

URL: <https://stvp.stanford.edu/clips/protecting-peoples-time>

Lew Cirne, founder and CEO of New Relic, explains why people get so frustrated with slow-running software. "It's possible to make more money; it's not possible to make more time," Cirne says. In conversation with Stanford Engineering Professor Tom Byers, Cirne says optimized technology also frees up precious time that can be spent offline with those who matter most.



## Transcript

But then it isn't just about the money, it's about changing and in some cases, saving the world.. Well - yeah, and I don't want us to put ourselves on too high a pedestal but I have been deeply thoughtful about, well why does what New Relic do matters.. I mean we make software a little bit faster, right? So it's taken a while to really think deeply on it but here is my best answer to it.. I think the most precious thing we have on this planet is time.. The most precious thing we all have is time.. And thank you for spending some time in this room.. But it's possible to make more money, it's not possible to create more time.. And so people spend - young people spend up to six hours a day in front of software.. So if you think about managing that time making the most of that time, life's too short for bad software, life's too short for crappy software.. And that's why when you wait six seconds for that page to load, it seems like the mother of all first world problems..

Why are you so frustrated during those six seconds when you know it should take just a couple? But I think it's because during that six seconds when there is nothing you can do but wait, you're just sitting there saying you're wasting my time and that's my most precious thing, right? And then - but it's not only just is it slow, it's like there is nothing more frustrating to me than like you're on that website, you're about to fill out the form, you type in all the fields, you click submit and then the next page comes out and says oh you didn't fill this one thing, you didn't put dashes in the phone number and then the whole form is empty, you got to redo it, the website just wasted your most precious asset, your time, right? So New Relic's mission is to help give people more precious moments in front of their software and hopefully even time away from the software, more time with your family or something like that instead of waiting around for bad software.. So that's why what we think we do matters...