PagerDuty

NEWS RELEASE

PagerDuty Unveils Paige, an SRE Agent, and the PD Reliability Platform - Establishes PD Labs to Power Open AI Innovation in Reliability Engineering

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Paige and the PD Reliability Platform bring AI-assisted detection, triage, resolution and prevention together so organizations can stop disruptions before they reach customers

SAN FRANCISCO--(BUSINESS WIRE)-- PagerDuty, Inc. (NYSE: PD), the global leader in AI-first incident management, today announced **Paige**, a next generation SRE agent built to work as a member of operations, engineering, and DevOps teams to detect, investigate, and remediate issues across increasingly complex systems. Paige orchestrates incident resolution on the **PD Reliability Platform**, PagerDuty's flagship product (previously known as PagerDuty Operations Cloud). The PD Reliability Platform unifies signal intelligence, incident management, and automation for blended teams of agents and humans to automate detection, investigation, and remediation combined with the operational context and telemetry needed to act. Additionally, PagerDuty has established PD Labs, a new AI innovation center built in the open with design partners.

A New Era of Software, Breaking at an Unprecedented Pace

AI is playing an increasingly important role in creating the software that powers the modern world. Software is increasingly written by AI, tested by AI and released to production by AI with ever-diminishing human review before release. Additionally, AI-powered software in production is failing in new ways: model drift, token runaway, governance violations, PII exposure, and hallucinations, are reducing the reliability of production applications and the LLM-powered features to many workloads exacerbates this problem even more. Outages and service interruptions are increasing and the burden on the teams charged with keeping business-critical applications running has grown exponentially. **Recent research** shows 95% of executives say the ability to reduce incidents is

now a competitive advantage, with 77% planning to increase resilience investment over the next 12 months.

This is the challenge PagerDuty was built to address. With more than $100 million invested in research and development annually and approaching one billion incidents managed annually, PagerDuty uniquely brings the scale and experience to help enterprises run reliably, which is why PagerDuty is trusted by two-thirds of the Fortune 100 and tens of thousands of customers globally.

Paige, PagerDuty's SRE Agent

Paige is PagerDuty's SRE agent built to work as a member of operations, engineering, and DevOps teams, coordinating signal intelligence, incident management, and automation. Paige is designed for optionality: teams can run Paige with a human in the loop, accelerating triage while reserving remediation for approval, or Paige can act autonomously in well-understood scenarios to quickly detect and resolve incidents. Paige assists in resolving lower-priority incidents automatically while providing full visibility to its human operators.

What distinguishes Paige most is a capacity to learn: every resolved incident becomes an integral element of shared memory, sharpening Paige's future performance and making each subsequent incident easier to resolve.

The PD Reliability Platform

The PD Reliability Platform replaces fragmented, multi-tool incident response with a single integrated platform that offers blended teams of agents and humans automated detection, investigation, and remediation combined with the operational context and telemetry needed to act. Central to this is the new PD Reliability Platform Console, a command center for incident commanders and team managers, available exclusively to PD Reliability Platform customers. The console brings an organization's incidents, on-call rotations, and AI agents into a single view, showing which agents are enabled and what they're doing. This empowers teams to track progress and act directly on Paige's recommendations without leaving the screen.

PagerDuty Meets Your Team Where They Work

The PD Reliability Platform is Slack- and Microsoft Teams-native, so responders can run incidents end to end without leaving the tools they already use. When an incident triggers, PagerDuty automatically spins up a dedicated channel and conference bridge. Responders acknowledge an incident with one click from acknowledging an incident and collaborating with their teammates and Paige to resolve it. Once resolved, a post-incident review is generated instantly, with follow-up actions pre-populated with owners and due dates so long term remediation actions do not go unresolved.

PD Labs: Where Customers Shape What PagerDuty Builds Next

Alongside Paige and the PD Reliability Platform, PagerDuty is launching **PD Labs**, a new innovation center built to stay ahead of an AI landscape evolving faster than any traditional product roadmap. Most vendors solve today's problems while remaining blind to how tomorrow's will break differently. PD Labs provides organizations with hands-on access to what PagerDuty's engineers are working on, the ability to try new capabilities against real problems, and a direct line to the people writing the code.

Supporting Quotes

“A tsunami of fragile AI-generated code is now entering production and SRE teams are stretched to the max. This new code breaks differently and more often and practitioners find it increasingly difficult to determine the root cause when a problem does arise. The only way to maintain resilience in the face of this complexity is to fight fire with fire, using AI itself as part of how we keep systems running. The PagerDuty SRE Agent, Paige, was built for exactly this world.”
- John DiLullo, CEO of PagerDuty

“AI is changing how software is built and how it breaks, and our Fall 2026 innovations, shaped directly by our customers, are designed for what’s next. With AI-assisted detection, triage and incident resolution, our new solutions give customers an agentic AI partner in critical moments, guiding them through every incident, turning learnings into strategic insights, and driving continuous improvement.”
- David Williams, SVP of Product at PagerDuty

“Since 2019, AHEAD and PagerDuty have helped customers connect signals, incident response, and ITSM workflows to improve how operations teams respond and learn. The PD Reliability Platform and Paige build on that foundation by bringing AI-native assistance into the platform where teams already manage critical work. For our joint customers, that means a clearer path to reducing operational friction, accelerating response, and shifting more attention toward prevention and resilience.”
- Ryan Crosby, VP, Intelligent Operations Sales, AHEAD

“As AI agents take on more of the operational workload, the tools people use to coordinate around them matter more. Slack is where incident response already happens for thousands of joint PagerDuty and Slack customers. Bringing Paige and the PD Reliability Platform to Slack means responders have speed and visibility, which is critical as agentic and human teams operate side-by-side in the same channel.”
- Steve Miller, Director of Business Development, Slack

“PD Reliability Platform gives us the building blocks to optimize incident management across the company. We

integrated it into our centralized internal tool, and PagerDuty's Scribe Agent runs through every incident, feeding situational awareness back into the platform. Our responders don't have to stop and document what is happening, and our teams get context immediately, right where they collaborate. That's how PagerDuty is helping us drive reliability across the incident lifecycle."
- Kulvir Gahunia, Director, Site Reliability Office, TELUS

"IT teams are looking for value from their AI agent investments, including measurable outcomes such as improved uptime, lower cost of operations, and time returned to responders who would otherwise be chasing logs and assembling the right people for an incident. Increasingly, organizations also aim to prevent incidents, as well as quickly recover and learn from the ones that do occur."
- Snow Tempest, Research Manager, IT Service Management, IDC

Pricing

- The PD Reliability Platform is **available** with a platform fee based on operational scale that includes a seeded amount of events ingested for Signal Intelligence, actions for AI and automation, and seats for responders, managers, and stakeholders. The PD Reliability Platform pricing offers one end-to-end solution with one purchasing experience, replacing the need for separate point solutions.
- Customers can purchase flexible credits to add events, actions, and seats as they go. Additionally, customers can allocate their investment between people and AI-driven actions rather than committing to seats alone.
- To help teams put AI-driven operations to work faster, customers who purchase an Essential, Plus, or Ultimate plan of the PD Reliability Platform before January 15, 2027 will receive additional AI Actions capacity at no extra cost for the first year of their subscription. Learn more at **www.pagerduty.com/pricing**.

Availability

- The PD Reliability Platform and Paige are generally available on November 3, 2026.
- SRE Workbench will be concurrently released on the PD Labs incubation platform; try it today at pagerduty.com/pd-labs.

Additional Information

- **Learn** more about the PD Reliability Platform.
- **Watch** an overview of the PD Reliability Platform.
- **Meet** Paige, PaigeDuty's SRE Agent.
- **Watch** a video about Paige.
- **Register** to watch the Fall launch on demand.
- **Go inside PD Labs' research behind PagerDuty's SRE Agent**: how Deep Investigation forms and tests

hypotheses, how AI-generated Topology maps real dependencies, and how a custom, third-party benchmark shows Paige scoring among the highest for incident diagnosis.

- Read the **SRE Agent Benchmark Report** to see how Paige outperformed leading AI coding agents at diagnosing simulated IT incidents, and to explore the methodology behind the results.

About PagerDuty, Inc.

PagerDuty, Inc. (NYSE: PD) is the global leader in AI-first incident management. By automatically detecting, diagnosing, remediating, and preventing issues, the PD Reliability Platform orchestrates blended teams of humans and AI agents automating workflows with context from over 750 integrations. Trusted by approximately two-thirds of the Fortune 100 and nearly half of the Fortune 500, PagerDuty is the industry standard for organizations scaling resilient, autonomous operations. Learn more and try it for free at **www.pagerduty.com**.

The PD Reliability Platform and Paige, an SRE Agent

The PD Reliability Platform combines automated incident detection, investigation, and remediation by blended teams of humans and AI agents required for the AI era. By building shared memory, PagerDuty helps improve performance and prevent future disruptions before they happen. Designed for mission-critical operations, the PD Reliability Platform unifies Signal Intelligence, Incident Management, and Automation into a single system orchestrated by Paige, PagerDuty's built-in SRE Agent. PagerDuty gives operations, engineering, and DevOps teams an always-on partner working side by side with them to get ahead of the next incident before it happens. The PD Reliability Platform and Paige are essential for organizations moving beyond responding faster and toward preventing disruption altogether.

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 the expected availability, functionality, and benefits of new products and features, pricing and promotional terms, and industry and AI trends. Words such as “will,” “expect,” “designed to,” and similar expressions are intended to identify these forward-looking statements. Forward-looking statements are subject to risks and uncertainties, and actual results could differ materially from those stated or implied, including due to risks related to our ability to adapt and respond effectively to rapidly developing technology and to develop new functionality or use cases. For a complete description of such risks, refer to PagerDuty’s most recent Form 10-K and subsequent SEC filings. 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.

Media Contact: **media@pagerduty.com**
Investor Contact: **investor@pagerduty.com**

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