

# PagerDuty Recognized as a Leader in 2024 GigaOm Radar for AIOps

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GigaOm report highlights PagerDuty as an Outperformer with a target market that spans organizations of all sizes and industries

SAN FRANCISCO--(BUSINESS WIRE)-- **PagerDuty (NYSE:PD)**, a global leader in digital operations management, today announced GigaOm has named PagerDuty a Leader for the third consecutive year in its annual GigaOm Radar for AIOps. Despite the transformative potential of AI, businesses have not realized the full benefits of the technology and often face significant challenges such as integrating AI into existing workflows, managing data quality, and addressing the skills gaps with their teams. The **PagerDuty Operations Cloud** builds operational resilience by scaling teams with AI and automation, allowing organizations to replace point solutions with a comprehensive platform backed by over five years of AI integration.

GigaOm Radar for AIOps (Graphic: Business Wire)

Read the full **GigaOm Radar for AIOps** and learn more about

PagerDuty AIOps **here**.

With PagerDuty AIOps, one of the world's largest integrated tourism organizations, **TUI**, accelerated its incident recovery by 30%, equating to millions of dollars saved annually. According to PagerDuty's analysis, PagerDuty AIOps helps decrease the number of incidents an organization receives, directly reducing operational costs. PagerDuty customers using AIOps can see an increased ROI up to 250% <sup>1</sup>, depending on the volume of data, environment and system configuration.

The latest GigaOm Radar for AIOps recognizes PagerDuty for the following strengths:

- Strong correlation and causality analysis. Root cause analysis is guided by AI to shorten the time needed to resolve incidents while the AI assists with incident summaries and after-action reports.
- Excels in automated remediation, supporting it across various services through policies, rules, human actors, and workflows.
- Collaboration and workflow capabilities tightly **integrate** with the company's incident management and automation solutions. It also supports bidirectional integrations with tools like Slack and Microsoft Teams.
- Designed for out-of-the-box value, PagerDuty AIOps features Intelligent Alert Grouping and Auto-Pausing for transient alerts. Training requirements are minimal and initial training for complex roles can be completed in under two hours.
- PagerDuty boasts a comprehensive vendor ecosystem, including over 700 partnerships, integrations, third-party solutions, training, certifications, community tools and professional services.
- Straightforward solution installation with an intuitive user interface (UI) and a comprehensive knowledge base.

The GigaOm Radar report for AIOps, in its fifth year, examines 29 of the top AIOps solutions. Together with GigaOm's Key Criteria report, the analyst firm provides an overview of the market to identify leading AIOps offerings and help decision-makers reach a more informed decision.

## Supporting Quotes

"PagerDuty is a strong performer in data-agnostic AIOps," said GigaOm Analyst Dr. Shane Archiquette. "Coupled with its well-respected collaboration and workflow abilities, the solution presents a strong case for large organizations with entrenched monitoring and observability tooling to gain an AI-assisted view of the enterprise. It has a higher aggregate score in our decision criteria, making it a Leader in this report."

"The promise of AI is enormous and has the potential to transform all organizations in every industry," said Jonathan Rende, Senior Vice President of Products at PagerDuty. "However, the growing complexity of modern applications, distributed infrastructure and siloed teams makes it very difficult to achieve operational excellence. Organizations look to AIOps and automation to scale modernization initiatives to deliver reliable customer experiences faster. Our position as a Leader in this report for the third straight year is a testament to the high-value PagerDuty offers through the Operations Cloud."

"PagerDuty has brought the concept of automation to life for us," said Yasin Quareshy, head of technology at TUI. "There's a lot of automation built into PagerDuty's AIOps solution. By integrating with applications in our existing stack like JIRA Service Desk and our monitoring tools, all of the information is available in one place. This has reduced the number of incidents and — if there is an issue — PagerDuty tells us exactly where the problem is."

To sign up for a free trial of PagerDuty AIOps, please visit **here**.

## 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](https://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 Cost savings estimates calculated by multiplying average number of reduced incidents, average number of saved time per incident, and 2024 labor rates for full-time employees.

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