



Developer Experience

A Key Element for Creating a Business Advantage

Research study – key findings



About the Study

This research study is based on insights from 1,422 technology and business professionals.

The study leverages DEJ's Maturity Framework which identifies a class of Top Performing Organizations (TPOs – leading 20% of the survey pull based on performance), analyzes their practices and provides actionable data-backed recommendations.

1

The study doesn't mention any technology vendors *

2

All recommendations included in the study are based on the analysis of survey data.

3

The study will be promoted to 500-700K end-users

4

Participants by company size – Large – 51%; Medium – 33%

5

Participants by geography – NA – 58%; EMEA – 24%.

6

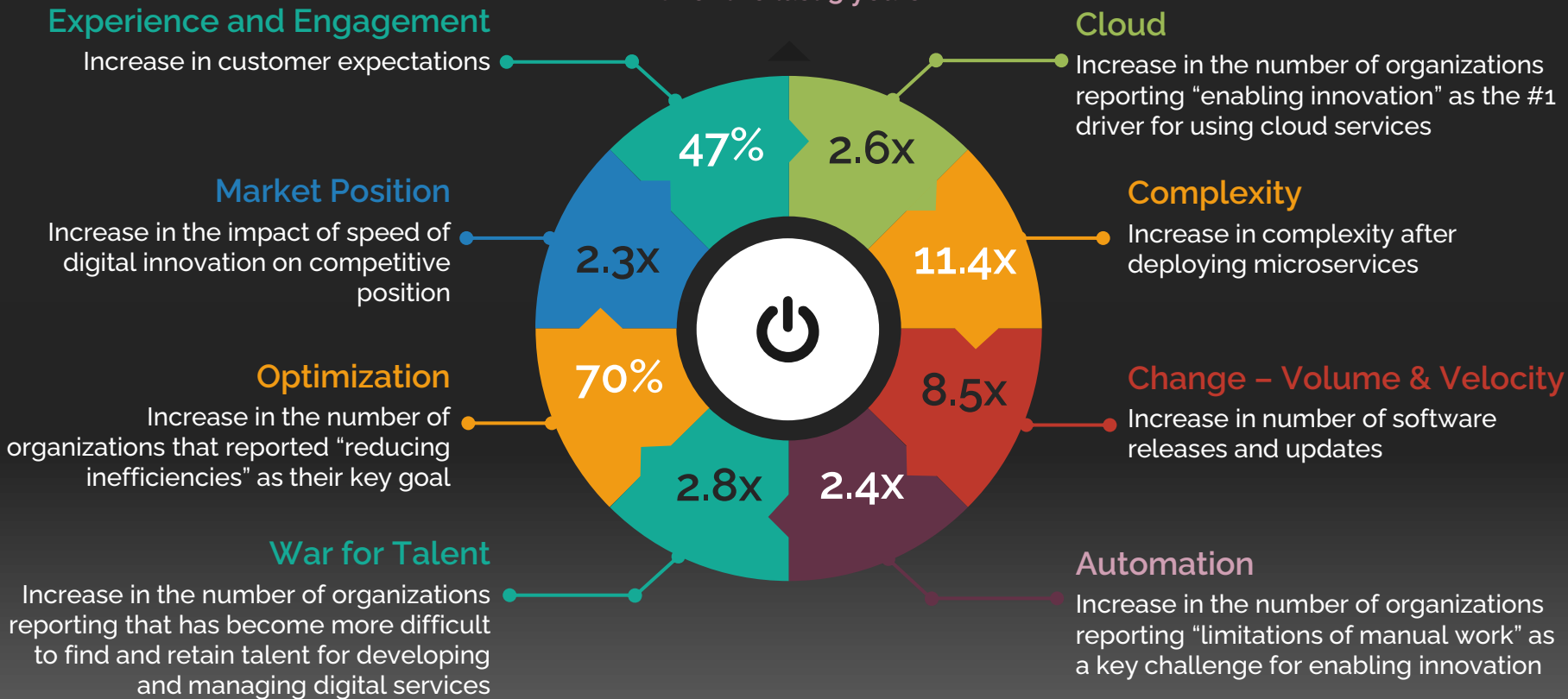
All averages calculated for the study are based on average company size of 1,093 employees.



The findings of this study will be used as a foundation for DEJ's upcoming Visibility COREscape report that will provide an in-depth vendor evaluation

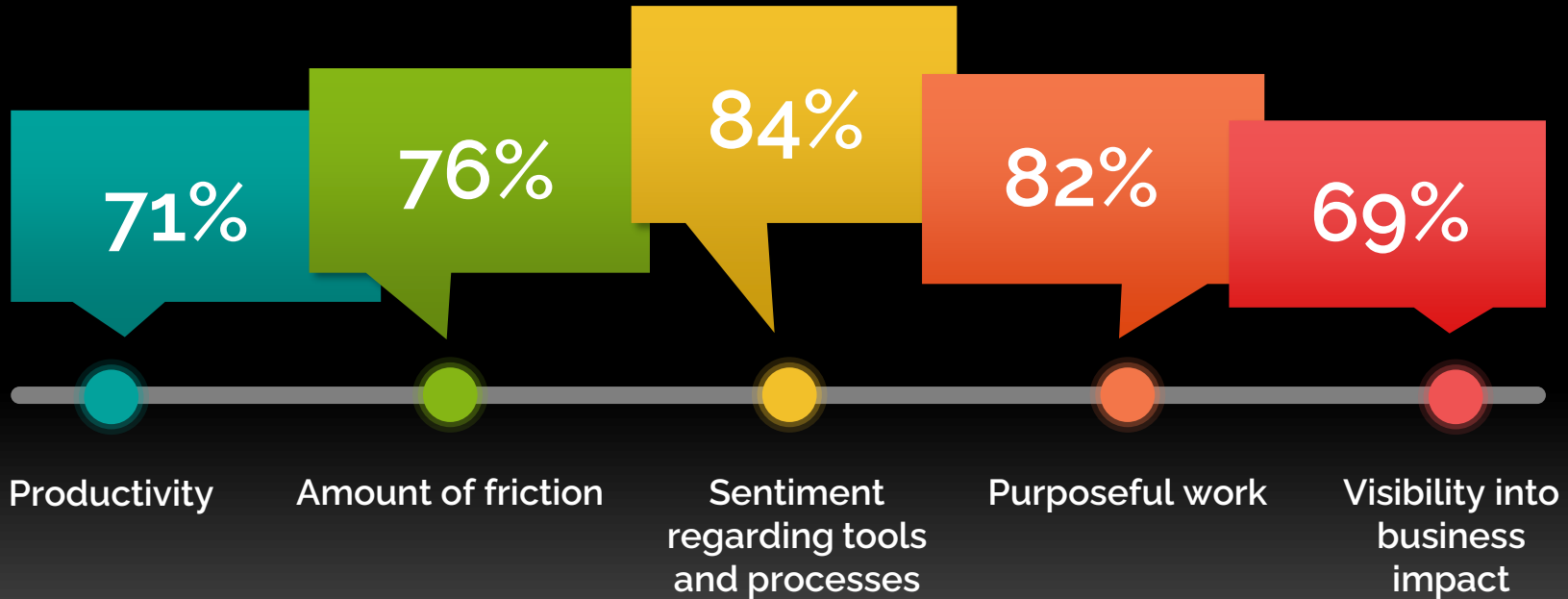
Business and Technology Trends

Over the last 3 years



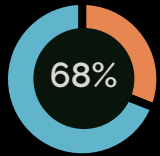
5 key pillars of developer experience

Only 27% reported that they are satisfied with developer experience

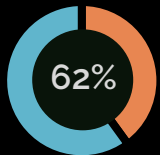


Key Goals

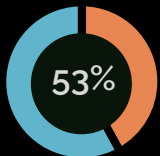
67% - Reduce number of operational tasks from idea to production



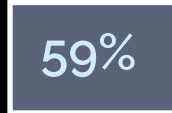
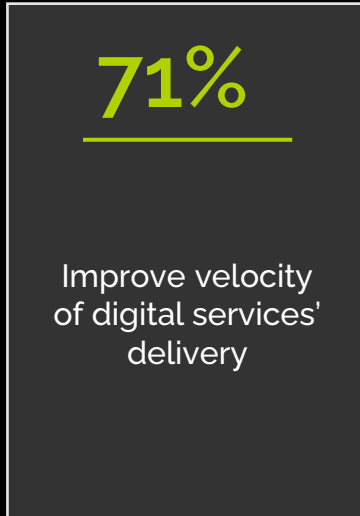
Find the right balance between speed of releases and reliability



Reduce time spent on low value tasks



Reduce amount of expertise required for building and managing digital services



Provide developers with more autonomy to make decisions



Create differentiating customer experiences



Enable full-service ownership for developers



Make new developer tools easier to integrate

By the numbers

81%

Of organizations do not have visibility into developer experience

\$13.74 mil

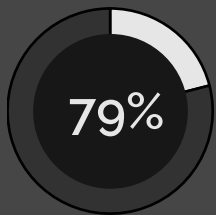
Average annual business loss due to lack of talent for modernization

\$9.14 mil

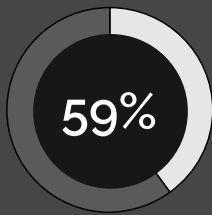
Average annual loss due issues with developer experience related to a lack of monitoring capabilities

\$17.21 mil

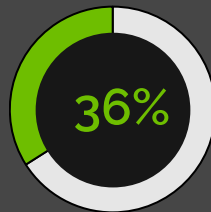
Average annual business loss due to releasing digital services too soon



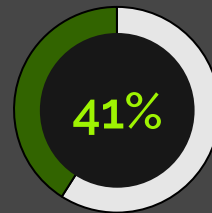
Average increase in code changes over last 12 months



Of Developers reported constant changing of requirements as a key reason for frustration

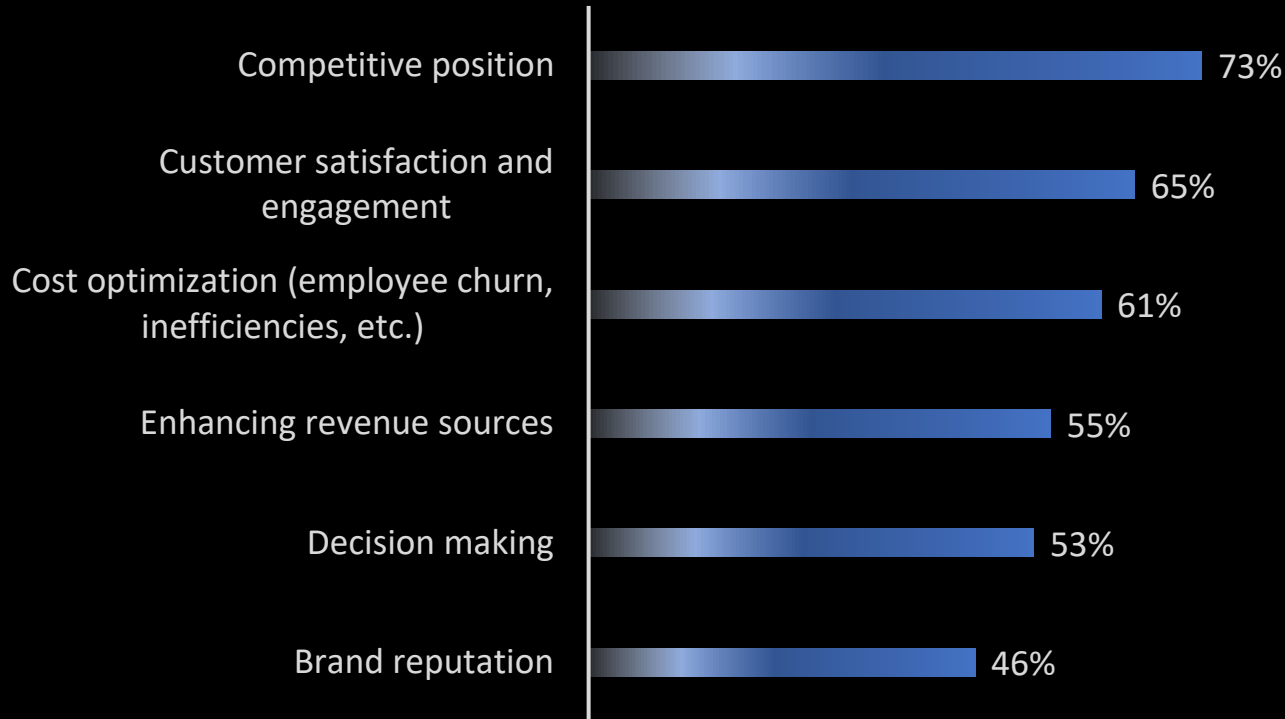


Of Developers are suppressing errors to save time and meet deadlines



Of organizations are using tools for developers as a recruiting method

Business areas impacted by developer experience



Key challenges – organization and processes

67%

Context switching

63%

Slow feedback loops

52%

Understanding end-user requirements

64%

Onboarding time

68%

Poor communication between developers and platform teams

59% Unrealistic deadlines

55% Decision fatigue

54% Optimizing operational cost

63% Inefficient processes for incident management

59% Lack of processes for adopting and applying best practices and guidelines

46% Managing influence from business stakeholders

62%

Inability to measure developer experience

Key challenges – technology

68%

Lack of automation capabilities

58%

Complexity of cloud native

62%

Difficulty of provisioning environments

65%

Inability to create actionable insights

60%

Inability to enforce policies and governance

63%

Ineffective collaboration capabilities

52% Knowledge gap

63% Lack of visibility into user experience

61% Database capabilities

66% Access to data

64% Lack of centralized control and visibility

61% Monitoring capabilities are not aligned with Dev workflows

67%

Legacy platforms and/or developer tools

Business view

Three hundred twenty-one (321) research participants identified themselves as business managers, Line-of-Business (LoB) owners and VP-level or above business executives



Key obstacles for investing more in improving developer experience are: 1) a lack of well-defined strategy and 2) organizations are unsure which areas impacting DevEx should be priorities

Key Takeaways

DEJ's research shows that developer experience has a significant impact on all of the key business goals. The research also shows a major gap in performance, approaches, and technology capabilities between a class of Top Performing Organizations and all others. Additionally, an alignment between developers and business leaders is a key prerequisite for improving developer experience.

1

"Fighting" their own tools and internal processes are the key reasons for declines in developer experience.

2

Developer experience goes well beyond improving productivity and reducing friction, as developers are becoming increasingly interested about their impact on business outcomes.

3

Monitoring and ensuring optimal performance of digital services is critical and needs to be adjusted to dev workflows

4

Reducing operational tasks and enabling developers to have a full-service ownership should be one of the goals for improving developer experience

5

Eliminating obstacles to improving velocity is the key goal for majority of organization, but organizations also need to find the right balance between speed of releases and reliability and user experience

6

Simplifying developers' work and reducing the amount of technical expertise required is one of the key requirements



Ensuring optimal developer experience is an ongoing process and requires a strategic, measured approach and timely adjustments to change.



Bringing everyone together is a key for developer experience. That requires strong collaboration capabilities, developer portals, data and knowledge management capabilities, etc.

About DEJ

Bringing together the most advanced concepts from analyst research and media industries

Analyst	DEJ	Media
Expertise in vendors differentiators		Engaging content formats
Long publishing cycles		No ongoing coverage of market dynamics
“One size fits all” analysis		Little or no focus on primary research
Costly access to content and findings		Frequent publishing
		Focus on buzz words and “hot” topics
Expertise in market dynamics		No in-depth expertise about vendors
Primary survey research		Free content driving larger audiences
Non engaging content formats		Biz model aligned with modern content marketing
Continuous vendor and technology coverage		

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Focus on business outcomes

Methodology framework leveraging a multi-step approach to connect vendor's differentiators with business outcomes



Situational analysis

Providing actionable recommendations to user organizations based on their individual requirements



User Insight Platform

Ongoing, personalized approach for research data collection and analysis



Business model

Ability to continuously leverage up-to-date research in each stage of the buying cycle & sales funnel