PagerDuty

PagerDuty Named a Leader and Outperformer in the 2025 GigaOm Radar for AIOps for Fourth Consecutive Year

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Analyst report distinguishes PagerDuty's faster-than-market development pace in automation, incident intelligence and workflow orchestration

SAN FRANCISCO--(BUSINESS WIRE)-- **PagerDuty (NYSE:PD)**, a global leader in digital operations management, today announced it has been named a Leader and Outperformer in the 2025 GigaOm Radar for AIOps for the fourth consecutive year. The annual report positions PagerDuty AIOps in the Innovation half of the GigaOm Radar, based on the company's focus on frequent product updates, expanding automation capabilities and an AI-centric approach to human-in-the-loop decision making.

PagerDuty has been named a Leader and Outperformer in the 2025 GigaOm Radar for AIOps.

Read the full **GigaOm Radar for AIOps** and learn more about PagerDuty AIOps **here**.

PagerDuty Strengths

- Correlation and Causality Analysis: Strong event correlation capabilities group together related incidents using time-series analysis, machine learning and historical incident context. This enables IT operations teams to reduce noise and accelerate triage in dynamic service environments.
- Automated Remediation: Supports automation through PagerDuty's Runbook Automation and Process Automation features, allowing users to define self-healing workflows and auto-responses to common incident types. Operations teams can experience significantly improved operational resilience and reduce mean time to resolution (MTTR) without requiring deep integrations with external tools.

- SIEM and SOAR Integration: Meets the needs of converged security operations, or SecOps, environments through integrations with numerous security and IT toolchains, including popular Security Information and Event Management (SIEM) and Security Orchestration, Automation and Response (SOAR) platforms, to enable coordinated incident response across security and operations teams.

The sixth annual GigaOm Radar for AIOps examines 33 of the top AIOps solutions. Together with the companion Key Criteria report, GigaOm provides an overview of the market, identifies leading AIOps offerings and helps decision-makers evaluate these solutions so they can make a more informed investment decision.

Anaplan, a leading connected planning platform, implemented PagerDuty AIOps to streamline its incident management process and experienced a 95% improvement in detecting and addressing incidents. With PagerDuty, the company saves an estimated $250,000 per year by reducing the time to detect issues from two to three hours to five minutes, and the time to address critical incidents from three hours to under 30 minutes.

To sign up for a free trial of PagerDuty AIOps, please visit here.

Supporting Quotes

"PagerDuty's distinction as a Leader and Outperformer for four consecutive years illustrates how we continue to redefine what modern operations can look like in the era of AI and automation," said David Williams, senior vice president of product at PagerDuty. "When powered by AI and automation, operational resilience requires less attention from development teams who can instead reinvest saved time in innovation to drive business growth. Delivering a seamless customer experience with ongoing service availability not only defines digital operations today, but is also a strong contributor to driving business value."

"AIOps continues to evolve beyond just delivering AI-driven insights to include connecting data, context and action across the entire IT landscape," said Dr. Shane Archiquette, industry research analyst at GigaOm. "PagerDuty's continuous expansion of event correlation, automated remediation and AI-driven incident response features positions the company ahead of many peers that are evolving more conservatively in the AIOps space."

"We have a responsibility to ensure that our products and services are made available to our customers at all times. With PagerDuty AIOps, we're able to leverage AI to help identify and resolve issues much more quickly, enabling us to deploy strategies that are the most meaningful, most targeted and most focused," said Gandhi Kumar, principal incident commander at Twilio.

About PagerDuty, Inc.

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 assistant at its core, PagerDuty empowers teams to detect and resolve issues in real time, orchestrate complex workflows, and drive continuous improvement across their digital operations. Trusted by nearly half of both the Fortune 500 and the Forbes AI 50, as well as 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.

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