

PagerDuty Operations Cloud Expands Incident Management Solution With a New Enterprise Offering to Enable Operational Excellence

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Offering includes innovations that provide end-to-end incident management to mitigate lost revenue and reputational risk while replacing point solutions

SAN FRANCISCO--(BUSINESS WIRE)-- **PagerDuty, Inc.** (NYSE:PD), a global leader in digital operations management, today announced it has launched its enterprise plan for **Incident Management**, an enterprise-grade solution that unites PagerDuty's industry-leading incident management product with the power of **Jeli's industry-leading** capabilities into a single end-to-end offering. PagerDuty Incident Management is a product within the PagerDuty Operations Cloud, which combines AIOps, Automation, Customer Service Operations, Incident Management and PagerDuty Copilot in a flexible, easy-to-use platform designed for mission-critical, time-sensitive, high-impact work across IT, DevOps, security and business teams.

"Using PagerDuty Incident Management with Jeli has completely changed our approach to incident management. Now we look at incidents holistically, with a focus on a positive outcome," said Erin McKeown, senior director of engineering, resilience at Zendesk. "We've seen an 80% reduction in time spent on incident analysis, a 25% increase in retrospective attendance and engagement and decreased burnout around incident tasks."

The modern enterprise needs to transform its approach to managing incidents, one that accounts for expecting the unexpected and embedding standards or best practices directly into processes to build more resilient operations. By shifting the focus towards scalable processes, dynamic guidance, and continuous improvement, organizations can drive accountability to improve processes and progress over time. The unified incident management platform eliminates guesswork with built-in automation and artificial intelligence to guide remediation throughout the incident lifecycle.

“When engaged in a major incident, CIOs want the contributing factors identified, the incident resolved expediently and learning institutionalized so the incident doesn’t repeat itself in the future,” said Jeff Hausman, chief product development officer at PagerDuty. “With PagerDuty Incident Management, automating the major incident process ensures both better operational efficiencies and greater resilience, helping teams to achieve operational excellence.”

The PagerDuty Operations Cloud solves the biggest problems facing the modern digital enterprise, including:

- Mitigating revenue and reputational risk with guided remediation, continuous learning and built-in accountability to ensure that SLAs are met.
- Streamlining processes for faster resolution with automated workflows seamlessly coordinating proactive communication and response orchestration throughout the incident lifecycle.
- Consolidating, simplifying and reducing cost with response coordination via Slack or Microsoft Teams, post-incident reviews and status pages on a unified platform with enterprise-level configuration and flexibility. Customers can avoid the unnecessary overhead associated with disparate tools by consolidating to a single solution that covers the entire incident lifecycle.

“Historically, enterprise IT has had little choice but to react to service disruptions with multiple point products, driving up complexity and wasting time,” said Andi Mann, global chief technology officer and founder at Sageable. “By integrating the unique features of Jeli into PagerDuty’s Incident Management offering, IT pros finally have a better option - replacing point products with an 'all-in-one' platform for end-to-end incident management, from early detection to post-incident review and closed-loop feedback, so they can go from managing one-off incidents to driving continuous improvement.”

Additional information:

- Experience PagerDuty Incident Management firsthand with a **free trial**.
- Watch this **video** to learn more about resilient operations with PagerDuty Incident Management.
- Want to mitigate risk and build more resilience in your technical operations? Join PagerDuty’s **latest webinar** to learn more.

About PagerDuty Inc.

PagerDuty, Inc. (NYSE:PD) is a global leader in digital operations management, enabling customers to achieve operational efficiency at scale with the PagerDuty Operations Cloud. The PagerDuty Operations Cloud combines AIOps, Automation, Customer Service Operations, Incident Management and PagerDuty Copilot into a flexible, resilient and scalable platform to increase innovation velocity, grow revenue, reduce cost, and mitigate the risk of operational failure. More than half of the Fortune 500 and nearly 70% of the Fortune 100 rely on PagerDuty as essential infrastructure for the modern enterprise. To learn more and try PagerDuty for free, visit **www.pagerduty.com**.

The PagerDuty Operations Cloud

The PagerDuty Operations Cloud is the platform for mission-critical, time-critical operations work in the modern enterprise. Through the power of AI and automation, it detects and diagnoses disruptive events, mobilizes the right team members to respond, and streamlines infrastructure and workflows across your digital operations. The Operations Cloud is essential infrastructure for revolutionizing digital operations to compete and win as a modern digital business.

Media Contact:

Amberly Asay Janke

media@pagerduty.com

Investor Relations Contact:

Tony Righetti

investor@pagerduty.com

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