

PagerDuty Named a Leader and Outperformer in 2026 GigaOm Radar for IT Incident Response Platforms for Fourth Consecutive Year

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Report highlights PagerDuty's strengths in incident lifecycle orchestration, collaborative response and mobile incident operations

SAN FRANCISCO--(BUSINESS WIRE)-- PagerDuty, Inc. (NYSE: PD), a leader in AI-first operations management, announced it has been named a Leader and an Outperformer in the 2026 GigaOm Radar for IT Incident Response Platforms (IRP). In addition, PagerDuty achieved the highest average score across key feature evaluations in this year's report, underscoring the strength and completeness of its platform. The report places PagerDuty in the Innovation / Platform Play quadrant and recognizes the PagerDuty Operations Cloud for its continued evolution as a centralized system of action for managing time-critical operational work.

PagerDuty has been recognized as a Leader in the GigaOm Radar for IT Incident Response Platforms for the fourth consecutive year.

Read the full 2026 GigaOm Radar for IT Incident Response Platforms [here](#).

The GigaOm Radar evaluates vendors based on technical capabilities, innovation, product maturity, and business impact. In this year's report, PagerDuty was recognized for strengths across key evaluation areas, including incident lifecycle orchestration, collaborative response, mobile incident operations and response capabilities.

This marks the fourth consecutive year PagerDuty has been recognized as a Leader in the GigaOm Radar for IT Incident Response Platforms. GigaOm highlights PagerDuty's role as essential infrastructure for managing complex operational environments and coordinating incident response across distributed teams and systems.

A Platform for Coordinated Incident Response

The PagerDuty Operations Cloud is an AI-powered platform that automates and orchestrates the entire incident management lifecycle. The platform connects signals from monitoring and observability systems with automation, collaboration and development tools and operational workflows to coordinate response across teams and services.

According to the report, PagerDuty demonstrates particular strengths in several areas:

- Incident lifecycle orchestration
PagerDuty unifies detection, mobilization, response execution and post-incident learning within a continuous workflow, helping organizations maintain a consistent operational narrative as incidents evolve.
- Collaborative response
The platform synchronizes communications across tools such as Slack and Microsoft Teams while maintaining a unified incident timeline. **PagerDuty's Scribe Agent** uses generative AI to transcribe incident calls and generate timelines in real time, helping teams maintain shared situational awareness during high-severity incidents.
- Mobile incident operations
PagerDuty enables responders to mobilize teams, execute playbooks, collaborate and approve actions directly from mobile devices, supporting distributed and follow-the-sun operating models common in modern enterprise environments.

The report also recognizes PagerDuty as an Outperformer, citing the company's continued progress in applying AI agents to automate the incident lifecycle, including the introduction of agents designed to improve coordination, reduce manual effort and accelerate operational response.

Recognized Leadership in a Maturing Incident Response Platforms Market

The 2026 GigaOm Radar for IT Incident Response Platforms evaluates 17 vendors in a market that has evolved from simple alert routing to comprehensive operational control platforms that coordinate detection, response and learning across modern digital environments. The report shows that organizations are increasingly adopting incident response platforms as centralized coordination layers that help teams manage operational complexity, maintain shared situational awareness and continuously improve reliability.

Supporting Quotes

"Incident response has evolved from isolated alerts to coordinated operational workflows that span teams, systems, and services," said David Williams, senior vice president of Product at PagerDuty. "We've invested heavily

in AI, automation, and intelligent workflows to help organizations reduce noise, coordinate response more effectively, and continuously learn from operational events. Being recognized by GigaOm as a Leader and Outperformer highlights the role the PagerDuty Operations Cloud plays as a platform for managing time-critical operations in modern digital environments.”

“PagerDuty is a long-established leader in incident response, widely adopted as essential infrastructure for managing time-critical operational work across IT, engineering and digital business teams,” said Stan Wisseman, principal analyst at GigaOm. “The introduction of agents such as SRE, Scribe, Insights and Shift reflects a coordinated approach to improving incident execution, collaboration and post-incident learning rather than isolated feature releases. These enhancements demonstrate continued investment in reducing responder toil and accelerating coordinated response.”

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.

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