new relic.

Company Fact Sheet

Our mission

Eliminate interruptions for digital business.

Who we are

After inventing application performance monitoring (APM), New Relic stands at the forefront of observability with the most advanced platform for eliminating digital interruptions.
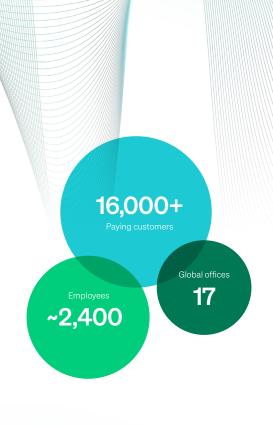
Why? Because today every business is powered by modern, digital experiences, and everyone expects them to be fast, reliable, and secure. The quality of the digital experiences you deliver—and the success of your business—depends on empowering your engineers with intelligent, end-to-end, and real-time insights into your tech stack.

Businesses around the world—including adidas Runtastic, American Red Cross, Domino's, GoTo Group, Ryanair, Topgolf, and William Hill—run on New Relic to create better digital experiences, optimize revenue, and lead innovation.

Everything you need to power your business

› All telemetry on one secure cloud—metrics, events, logs and traces—no separate databases.
› 100 GB of free data ingest per month and $0.35/GB ingested beyond.
› First usage-based consumption pricing for easy scaling and 3-7x more value.
› Access 30+ capabilities (including APM, infrastructure monitoring, logs, RUM, and more), 770+ integrations, unlimited hosts, and unlimited CPUs at no additional cost.
› Workflow integration for fast onboarding and better visibility.
› AI assist at every step to get to the root cause faster.

16,000+
Paying customers

Employees
~2,400

Global offices
17

Employee count is measured as of March 31, 2024

Innovation highlights

› 2.4 trillion data points queried per minute
› 5 billion data points ingested per minute, 3.1+ exabytes of data annually, and 333+ billion web requests served each day with a median response time of 60 milliseconds across New Relic's telemetry data platform (NRDB)
› 770+ integrations, including Kubernetes, Docker, Serverless, as well as AWS, Azure, and GCP services
› 11 programming languages

Recognition

› Gartner Magic Quadrant 12 times: A Leader for Observability
› Gartner Voice of the Customer Report one of the highest peer-rated APM vendor, with 4.5 out of 5 rating and 90% recommendation rate
› AI Breakthrough Award for Best Generative AI Solution for New Relic AI
› GigaOm Radar for APM: A Leader 2022 and 2023
› US News & World Report Greenest Companies 2023
› PEOPLE Magazine Companies That Care 2022 and 2023
› Fortune Best Workplaces in Technology™ 2022
› TrustRadius Tech Cares Award 2022
› Inc.'s Best-Led Companies 2021
› Human Rights Campaign Corporate Equality Index 2021
› #1 Market Share in IDC's SaaS ITOM report

Locations

Barcelona | Bengaluru | Berlin | Dublin | Hyderabad | London | Melbourne | Munich | Paris | Portland | San Francisco | Seoul | Singapore | Sydney | Tel Aviv | Tokyo | Zurich

Company milestones

2008
› Founded by Lew Cirne
› Launched New Relic APM

2009
› Launched New Relic mobile monitoring

2013
› Launched New Relic insights, New Relic browser monitoring, and New Relic synthetics
› Acquired Ducksboard to bolster data integration and visualization

2014
› Acquired Opsmatic for real-time infrastructure monitoring

2015
› Launched New Relic infrastructure monitoring

2016
› Acquired CoScale to accelerate microservices and Kubernetes capabilities
› Introduced Kubernetes cluster explorer

2018
› Acquired SignifAI for AIOps leadership and IOpipe to accelerate serverless monitoring
› Launched New Relic One

2019
› Launched reimagined observability platform: New Relic One
› Debuted perpetual free tier for all engineers to access New Relic One
› Introduced consumption pricing model—the end of host-based pricing
› Released open-source agents
› Acquired Pixie to provide instant Kubernetes observability

2020
› Bill Staples promoted to CEO of New Relic; Lew Cirne becomes Chairman of the Board
› Delivered reimagined observability platform with unified user experience
› Acquired CodeStream and launched New Relic CodeStream to extend observability and code collaboration into popular development environments
› Launched Instant Observability, the industry's largest open-source integration ecosystem

2021
› Acquired K2 Security for security leadership
› Launched Vulnerability Management, IAST, and SAP monitoring

2023
› Launched New Relic AI, the industry's first generative AI assistant for observability

2024
› Integrated with NVIDIA NIM to accelerate AI adoption and ROI