What is the cost of an IT outage in 2024?

Downtime costs are increasing. AIOps can help.

The bad news

The average cost of unplanned outages reached $14,056 per minute in 2024, up nearly 10% from 2022.

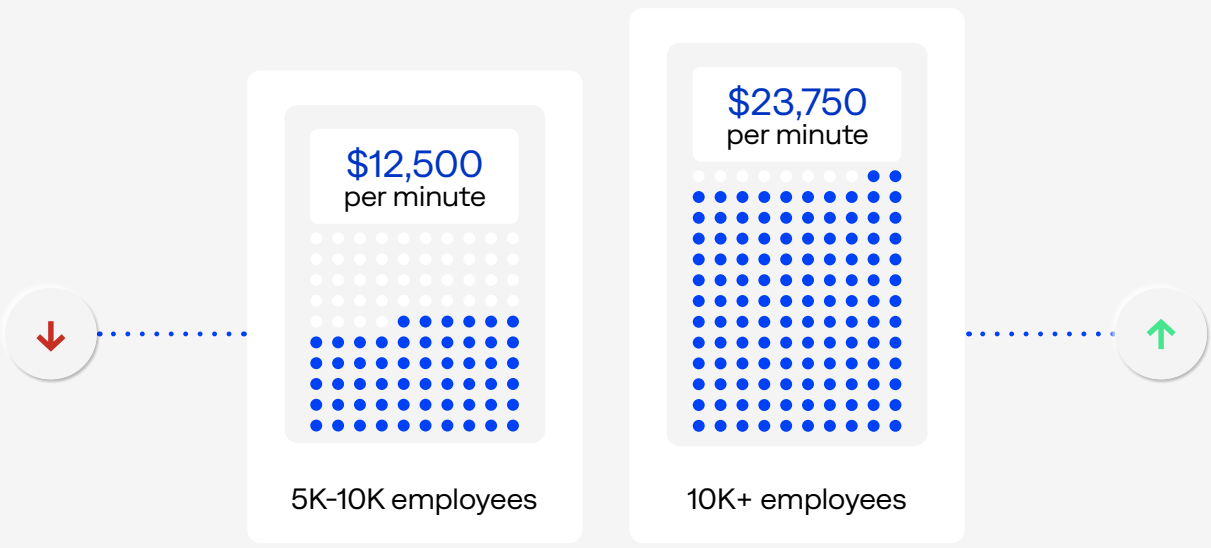
The good news

IT outages are becoming less frequent and larger enterprises are lowering the costs to resolve them.

Enterprise Management Associates recently completed a global survey of more than 400 IT professionals and executives to assess IT outage costs, frequency, and preventive measures. Respondents represented various industries in organizations with at least 1,000 employees.

Organization size makes a difference

The average cost per minute increased by 65% for organizations with between 1,000 and 10,000 employees. Although still more costly overall, the per-minute rate decreased by 5% for the largest companies.



Major outages are rising in cost

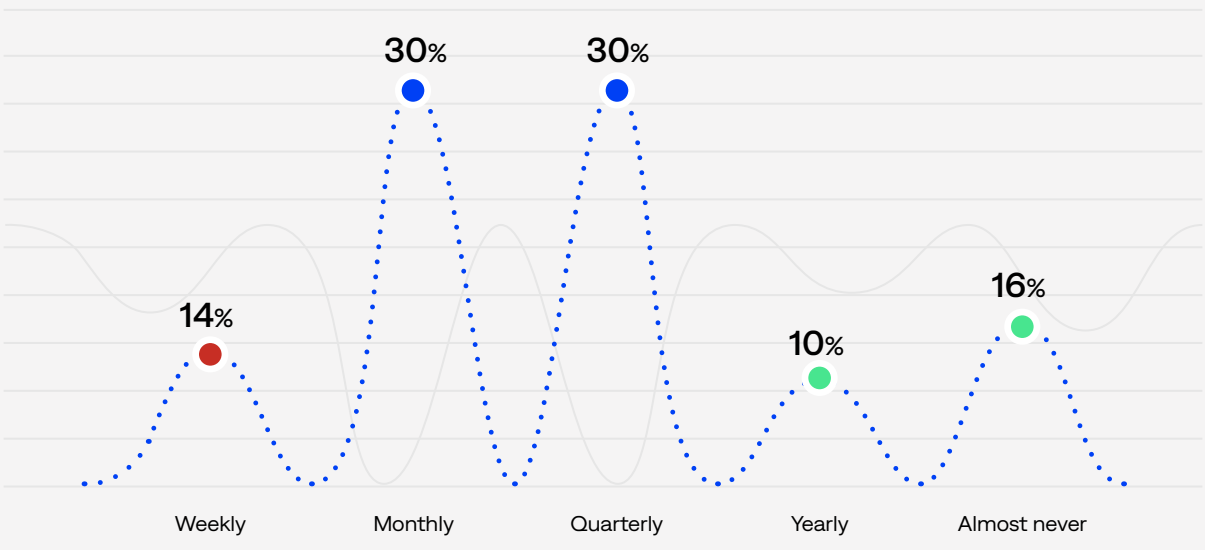
When asked to estimate the cost of their "most recent significant outage," enterprises with more than 5,000 employees saw the average cost increase by 17% over 2022.

$1.6 million
5,000-10,000 employees

$3.2 million
More than 10,000 employees

Outages are less frequent

More than a quarter of respondents report experiencing significant outages "yearly" or "almost never." In 2022, only 19% of respondents said the same thing, indicating good progress in reducing frequency.



AIOps reduces downtime

More than 50% of respondents with mature AIOps report resolving significant outages in under an hour. Overall, 65% report that their mean time to resolution ranges between 30 minutes and two hours.

IHG HOTELS & RESORTS

"We take advantage of machine learning, automation, and artificial intelligence to decrease the time to identify an incident. This gives us more time to resolve the incident, reducing our MTTR and keeping our services running."

Alvin Smith
VP of Global Infrastructure and Operations, InterContinental Hotels Group

Automation and AI make the difference

The organizations with mature AIOps experienced a 30% decrease in both frequency and cost of outages. When asked to name their top goals relevant to ITOps in the next 6 to 18 months, 100% of respondents named "increased use of automation, AI, and AIOps."

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