



NEWS RELEASE

PagerDuty Solution for HybridOps Accelerates Digital Operations Maturity

2019-05-06

The PagerDuty Solution for Hybrid Operations orchestrates real-time action among teams across the organization for improved business outcomes

SAN FRANCISCO--(BUSINESS WIRE)-- PagerDuty, Inc. (NYSE: PD), a global leader in digital operations management, today announced the **PagerDuty Solution for HybridOps**. PagerDuty empowers organizations to better deliver always-on, real-time experiences to their customers. The platform embraces HybridOps, an approach to digital operations that enables businesses to orchestrate intelligent, real-time response across distributed teams that utilize different operating models. The solution for HybridOps supports mission-critical functions such as traditional Network Operations Centers (NOCs), DevOps, security, and customer support.

Competitive pressures and raised expectations are driving enterprises to deliver improved customer experiences in a more agile manner than ever before. While most organizations have years of investment in on-premise systems and legacy delivery practices, these same teams are now choosing to augment existing systems with new cloud-based projects that leverage microservice-based architectures, along with new delivery and support practices. This resulting complexity and new reality are forcing organizations to mature practices across a mix of technologies and operating models.

“As we’ve transitioned teams to a you-build-it, you-own-it world, we try to measure the success of those transitions solely based on their operational readiness,” said Nestor Camacho, Manager, Oracle Operations Command Center at Oracle Cloud. “This allows us to tie metrics back to business impact, no matter what the operating model in each team is — ITIL, DevOps or a combination of both.”



PagerDuty serves as the hub for real-time operations at the center of enterprise HybridOps operating models. By combining machine data generated from software-enabled devices and how humans respond to this data during disruptions, PagerDuty provides insights into the health of critical business services. These insights keep operations running by orchestrating people and teams across the organization to quickly resolve an issue, enabling their technical teams to focus on the goal of delivering amazing customer experiences, regardless of what operating models and tools are in use.

Customers using the PagerDuty platform for HybridOps are leveraging new products, including **Event Intelligence**, **Modern Incident Response**, and mobile, as well as the company's rapidly growing integration ecosystem.

PagerDuty's Solution for HybridOps uniquely combines automation and artificial intelligence so enterprises can realize immediate benefits, such as improved collaboration and reduced service disruptions by:

- Breaking down walls between ITOps, DevOps, and the business. PagerDuty's bi-directional integrations with IT service management tools like ServiceNow and Cherwell, and enterprise communication tools like Zoom and Slack, democratize access to operational data. Teams can quickly access the information and context needed to take action that drive operational improvements. This results in better speed and efficiency in digital operations.
- Allowing teams to work with the tools of their choice. PagerDuty's 300+ vendor-agnostic **integrations** across ITSM, DevOps, DevSecOps and customer service solutions coordinate seamlessly across multiple tool chains, providing interoperability without forcing teams to leave familiar interfaces. For example, the newest version of the ServiceNow integration enables multiple ITSM and NOC teams to coordinate a real-time response without leaving the ServiceNow interface. Additionally, the new version of the Slack integration allows DevOps teams to drive complex actions from within a ChatOps interface.
- Easily incorporating advanced machine learning insights from real-time operational data. Teams use PagerDuty's proprietary machine learning algorithms to filter signals from the noise, enabling them to more quickly resolve issues so they can focus on planned, strategic work. PagerDuty's Intelligent Alert Grouping and other AI capabilities drive immediate efficiencies from a customer's existing data, with no lengthy model training required.
- Getting teams started quickly. PagerDuty is a mobile-first, consumer-grade experience that doesn't require expensive professional services implementations. ITOps and DevOps teams can also depend on the enterprise-quality platform, which offers a high level of reliability, security and scalability for the entire organization.

"Our customers exist in a hybrid world that uses a mix of operating models, tools and practices," said Jonathan Rende, senior vice president of product at PagerDuty. "PagerDuty's platform integrates data from a variety of

products and helps orchestrate real-time response to enable traditional Ops and DevOps teams to work together seamlessly in service of customers.”

PagerDuty uniquely accelerates product innovation, improves customer experience and gives both technical professionals and business leaders the gift of time. Learn more about the PagerDuty Solution for HybridOps at the [Knowledge 2019](#) event on May 6 at the PagerDuty Booth #737.

About PagerDuty

PagerDuty, Inc. (NYSE: PD) is a leader in digital operations management. PagerDuty empowers organizations of all sizes with real-time and data-driven insights to drive better business results. DevOps, ITops, and SecOps teams use PagerDuty's award-winning platform for real-time operations to improve operations, deliver exceptional customer experiences, and accelerate innovation. Today, over 11,000 organizations across all industries have deployed PagerDuty. Notable customers include IBM, GE, Box, and American Eagle Outfitters. 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](#).

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