

PagerDuty Becomes Newest AWS Software Partner to Earn Resilience Competency

2025-12-01

SAN FRANCISCO--(BUSINESS WIRE)-- **PagerDuty, Inc. (NYSE:PD)** - As enterprise system failures cost businesses an estimated **\$400 billion** annually in lost revenue and productivity, **PagerDuty** today announced it has achieved the Amazon Web Services (AWS) Resilience Services Competency in the software category — becoming one of the first AWS Software Partners to earn the designation. This achievement validates PagerDuty's ability to help enterprises architect, deploy and maintain mission-critical systems that can withstand failures and recover rapidly with minimal business disruption.

The timing is critical. With digital transformation accelerating across industries, organizations from financial services to healthcare companies now operate in an "always-on" economy where even minutes of disruption can trigger cascading business impacts — from abandoned shopping carts and failed transactions to regulatory penalties and reputational damage. PagerDuty's solutions address this challenge by combining end-to-end incident management with resilience engineering principles that help organizations not just react to incidents, but anticipate and mitigate them.

"Achieving the AWS Resilience Competency designation represents a significant milestone in our commitment to help customers build and maintain resilient digital operations," said Jeffrey Hausman, chief product development officer at PagerDuty. "As businesses increasingly depend on always-on systems, our certified solutions and partnership with AWS empower customers to respond effectively during outages, accelerate the incident management process and minimize business impact when failures occur, ensuring customer trust remains intact even during critical incidents."

The competency comes as enterprises face mounting pressure to maintain uptime for critical workloads, including

online banking platforms, stock-trading systems, Enterprise Resource Planning (ERP) applications and e-commerce operations — where even brief disruptions can result in millions in lost revenue and erode customer trust. PagerDuty's AWS-validated professional consulting and engineering services provide organizations with expert guidance to architect resilient cloud infrastructures that can withstand code failures, infrastructure problems, data corruption and even natural disasters.

Complex distributed systems, remote teams and continuous deployment practices have made resilience engineering more challenging than ever. PagerDuty's approach helps organizations shift from reactive firefighting to proactive resilience planning, turning incident data into actionable insights that continuously improve workload design, enabling faster recovery from failures with minimal end-user impact while maintaining business continuity.

About PagerDuty

PagerDuty, Inc. (NYSE:PD) is a global leader in digital operations management. The PagerDuty Operations Cloud is an AI-powered platform that empowers business resilience and drives operational efficiency for enterprises. With a generative AI and agentic AI capabilities tightly integrated in the platform, PagerDuty empowers teams to accelerate incident detection through resolution, anticipate issues, and drive continuous improvement across their digital operations. Trusted by nearly half of the Fortune 500, half the Forbes AI 50, and approximately two-thirds of the Fortune 100, PagerDuty is essential for delivering always-on digital experiences to modern businesses. Learn more and try it for free at www.pagerduty.com.

The PagerDuty Operations Cloud

The PagerDuty Operations Cloud is an AI-powered platform that automates and orchestrates the entire incident management lifecycle—from detection to resolution, providing resilience at scale. Designed for mission-critical operations, the platform empowers teams to identify and diagnose disruptions in real time, mobilize the right teams to quickly streamline workflows to solve digital issues before they become incidents. The PagerDuty Operations Cloud is essential for delivering flawless, always-on digital experiences that organizations and consumers expect today.

FAQs

1. What is the AWS Resilience Competency?

The AWS Resilience Competency is a validation program that recognizes AWS Partners who have demonstrated proven expertise in helping organizations design, implement and operate highly resilient systems on AWS infrastructure.

2. What does this matter for enterprises?

This competency matters because it provides independent verification that PagerDuty's solutions meet AWS's highest standards for resilience engineering.

3. How does PagerDuty help organizations reduce the business impact of system failures and outages?

PagerDuty addresses system failures through real-time incident management helping organizations anticipate potential issues, accelerate response times, increase customer trust and minimize business disruption.

4. What types of critical workloads and industries benefit most from PagerDuty's AWS-validated resilience solutions?

PagerDuty's AWS-validated resilience solutions are essential for industries where disruptions trigger significant consequences, including financial services, healthcare and e-commerce. Any business in the "always-on" economy can leverage PagerDuty's solutions.

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