PagerDuty

PagerDuty and AWS Deliver on the Promise of Generative AI for Business and Operational Resiliency

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New AI capabilities empower operations management teams to harness generative AI and automation for faster innovation, increased uptime and better customer experiences

LAS VEGAS--(BUSINESS WIRE)-- AWS re:Invent 2024 -- PagerDuty, Inc. (NYSE:PD) , a global leader in digital operations management, today announced new generative AI (genAI) and automation features of **PagerDuty Advance**, which is embedded across the **PagerDuty Operations Cloud platform**, in collaboration with Amazon Web Services (AWS). Unveiled onstage at AWS re:Invent 2024 by PagerDuty Chairperson and CEO, Jennifer Tejada, during AWS CEO Matt Garman's **keynote**, the latest collaboration combines the capabilities of PagerDuty Advance with **Amazon Q Business**, **Amazon Bedrock** and **Amazon Bedrock Guardrails**, empowering organizations to safely deploy genAI into their incident management processes while becoming more automated, connected and operationally resilient.

Through the PagerDuty Advance integration with Amazon Q Business, users can retrieve critical incident data from PagerDuty, as well as other information from multiple other applications within a single interface. (Graphic: Business Wire)

PagerDuty research has shown that major service and operational disruptions have increased by 43% during the past year, with costs rising to $800,000 per incident. Modern technology infrastructures and services have grown more complex and interdependent, especially when navigating tech debt. Whether a bank, media streaming service or a retailer, organizations across all industries need a reliable way to respond, recover, and learn from incidents to move toward prevention and build automation across the organization.

"AWS and PagerDuty share a commitment to operational excellence, and together we help organizations around the world reliably serve millions of enterprise customers at scale, with speed and resilience," said Matt Garman, CEO of AWS. "We're expanding our longstanding partnership to help businesses safely apply generative AI to make operations more automated, responsive, and efficient. This new collaboration helps our customers proactively prevent and resolve issues to maintain the highest reliability standards for their digital operations."

"Today's customers demand flawless digital experiences, making reliable technology essential for achieving 'always-on' operational resilience," said Jennifer Tejada, Chairperson and CEO, PagerDuty. "PagerDuty and AWS are strengthening our 11-year partnership, which already supports nearly 6,000 joint customers, to further integrate generative AI into digital operations management. Together, we are driving transformative outcomes — helping organizations grow revenue, accelerate innovation, and reduce risk with confidence."

Through the power of AI and automation, the PagerDuty Operations Cloud detects and diagnoses disruptive events, mobilizes the right team members to respond, and streamlines infrastructure and workflows across digital operations. The launch of these new AI and automation tools will help joint customers of AWS and PagerDuty enhance their operational efficiency and redefine what it means to respond to incidents faster and smarter.

Latest GenAI Collaboration Between AWS and PagerDuty

PagerDuty Advance integration with Amazon Bedrock: PagerDuty Advance assistant for Slack and Microsoft Teams delivers AI-powered incident context support through chat. These capabilities are powered by Amazon Bedrock, a fully managed service on AWS offering customers a broad set of capabilities to easily build, deploy and scale generative AI applications. Already, more than 330 organizations use PagerDuty Advance, which is embedded across the **PagerDuty Operations Cloud platform**, to improve situational awareness and accelerate triage during an incident. Using PagerDuty Advance with Bedrock, incident responders can more easily get answers to questions, such as "Are there any other affected services?", "Has this incident occurred in the past?" or "What's the next best step toward resolution?" — without having to ask others these questions. It is estimated that organizations could save hundreds of thousands per incident, factoring in the cost impact of incidents and staffing costs. 1

PagerDuty Advance integration with Amazon Bedrock Guardrails: While genAI and automation can help save time and create significant efficiencies, implementing safeguards can be critical to safer and more accurate query responses. The integration of PagerDuty Advance with Amazon Bedrock Guardrails helps to improve relevance and factual accuracy in genAI responses, which is essential to effective incident management. Additionally, the integration offers certain protections against hallucinations and helps block undesired topics and harmful content, such as malicious text inputs from generating responses.

PagerDuty Advance plugin integration with Amazon Q Business: PagerDuty is the first incident management platform to integrate with Amazon Q Business, one of the most capable genAI-powered assistants for leveraging companies' internal data. PagerDuty Advance customers can now utilize a single user interface via Amazon Q Business plugins to query on data from multiple applications, including PagerDuty Advance. Using the new Amazon Q plugin, this centralized source of truth reduces the need to shuffle between third-party applications to retrieve critical incident data. In interviews with PagerDuty Advance early access adopters, customers indicated that they saved on average 30 minutes per incident. This could mean hundreds of thousands of dollars saved per incident, factoring in the cost impact of incidents and staffing costs.

Read more about how PagerDuty and AWS are innovating for a more resilient future **here**. To learn more about PagerDuty Advance and sign up for a free trial, visit **here**.

Supporting Quote

"AI continues to be a top priority for IT leaders as they look to enhance efficiency, reduce costs, and drive faster decision-making. Generative AI is reshaping how organizations approach incident management and operational resilience. As digital infrastructures grow more complex, IT leaders are leveraging AI to not only respond to disruptions but also predict and prevent them. Partnerships like the one between AWS and PagerDuty provide a clear roadmap for how enterprises can strategically implement AI to achieve their goals of agility, reliability, and superior customer experiences," said Stephen Elliot, Group Vice President and Analyst, IDC.

Availability

- PagerDuty Advance integration with Amazon Bedrock is now generally available in all regions in which PagerDuty operates.
- PagerDuty Advance integration with Amazon Bedrock Guardrails is now generally available in all regions in which PagerDuty operates.
- PagerDuty Advance plugin integration with Amazon Q Business is now generally available in the U.S. service region.

Additional Information

- **Watch** Jennifer Tejada in Matt Garman's keynote on December 3, 2024 at 8:00 a.m. PT
- **Learn** more about PagerDuty at AWS re:Invent
- Visit the PagerDuty booth at AWS re:Invent, #1312
- Learn more about PagerDuty Advance **here**.
- Watch the PagerDuty Advance, Generative AI for PagerDuty Operations **video**.

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.**

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 more than 30 interviews conducted with early access adopters of PagerDuty Advance integrated with Amazon Bedrock.

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