New Relic

Fact Sheet

Who we are

Our mission is to establish the standards by which all software and its impact can be measured and improved. That's a lot to do, but we're only getting started.

New Relic is the industry's largest and most comprehensive cloud-based instrumentation platform. The world's best software and DevOps teams rely on New Relic to create best-in-class digital experiences. Our mission is to establish the standards by which all software can be measured and improved, along with its impact. To learn why more than 50% of the Fortune 100 trust New Relic to run the world's software, visit **newrelic.com.**

Real-time insights for modern digital initiatives

Cloud adoption
Plan and prove migration success faster.

- Decommission your data center 25% faster
- Accelerated migration with less errors that reduces cloud spend by 8%

Cloud native
Ensure the resilience of modern, distributed systems.

- Improve compute consumption ratios by ~4%
- Reduce total cost of ownership for cloud-based apps by ~3%

DevOps
Drive a roadmap for measurable success.

- Improve troubleshooting efficiency by 30%
- Accelerate software release cycles by 2x
- Reduce incidents by 30%

Digital CX
Focus on the features/fixes that benefit customers most.

- Reduce revenue leakage by up to 40%
- Improve conversion rates by up to 30%

Service Reliability
Stable, predictable & highly available applications

- Define concrete metrics of reliability
- Identify risks, along with their likelihood and severity

Innovation highlights

1.3 **TRILLION DATA POINTS**
queried per minute or 4,000x the number of tweets generated per minute

220+ **INTEGRATIONS**
including Kubernetes, Docker, serverless, and 30+ AWS services

8 **PROGRAMMING LANGUAGES** and
200+ **FRAMEWORKS** monitored

The New Relic platform

New Relic APM	New Relic INFRASTRUCTURE	New Relic BROWSER	New Relic SYNTHETICS	New Relic MOBILE
Monitor your apps in real time	Manage your backend environment	Sharpen your frontend performance	Simulate real user behavior	Optimize iOS and Android apps

New Relic INSIGHTS — Querying and dashboards for data storytelling

New Relic

Security first

New Relic is committed to ensuring that citizen data is secure. We undergo rigorous audits by third-party services, and our security processes are transparent, documented, and verified. With New Relic:

- Customers have complete control over what, if any, sensitive information is sent to New Relic.
- Security settings and regulatory compliance meet or exceed industry standards.
- All data is encrypted in transit, and authentication data is encrypted at rest.

Learn more at **newrelic.com/security**

The New Relic Platform has earned:

- **AICPA SOC 2 Type II audit** (conducted annually)
- **Tier 3, SSAE 16 certified data center**
- **Cloud Security Alliance (CSA)—Security, Trust and Assurance Registry (STAR)**

Why New Relic?

The New Relic Platform enables government IT teams to meet the difficult performance and cost demands of their organization while providing superior user experiences for thousands of government applications and systems.

By choosing New Relic you gain access to technology that enables government CIOs and solution architects to better manage IT programs where complex application and service depen-dencies extend between multiple teams, operating environments, and stakeholders.

21st Century IDEA

On Thursday, December 20, 2019, the President signed the 21st Century Integrated Digital Experience Act (21st Century IDEA) into law – a bill that will transform the federal government's digital service delivery, through website modernization, improved accessibility, analytics integration, and ultimately prioritize the citizen experience.

New Relic's Digital Intelligence Platform aids government organizations in meeting the 21st Century IDEA requirements.

Customers

- **US Army**
  - o **US Human Resources Command**
  - o **United States Army Recruiting Command (USAREC)**
  - o **US Army Cadet Command**
- **United States Citizenship and Immigration Services (USCIS)**
- **Centers for Medicare and Medicaid Services (CMS)**
- **Defense Agencies**

Recognition

Human Rights Campaign Corporate Equality Index 2019

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Gartner Magic Quadrant
7 MQ reports in a row: A Leader for APM Suites

Gartner Peer Insights
Highest peer-rated APM vendor, with 4.6 out of 5 rating and 90% recommendation rate

CMS leverages agile IT to deliver enhanced citizen services

Proactively manage performance across high-profile – government websites used by over 50 million citizens

Highlights

- Improved mean time to resolution by 75%
- Doubled the number of websites, programs, and active users while only growing staff by approximately 25%
- Moved from traditional quarterly releases to an agile, two-week release cycle
- Increased development speed by 80%
- Improved citizen services by enhancing the online experience