

PagerDuty Expands International Presence to Japan

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In Partnership with Japan Cloud, New Entity Supports Rapid Regional Growth

TOKYO & SAN FRANCISCO--(BUSINESS WIRE)-- PagerDuty (NYSE:PD), a leader in digital operations management, today announced the expansion of its Japanese operations through a strategic partnership with Japan Cloud. PagerDuty's digital operations platform has become critical infrastructure as companies across industries accelerate their plans for digital transformation. The new joint venture, PagerDuty Japan, further enables PagerDuty to support this transition with an experienced local team.

As PagerDuty scales towards \$1 billion of revenue, Japan offers significant expansion opportunities for PagerDuty led by cloud adoption, digital acceleration and DevOps transformation. Enterprise operations are continuous and complex, but the operating systems most companies rely on haven't evolved. With PagerDuty, organizations of all sizes can proactively manage their digital operations from anywhere, preventing disruptions and allowing them to spend less time reacting and more time building the future.

"The PagerDuty Operations Cloud is becoming the standard for modern enterprises that want to succeed in a digital-first world," said Jennifer Tejada, chairperson and CEO of PagerDuty. "Japan is home to some of the most digitally mature companies in the world. We expect PagerDuty Japan to accelerate our growth in a critical region and to reaffirm our commitment as a global leader."

The PagerDuty Japan team will report into Natalie Fair, PagerDuty regional lead, APJ, who has two decades of technology experience, particularly in the emerging technologies, enterprise and digital transformation arenas. PagerDuty already counts notable Japanese companies such as Yahoo Japan, NTT DoCoMo and Iret as customers.

"At Yahoo Japan, we have been using PagerDuty to proactively manage and handle alerts which has become a

critical part of our business,” said Yuichiro Sano, Technology Group System Headquarters, Cloud Platform Department 2 Director at Yahoo Japan. “We also rely on PagerDuty’s event intelligence feature to reduce the number of alerts and focus on our core responsibility.”

Japan Cloud has a demonstrated track record of scaling U.S. enterprise software companies in the Japanese market, including Appito, BlackLine, Brze, Coupa, New Relic and WalkMe.

“Digital operations management is critical for Japanese companies as they adapt to an always-on world,” said Aruna Basnayake, CEO of Japan Cloud. “Japan Cloud is thrilled to partner with PagerDuty in scaling their Japan operations and making their digital operations platform a must-have for Japanese companies.”

PagerDuty Japan is actively hiring for in-country sales, support, service, marketing and operations personnel.

Forward-Looking Statements

This press release contains “forward-looking statements” within the meaning of the “safe harbor” provisions of the Private Securities Litigation Reform Act of 1995, including but not limited to, statements regarding our future financial performance and outlook and market positioning. Words such as “expect,” “extend,” “target,” “accelerate,” “may,” “will,” “could,” “intend,” and variations of these terms or the negative of these terms and similar expressions are intended to identify these forward-looking statements. Forward-looking statements are subject to a number of risks and uncertainties, many of which involve factors or circumstances that are beyond our control. Our actual results could differ materially from those stated or implied in forward-looking statements due to a number of factors, including but not limited to, risks and other factors detailed in our Annual Report on Form 10-K filed with the Securities and Exchange Commission (SEC) on March 17, 2022 and our most recent reports on Form 10-Qs filed with the SEC. In particular, the following risks and uncertainties, among others, could cause results to differ materially from those expressed or implied by such forward-looking statements: the effect of uncertainties related to the COVID-19 pandemic on U.S. and global markets, our business, operations, revenue results, cash flow, operating expenses, demand for our solutions, sales cycles, customer retention and our customers’ businesses; our ability to achieve and maintain future profitability; our ability to attract new customers and retain and sell additional functionality and services to our existing customers; our ability to sustain and manage our growth; our dependence on revenue from a single product; our ability to compete effectively in an increasingly competitive market; and general market, political, economic, and business conditions. Past performance is not necessarily indicative of future results. The forward-looking statements included in this press release represent our views as of the date of this press release. We anticipate that subsequent events and developments will cause our views to change. We undertake no intention or obligation to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise. These forward-looking statements should not be relied upon as representing our views as of any date subsequent to the date of this press release.

About PagerDuty

PagerDuty, Inc. (NYSE:PD) is a leader in digital operations management. In an always-on world, organizations of all sizes trust PagerDuty to help them deliver a better digital experience to their customers, every time. Teams use PagerDuty to identify issues and opportunities in real time and bring together the right people to fix problems faster and prevent them in the future. Notable customers include Cisco, DocuSign, Doordash, Electronic Arts, Genentech, Shopify, Zoom and more. To learn more and try PagerDuty for free, visit www.pagerduty.com. Follow our [blog](#) and connect with us on [Twitter](#), [LinkedIn](#), [YouTube](#) and [Facebook](#). We're also hiring, visit <https://www.pagerduty.com/careers/> to learn more.

About Japan Cloud

Japan Cloud advises and provides hands-on support to world-class enterprise cloud companies entering Japan. By partnering with Japan Cloud, companies achieve faster time to market, operational excellence and customer success-driven growth. Learn more at japancloud.co.jp.

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Claude Shy

630-338-9034

cshyiii@pagerduty.com

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