

# PagerDuty Introduces Enterprise-Grade, AI-Powered Innovations to Future-Proof Operations and Improve Business Results

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Strategic enhancements built on PagerDuty's strong AI heritage expand the PagerDuty Operations Cloud, empowering organizations by protecting them from revenue loss and improving customer trust

SAN FRANCISCO--(BUSINESS WIRE)-- **PagerDuty (NYSE:PD)**, a global leader in digital operations management, today announced innovations for the **PagerDuty Operations Cloud**, strengthening its AI-first platform that enables organizations to build operational resilience and reduce the impact of unplanned outages. The latest features and enhancements will empower operations teams to automate their processes and reduce time spent at every stage of the incident management lifecycle to protect customer experience and mitigate the risk of operational failure while replacing point solutions.

Extended service downtime can be costly for organizations in terms of revenue loss and reputational damage. According to research from **Parametrix**, the July 19 global IT outage resulted in an estimated "...total [financial] loss of \$5.4 billion for the Fortune 500." <sup>1</sup> Additionally, PagerDuty's recent survey **data** found customer-facing incidents increased by 43% during the past year, with each incident costing nearly \$800,000. The way an organization responds to an outage and how quickly they recover from it are key factors in preserving customers' trust and preventing revenue loss. The latest innovations for the PagerDuty Operations Cloud help operations teams build more resilience over time to get ahead of major outages and avoid repeat incidents.

“Most organizations are not fully prepared to tackle major unplanned outages for a myriad of reasons,” said Jeffrey Hausman, chief product development officer at PagerDuty. “Operations teams remain largely reactive, consumed by firefighting with little time for proactive measures since they are jumping from one point solution to another to understand and resolve the incident. The PagerDuty Operations Cloud integrates AI and automation to streamline the entire incident management lifecycle, enabling swift, coordinated responses across people, processes, and technology to mitigate major incidents all in one comprehensive platform.”

## Machine Learning and Automation to Get Ahead of Outages

Automation and machine learning (ML) empower teams to predict the scope of impact and drive action to resolve issues before they become outages.

- PagerDuty Advance Assistant for Microsoft Teams : Powerful generative AI capabilities extended to Microsoft Teams to help customers work where they are. PagerDuty Advance provides helpful insight at every step of the incident lifecycle, generating summaries and triage support for faster resolution. Teams can work smarter with AI-powered contextual support from chat in order to respond and recover faster.
- Automation on Alerts : Helps reduce total incident count, easing the load on resource-strapped teams and giving them time back to focus on value-add work. With this enhancement to PagerDuty Event Orchestration, operations teams can configure automation to be triggered at the alert level, helping teams catch issues before they escalate into incidents.
- Global Intelligent Alert Grouping : Accelerate resolution and free up time and resources to build better experiences. Adding to existing functionality that correlates based on textual similarity, PagerDuty’s AI models now offer greater precision by using enhanced pattern recognition to work across services to help teams separate signal from noise.

A global payments processing customer utilizing PagerDuty Advance has realized significant efficiency gains, reducing four days of manual toil each month and averting 45 minutes of disruption during each major incident. This optimization is estimated to translate into millions of dollars in monthly savings.

## Streamlined Remediation for Increased Response Efficiency

A new unified chat experience and updates to the PagerDuty Operations Console strengthen response coordination and minimize context switching to allow teams to restore service more efficiently.

- Unified Chat Experience and Incident Types Power Guided Remediation : Reduce coordination costs and ensure proper handling of time-critical work when it matters most. Combined with built-in **PagerDuty Advance** generative AI capabilities, teams can manage an incident from start to finish using dynamic

commands to collaborate directly from where they work. Users will be able to reclassify incident types, trigger incident workflows, establish tasks and roles, and reassign incidents across services, without leaving Microsoft Teams or Slack.

With the PagerDuty Advance chat experience, it is estimated that customers can save approximately \$490,000 for every 10 engineers responding to an incident.

- PagerDuty Operations Console Enhancements : Eliminate unnecessary context switching for faster response and lower total cost of operations. A new timeline tab and alert side panel — featuring key incident and alert details — deliver comprehensive alert visibility and actionable insights through a single dashboard, eliminating the need to find information elsewhere.

Additionally, PagerDuty estimates that customers utilizing the Operations Console could reduce the triage time spent by network operations center responders by 20% by determining the next best action for an incident.

## Harnessing Key Learnings for Future Application

Enhancements to the **PagerDuty Operational Maturity Model** make it easier to turn learnings from outages into smarter, more efficient planned work for the future. When it comes to outage response, operational maturity is a critical lever in driving better business outcomes. After a cohort analysis to better understand the impact across customers during the July 19 outage, PagerDuty saw more operationally mature companies recovering more quickly and experiencing **60% less business** impact than their peers.

- Recommendations and Benchmarks : Make tangible progress towards building more resilient operations to protect customer experience and prevent revenue loss. Industry benchmarking helps teams quickly assess how they perform against similar companies, while recommendations identify the most impactful actions to mitigate the risk of operational failures and improve their operational maturity.

Learn about all the latest features of the PagerDuty Operations Cloud and more on our **blog**.

## Pricing

- Learn about PagerDuty Operations Cloud plans and **pricing**.
- PagerDuty Advance GenAI Assistant is generally available for trial. PagerDuty Advance is sold via a credit-based model, with all existing and new customers receiving credits based on annual premium plans.

## Availability

- PagerDuty Operations Console is now generally available for PagerDuty AIOps customers. Enhancements will

be in early access in Q4 of 2024.

- Global Intelligent Alert Grouping is currently in early access for PagerDuty AIOps customers and will be generally available in Q4 of 2024.
- PagerDuty Advance Assistant for Microsoft Teams is currently in early access for PagerDuty Advance customers and will be generally available in Q4 of 2024.
- Operational Maturity Model Recommendations is now generally available for PagerDuty Incident Management customers.
- Operational Maturity Model Benchmarks will be in early access for PagerDuty Incident Management and Customer Service Operations customers in Q1 of 2025.
- Automation on Alerts will be in early access for PagerDuty AIOps customers in Q1 of 2025.
- Unified Chat Experience for Slack and Microsoft Teams will be generally available for PagerDuty Incident Management and Customer Service Operations customers in Q1 of 2025.

## 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. 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](http://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.

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<sup>1</sup> Parametrix, " **CrowdStrike's Impact on the Fortune 500** " July 2024. \*The analysis report excluded any losses from **Microsoft**.

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