PagerDuty

PagerDuty Expands AI Ecosystem to Supercharge AI Agents and Deliver Autonomous Operations

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Strategic partnerships with Anthropic, Cursor and LangChain expand PagerDuty ecosystem to more than 30 AI partners across 11 categories to power the future of AI-first operations

SAN FRANCISCO--(BUSINESS WIRE)-- **PagerDuty, Inc**. (NYSE:PD), a leader in AI-first operations management, today announced the expansion of its AI integration ecosystem, marking a significant enhancement of its PagerDuty Advance agents and AI platform capabilities to help organizations enable autonomous operations. As development velocity increases and more AI code is generated, the industry faces a critical new challenge—to ensure code does not break in production. Today, PagerDuty has added more than 30 AI partners across 11 categories to its AI integrations website. Through this intuitive, searchable public web directory of integrations and agentic workflows, the **PagerDuty Operations Cloud Platform** and **PagerDuty Advance Site Reliability Engineer (SRE) Agent** seamlessly connect with leading AI-native platforms and SaaS enterprise applications and help organizations tackle the challenge of AI operations.

Enabling Critical Use Cases Across the Full Incident Management Lifecycle

PagerDuty's expanded AI integration ecosystem transforms operations across multiple high-value scenarios. By ingesting rich observability telemetry, PagerDuty's AI ecosystem powers a self-reinforcing context flywheel that enables automated triage with deep observability context—allowing, for example, PagerDuty's SRE Agent to automatically correlate alerts, accelerate root-cause analysis and deliver more resilient operational outcomes.

The ecosystem also empowers developers and engineers to deliver more reliable code by embedding operational context directly into integrated development environments (IDE) for pre-commit risk scoring and safe deployments,

helping to prevent incidents before code can ship. For organizations building AI-powered applications, the ecosystem extends into large language model operations (LLMOps) and agent governance while enabling agentic cloud operations through direct communication between PagerDuty and cloud provider agents for automated remediation and self-healing infrastructure.

Powering the AI-Era with an Integrated Operational Layer

The expanded PagerDuty AI integration ecosystem helps to establish PagerDuty as the indispensable system of intelligence and action for AI-driven operations. With an existing foundation of more than 700 integrations, the ecosystem expands into AI-focused segments spanning agentic operations, coding agents, integrated development environments, enterprise copilots and beyond—enhancing interoperability via Model Context Protocol (MCP) integrations for seamless AI-to-platform connectivity.

The company's AI integrations connect through three pathways: partners connecting to PagerDuty's MCP Server, which enables partners to access service, team, and incident context; PagerDuty's connections to partner MCP servers for seamless interoperability; and direct API integrations between partner platforms and PagerDuty. These integrations, if enabled by customers, help to power the context flywheel, which becomes smarter with every incident to resolve issues faster and prevent incidents from happening.

"Organizations are racing to adopt AI agents, but the real challenge is making them work together seamlessly in production environments," said Jennifer Tejada, CEO and Chairperson of PagerDuty. "Our AI integration ecosystem solves this by connecting 30-plus AI partners directly into the operational workflows teams already rely on. This means faster incident resolution, reduced downtime, and the ability to prevent issues from impacting customers at all."

Strategic Partnerships with Key AI Tools

The launch announcement features three upcoming marquee partnerships that demonstrate the power of the ecosystem in action:

- Anthropic/Claude Partnership
  PagerDuty launched a plugin for Claude Code, powered by MCP, now listed in the **official Anthropic marketplace**. This plugin helps developers catch risky code changes before they reach production by analyzing uncommitted changes against historical incident data. The plugin features pre-commit risk scoring that evaluates code deployment safety, along with a background agent that automatically investigates and summarizes incident context. By surfacing potential risks and providing actionable recommendations before code is committed, developers can prevent incidents that impact customer experience and avoid costly

emergency responses—all without leaving their development environment.

- Cursor Partnership
  PagerDuty's newly launched **MCP plugin for Cursor**, now available in the official Cursor Marketplace, offers a one-step installation that brings critical operational context directly into the Cursor developer workflow. Developers can access on-call schedules, service information, and incident history without leaving their AI coding platform. When incidents occur, Cursor can automatically trigger agents to investigate logs and summarize potential root causes in real-time. This empowers developers to resolve incidents more quickly and build with confidence.

- LangChain Partnership
  As application logic moves from code to the model, LLM apps and agents fail in ways traditional monitoring misses: silent degradation, inconsistent outputs, regressions that do not throw errors. Catching these problems fast and routing them to the right people requires observability and incident management to work together. LangSmith's **native integration** triggers PagerDuty incidents when it detects critical issues like error spikes, latency increases, or feedback score drops. Teams get notified through their existing PagerDuty workflows without additional configuration. LangChain and PagerDuty also collaborated on an **Incident Responder agent template** for LangSmith's Agent Builder. Built on PagerDuty's MCP server, it lets teams create an agent that analyzes alerts, cross-references your runbook, and recommends actions.

Supporting Quotes

"Our recent development work with PagerDuty demonstrates the power of an integrated AI ecosystem," said Josh Ma, engineering lead at Cursor. "Between our native Automations integration and the PagerDuty plugin, developers now have multiple ways to access critical operational context and resolve incidents directly from their agentic coding environment."

"LangSmith gives teams observability across the full agent development lifecycle to catch performance regressions fast," said Harrison Chase, co-founder and CEO at LangChain. "The integration with PagerDuty closes the next gap: when LangSmith detects a critical issue, it triggers a PagerDuty incident through your existing workflows automatically. And with the Agent Builder Incident Responder template built on PagerDuty's MCP server, teams can spin up an agent to improve incident response in minutes."

Additional Ecosystem Highlights

The AI integration ecosystem also includes:

- Agentic Cloud Operations (**AWS DevOps**, **Azure SRE**): Enables native communication between PagerDuty and certain core cloud provider agents to share critical operational context, paving the way for automated

remediation and self-healing infrastructure.

- **PagerDuty Incident Responder Custom Agent for GitHub**: Embeds operational context directly into GitHub Copilot, empowering developers to query incident data and execute response actions seamlessly from right where they work. Find the demo **here**.

Powering the Next Generation of Digital Resilience

This ecosystem reinforces PagerDuty's leadership in AI-first operations, helping customers accelerate autonomous workflows and improve operational resilience. By extending PagerDuty's capabilities to earlier stages of the development lifecycle, the expanding ecosystem enables organizations to unlock the benefits of continuous learning from the context flywheel that PagerDuty provides to prevent issues or resolve them faster when they do occur. For partners, this growth demonstrates PagerDuty's integration velocity and commitment to the ecosystem, creating new opportunities to co-innovate and deliver greater value across the AI operations landscape.

The AI Integrations web directory is available **here**.

About PagerDuty

PagerDuty, Inc. (NYSE:PD) is the global leader in AI-first operations management serving more than 35,000 organizations worldwide. The PagerDuty Operations Cloud is a comprehensive, multi-product operations cloud platform that sits at the center of the enterprise technology stack. The Platform is a system of intelligence and action, ingesting signals from over 700 integrations, to orchestrate the right response across people, machines and software. Trusted by nearly half of the Fortune 500, half of the Forbes AI 50, and approximately two-thirds of the Fortune 100, PagerDuty is essential to delivering always-on digital experiences for 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, mobilizing 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.

Forward-Looking Statements

This press release contains forward-looking statements, including the expected availability of new functionality.

These statements are not guarantees of future performance and involve significant risks. For a complete description of such risks, refer to PagerDuty's most recent Form 10-K and subsequent SEC filings.

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