

# Total Economic Impact Study Reveals a 249% Return on Investment Using the PagerDuty Operations Cloud

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PagerDuty customers report improvements in operational efficiency and reduced downtime

SAN FRANCISCO--(BUSINESS WIRE)-- PagerDuty, Inc. (NYSE: PD), a global leader in digital operations management, today announced a new **Total Economic Impact™ (TEI) study**, conducted by Forrester Consulting and commissioned by PagerDuty, which reveals that a composite organization\* representative of interviewed customers using the **PagerDuty Operations Cloud** achieved a considerable **249% return on investment (ROI)** over three years with a payback period of less than 12 months. The full Forrester TEI study is available for download [here](#).

The study, based on customer interviews and aggregated data, evaluates the financial benefits and cost savings realized by enterprise customers. By analyzing real-world deployments, Forrester has shown how the PagerDuty Operations Cloud platform, including incident management, automation, and timely insights significantly improved operational efficiency, reduced downtime, and drove innovation.

The Forrester TEI report details the costs of downtime on business and confirms that resilient infrastructure is critical to success. By reducing the number of major incidents and resolving incidents faster, organizations in the study using the PagerDuty Operations Cloud achieved 59% less downtime per month. With less downtime, these organizations protected their revenue-at-risk from potential downtime loss, allowing them to continue business as usual with no negative customer impact. Based on Forrester's findings, over three years, this benefit is worth \$1.4 million.

According to the study, these organizations also experienced the benefits below, in addition to achieving a 249% ROI:

- Payback period of less than 12 months
- 59% reduction in downtime , leading to improved productivity and reduced costs
- 50% reduction in incidents , contributing to enhanced customer satisfaction and operational resilience
- 91% reduction in signal noise , helping teams prioritize critical incidents
- \$4.01 million in net present value (NPV), which is the total financial benefit an organization can expect over three years

Jeffrey Hausman, chief product development officer at PagerDuty, commented: “The Forrester TEI study showcases the significant value PagerDuty has delivered to enterprises across industries. With the PagerDuty platform, organizations are able to achieve both notable financial returns and transform their operations by automating manual tasks, reducing downtime, and improving their customer experiences. This study shows how PagerDuty is an essential partner for any organization that wants to build resilient and efficient operations.”

## Supporting Enterprise Innovation and Efficiency

The study illustrates how PagerDuty helped businesses scale by automating repetitive tasks, ensuring faster response times, and providing actionable insights. As businesses continue to adopt AI-powered automation, PagerDuty's Operations Cloud enables teams to focus on strategic initiatives while reducing the risks of costly disruptions.

## Availability and Resources

The full Forrester TEI study is available for download at: <https://www.pagerduty.com/resources/analyst-report/unlock-the-roi-of-pagerduty-forrester-study> .

To learn more about the benefits of PagerDuty Operations Cloud, visit <https://www.pagerduty.com/platform/operations-cloud/> .

\*For a composite organization representative of interviewed customers.

\*More details about how these benefits were determined can be found in the **report** .

## 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 PagerDuty Operations Cloud is essential infrastructure for revolutionizing digital operations to compete and win as a modern digital business.

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