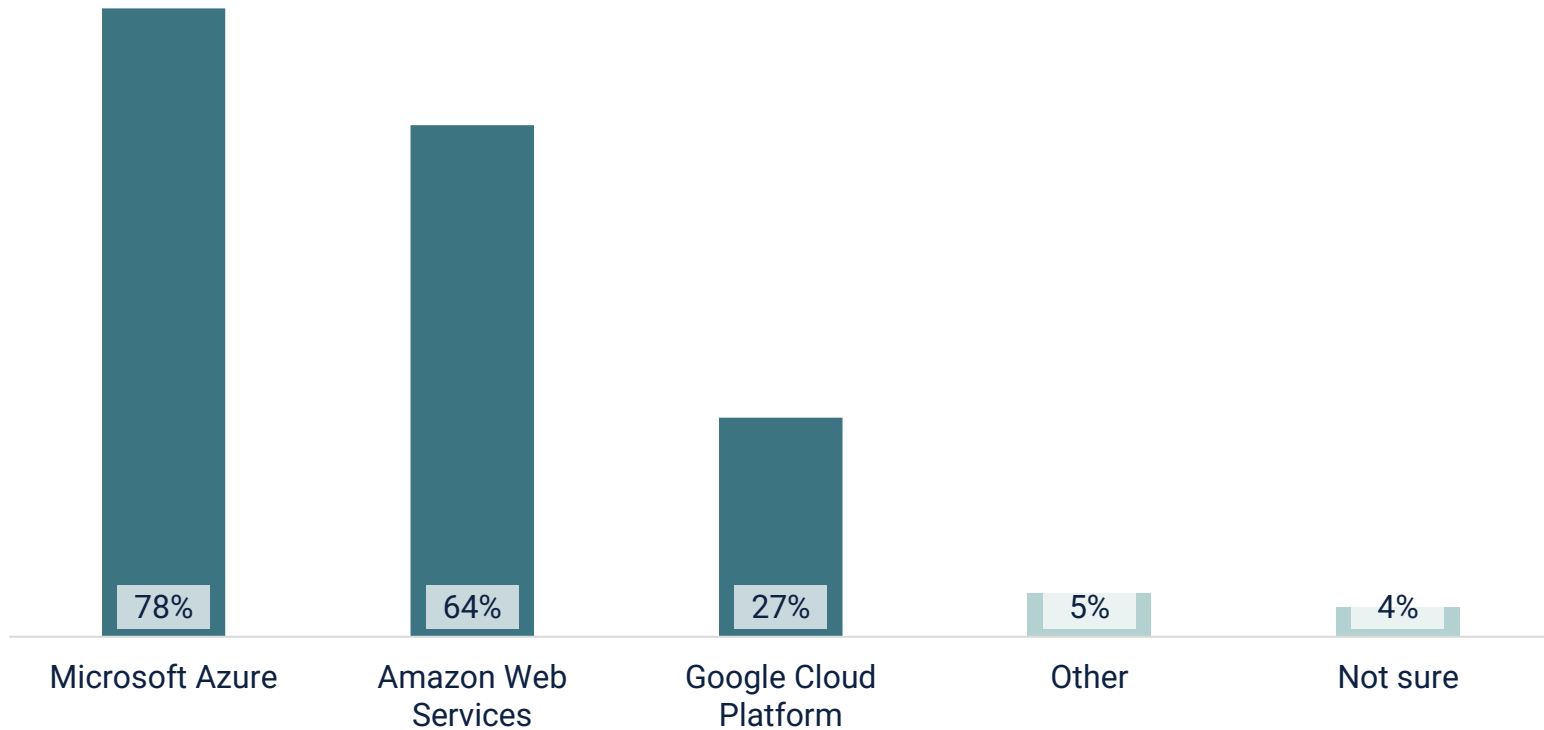
Just under half are utilizing a hybrid model, while one in five are fully operating in the cloud. 13% are actively migrating workloads and 7% have not yet started their journey.

What is your primary driver for cloud transformation?



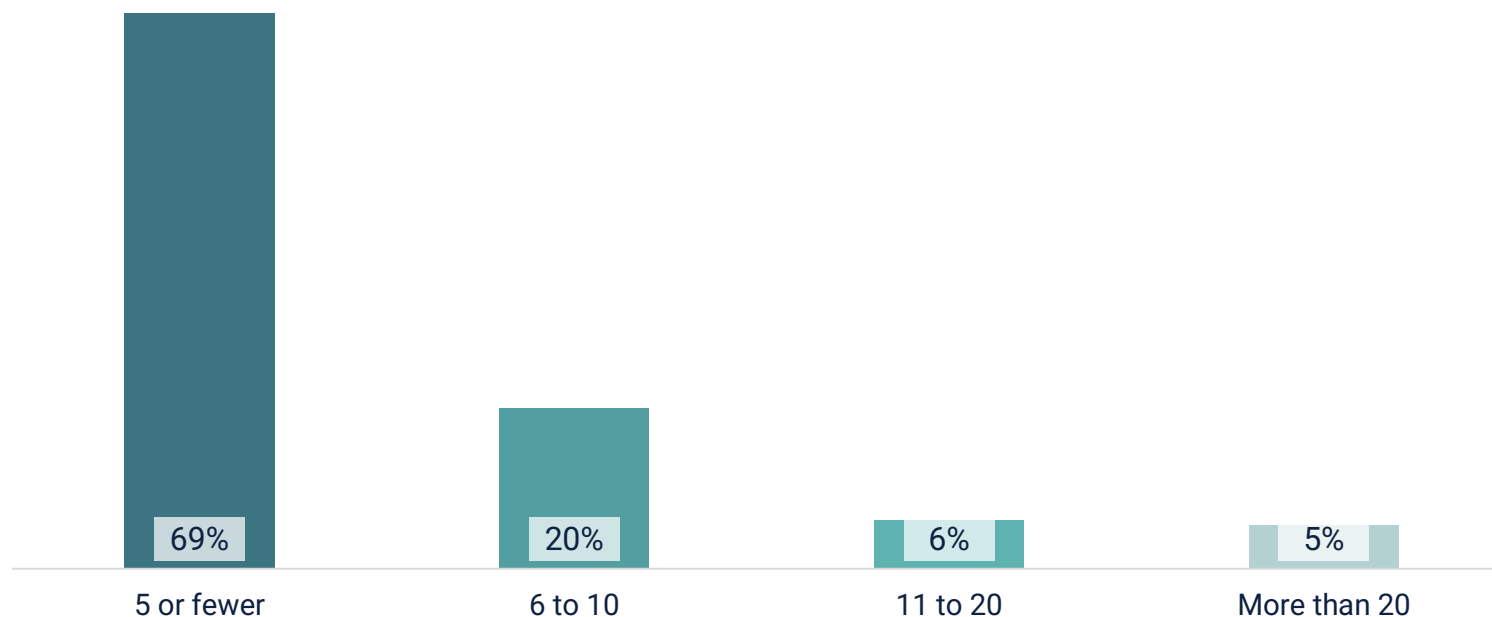
Performance and scalability are driving cloud transformation for 38%. A fifth each say security and compliance and modernizing legacy applications are driving their cloud journey.

Which cloud platform vendors do you work with?



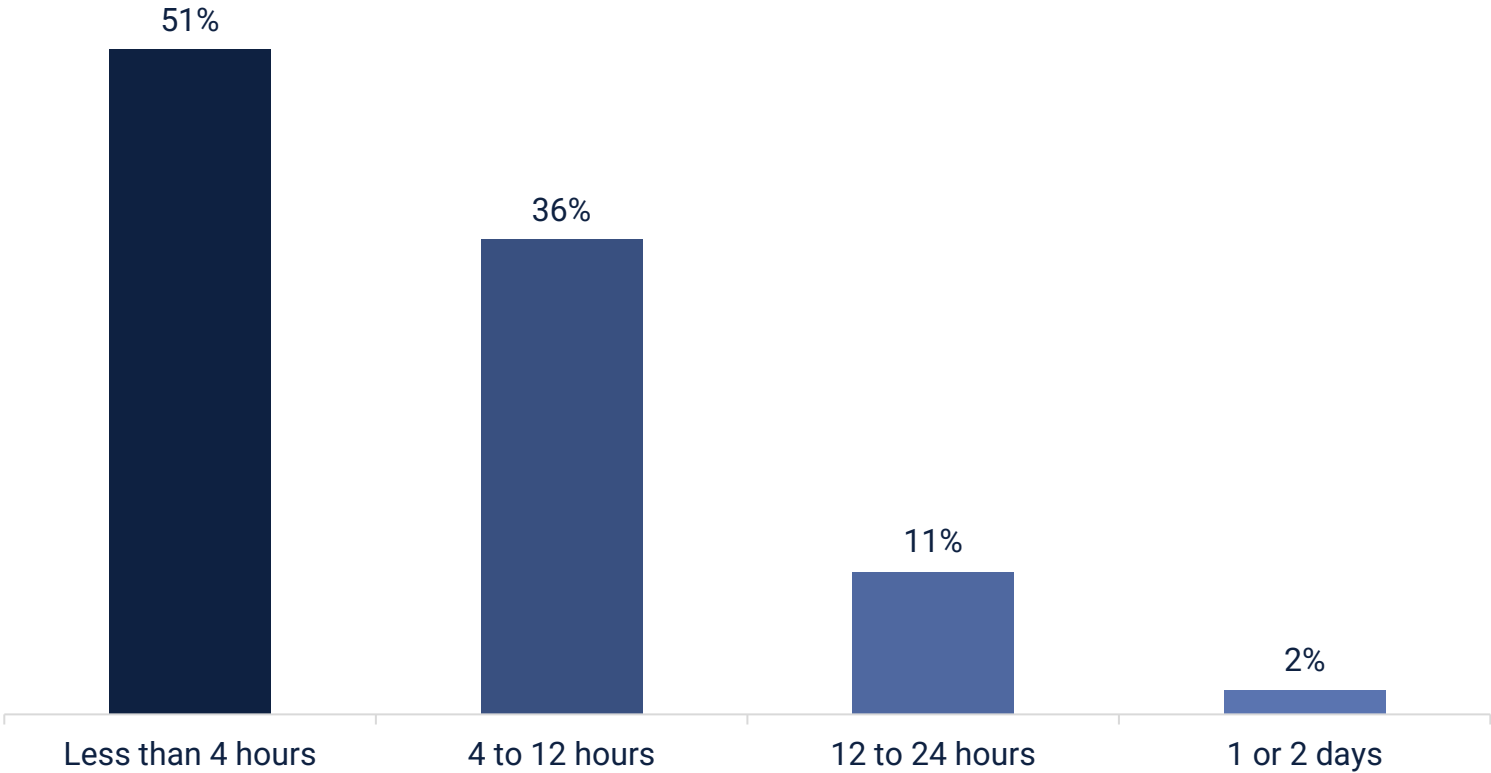
Respondents typically work with Microsoft Azure (78%) and Amazon Web Services (64%) for their cloud platform.

How many total observability tools do you use to monitor your cloud applications?



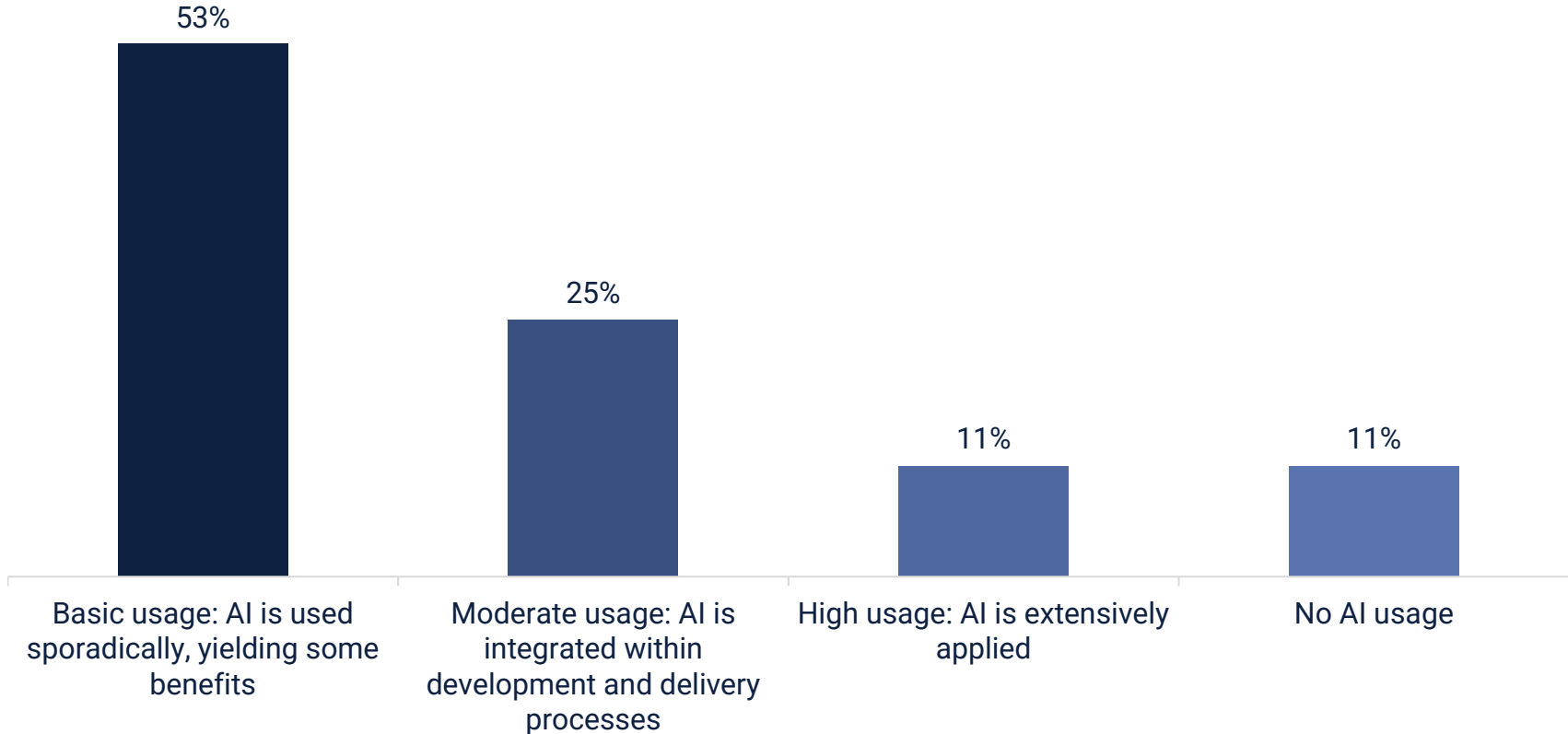
Most use five or fewer total observability tools to monitor cloud applications (69%).

On average, how long do you estimate it takes to remediate a problem within one of your production applications?



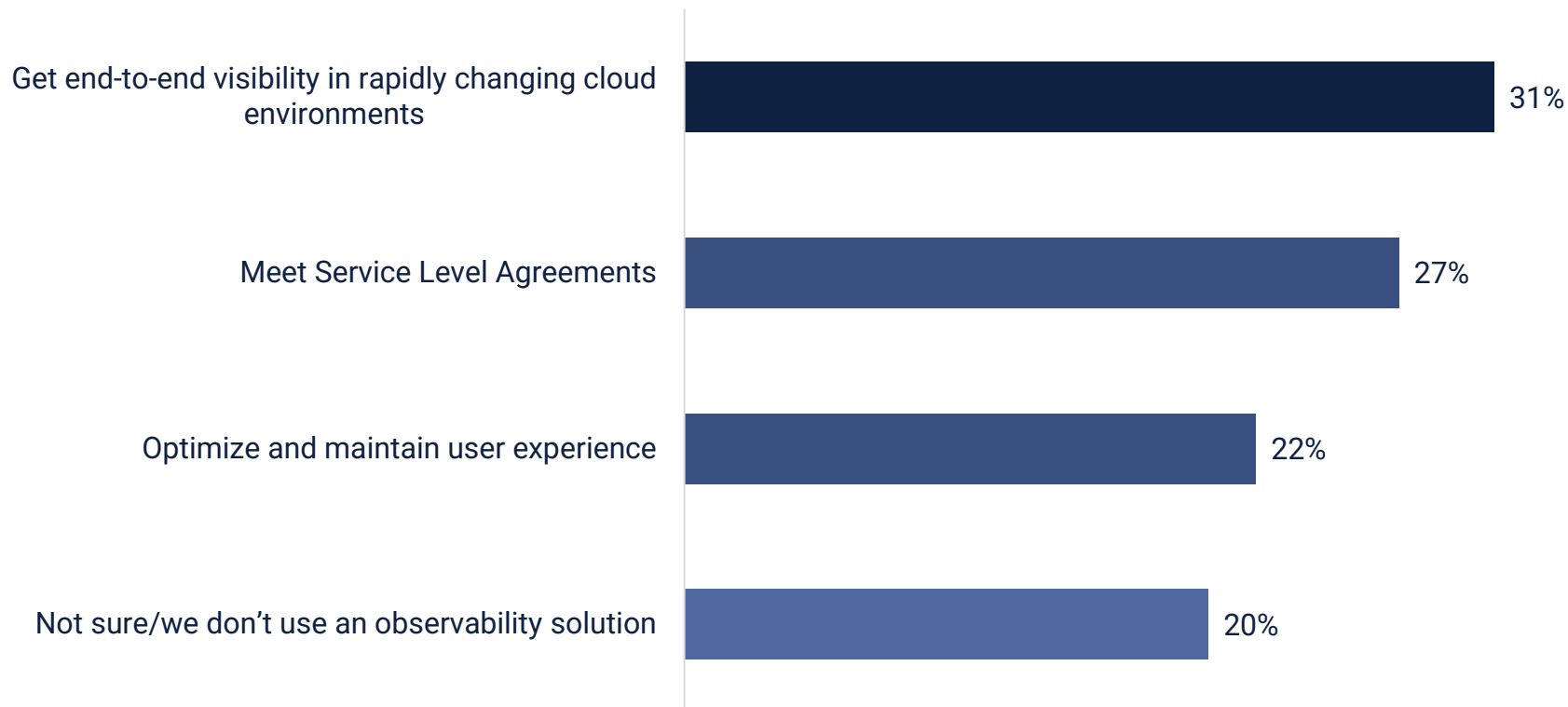
Over half report that problems with production apps are remediated in less than four hours. For many, the process can take longer, sometimes up to 24 hours or two days.

To what extent does your organization use AI?



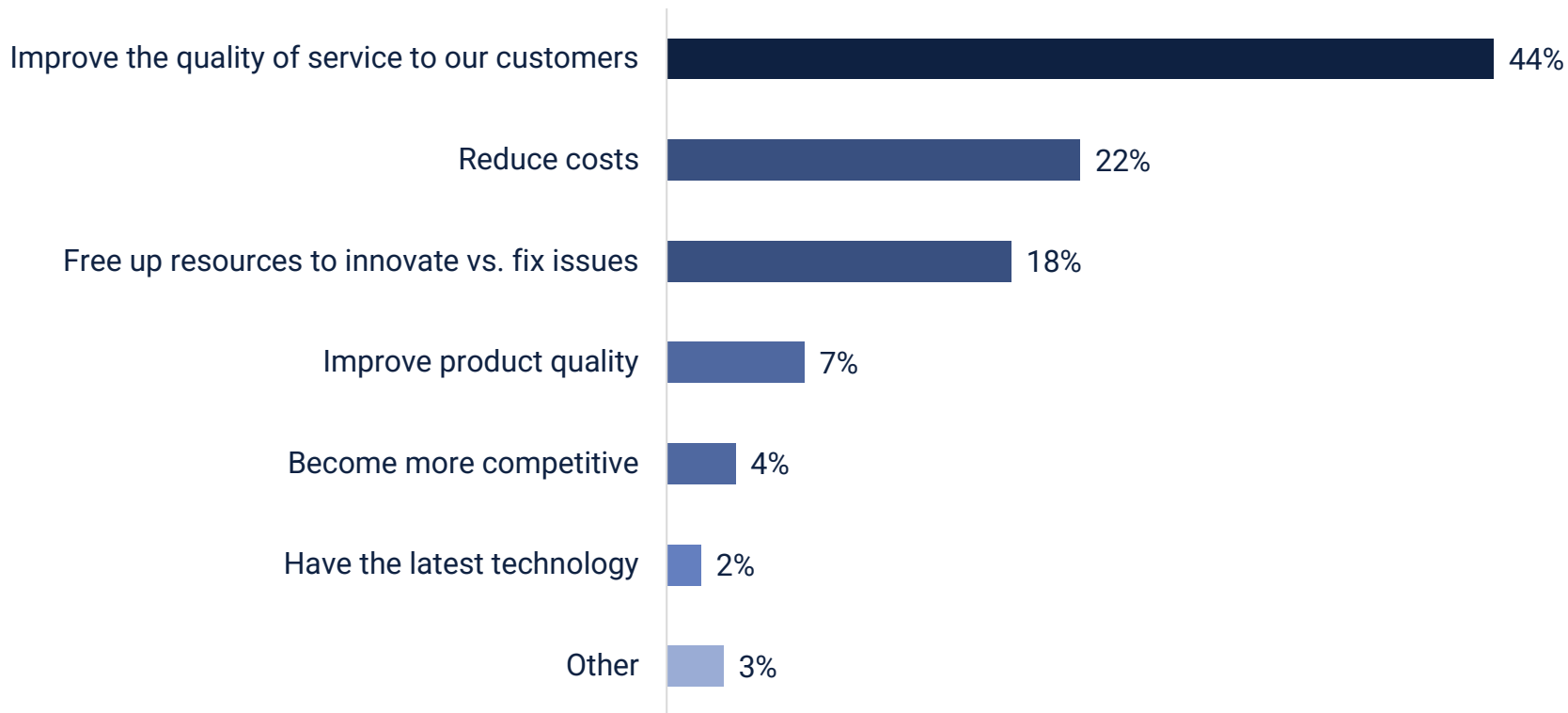
Few are using AI extensively in their organization (11%). More commonly, AI is used either sporadically (53%) or moderately (25%).

What do you consider the number one advantage to deploying an observability solution?



The top advantage to deploying an observability solution is gaining end-to-end visibility in rapidly changing cloud environments (31%).

What factor is most important to your IT organization when investing in new technology?



Improving the customer experience is the most important factor for IT leadership when investing in new technology, cited by 44%.



About the Company

Dynatrace empowers your Azure environment with a unified platform that seamlessly integrates deep observability, AIOps, and application security, delivering precise insights and intelligent automation from your data.

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