

NEWS RELEASE

PagerDuty Expands GenerativeAI Solutions with PagerDuty Advance to Mitigate Risk of Operational Outages

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With AI-powered capabilities, enterprises can accelerate strategic roadmap initiatives, build more resilient operations and drive digital transformation initiatives

SYDNEY--(BUSINESS WIRE)-- PagerDuty On Tour - PagerDuty, Inc. (NYSE:PD) , a global leader in digital operations management, builds upon previous generative AI (genAI) capabilities with **PagerDuty Advance** , which is embedded across the **PagerDuty Operations Cloud** platform, including Incident Management, AIOps, Automation and Customer Service Operations customers. With PagerDuty Advance, organizations can accelerate digital transformation initiatives — from operations center modernization to automation standardization and incident management transformation — elevating their operational excellence. The evolution of PagerDuty Advance empowers responder teams to work faster and smarter by using genAI to surface relevant context or automate at every step of the incident lifecycle.

PagerDuty Advance Assistant for Slack (Graphic: Business Wire)

"Global IT disruption and outages are becoming the new

normal due to organizations' technical debt and a rush to harness the power of generative AI. These are contributing factors to a greater number of outages which last longer and are more costly," said Jeffrey Hausman, Chief Product Development Officer at PagerDuty. "Building upon our genAI offerings, PagerDuty Advance provides customers with generative AI solutions that help them scale teams by surfacing contextual insights and automating time-consuming tasks at every step of the incident lifecycle. Organizations can take the next step in unlocking the full potential of AI and automation across the digital enterprise with the help of PagerDuty."

Transforming Incident Management with AI and Automation

PagerDuty Advance includes AI-powered capabilities built to streamline manual work across the incident lifecycle, including:

- PagerDuty Advance Assistant for Slack - A genAI chatbot that provides helpful insight at every step of the incident lifecycle from event to resolution directly from Slack. Using simple prompts, responders can quickly get a summary of the key information about the incident. It can also anticipate common diagnostic questions and suggest troubleshooting steps, resulting in faster resolution.
- PagerDuty Advance for Status Updates - This feature leverages AI to auto-generate an audience-specific status update draft in seconds, offering key insights on events, progress and challenges. It helps to streamline communication while saving cycles on what to say to whom, allowing teams to focus on the real work of resolution.
- PagerDuty Advance for Automation Digest - Part of the **Actions Log**, this feature summarizes the most important results from running automation jobs in one place. Responders can make informed decisions based on diagnostic results and even load the output as key values into variables in Event Orchestration for dynamic automation.
- PagerDuty Advance for Postmortems - Once an incident is resolved, the user can elect to generate a postmortem review, accelerating an otherwise time-consuming task of collecting all available data around the incident at hand (including logs, metrics, and relevant Slack conversations). In addition to highlighting key findings, this AI-generated postmortem includes recommended next steps to prevent future issues and indicates areas of improvement.
- AI Generated Runbooks - AI-generated Runbooks accelerate automation development and deployment even among non-technical teams. Operators and developers can quickly translate plain-English prompts into runbook automations or leverage pre-engineered prompts as a starting point.

Interviews with early access customers revealed that PagerDuty Advance for Status Updates can save up to 15 minutes per responder per incident ¹. Given the average number of responders responsible for status updates in enterprise organizations is five and the monthly average number of incidents is 60, PagerDuty Advance can save at least 75 hours a month; more than nine business days ².

Supporting Quote

"According to IDC research, customers are looking for AI-enhanced, data-driven IT service and operations practices that reduce resolution times, prevent issues, and improve end user experiences. As digital products and services increasingly drive revenue and operations, organizations can expand their advantage by successfully implementing tools that enable rapid, context-aware response to urgent issues," said Snow Tempest, Research Manager for IT Service Management at IDC.

Availability

- PagerDuty Advance Assistant for Slack is generally available now in the **U.S. and EU service regions** .
- PagerDuty Advance for Status Updates is generally available now in the U.S. and EU service regions.
- PagerDuty Advance for Automation Digest is generally available now in the U.S. and EU service regions.
- PagerDuty Advance for Postmortems is currently in early access in the U.S. service region.
- AI Generated Runbooks is currently in early access in the U.S. service region.

Additional Resources

- **Product Demo**
- **PagerDuty Advance Blog**
- **Webpage**
- **Solution Brief**

PagerDuty On Tour 2024

PagerDuty On Tour is a series of global events convening business leaders, technologists, DevOps practitioners, site reliability engineers and more. PagerDuty On Tour will next take place on July 31 at Beta Events in Sydney, and on August 6 at Tokyo Midtown Hall & Conference (Hall A) in Tokyo. You can register for the event here:

<https://www.pagerduty.com/ontour/>

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 and Incident Management with a powerful generative AI assistant to create 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.

1 Based on interviews conducted with more than 20 early access PagerDuty Advance customers.

2 An average business day is calculated based on a 40-hour work week. 15 minutes x 5 responders x 60 incidents = 4,500 minutes or 75 hours.

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SOURCE PagerDuty

Source: PagerDuty Inc.