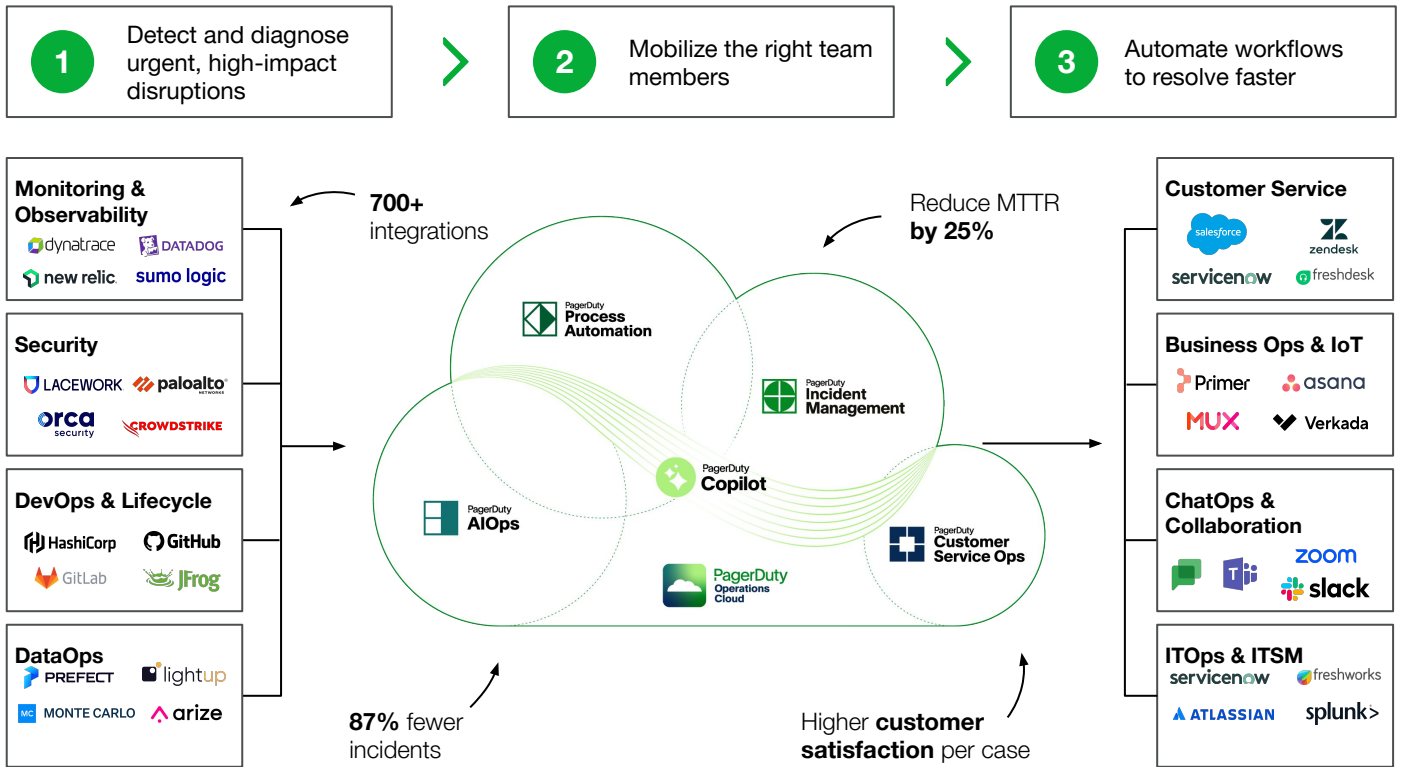


# Automate and accelerate critical work across the enterprise.

# PagerDuty

PagerDuty is transforming critical work for modern enterprises. The PagerDuty Operations Cloud combines AIOps, Automation, Incident Management, and Customer Service Operations into a flexible, resilient and scalable platform to increase innovation velocity, grow revenue, reduce cost, and mitigate the risk of operational failure.

PagerDuty harnesses the power of technology to put people first: scaling teams with automation and keeping them in-context and in-flow. More than half of the Fortune 500 and nearly 70% of the Fortune 100 rely on PagerDuty as essential infrastructure for the modern enterprise.



## Why PagerDuty?

### Save money in your digital operations.

High customer expectations and increasingly distributed systems mean disruptions to digital service can have catastrophic effects on sales, brand loyalty, and operating costs. Now you can automate and accelerate issue resolutions with minimal human interruption—and deliver clear savings to your business.

### Get more time to do high-value work.

The PagerDuty Operations Cloud streamlines urgent interrupt work across the enterprise. You can improve system resilience and team capacity, while reducing the strain of operational complexity and the unexpected.

### Detect and resolve issues faster.

With more than 700 integrations, APIs, and apps for customer service, the PagerDuty Operations Cloud empowers rapid responses in any environment. And thanks to more than 10 years of data ingestion, its AI power can reduce alert noise by up to 98%, deliver clear context, and automate actions for you.

### Ensure up to 75% less downtime.

From faster detection to faster mobilization, the PagerDuty Operations Cloud ensures more resilient user experiences. Customer service agents can collaborate quicker with better visibility into real-time issues, too.

Trusted by over 20,000 companies, including:

align

CTC  
CHICAGO TRADING COMPANY

energy

Carrefour

proofpoint.

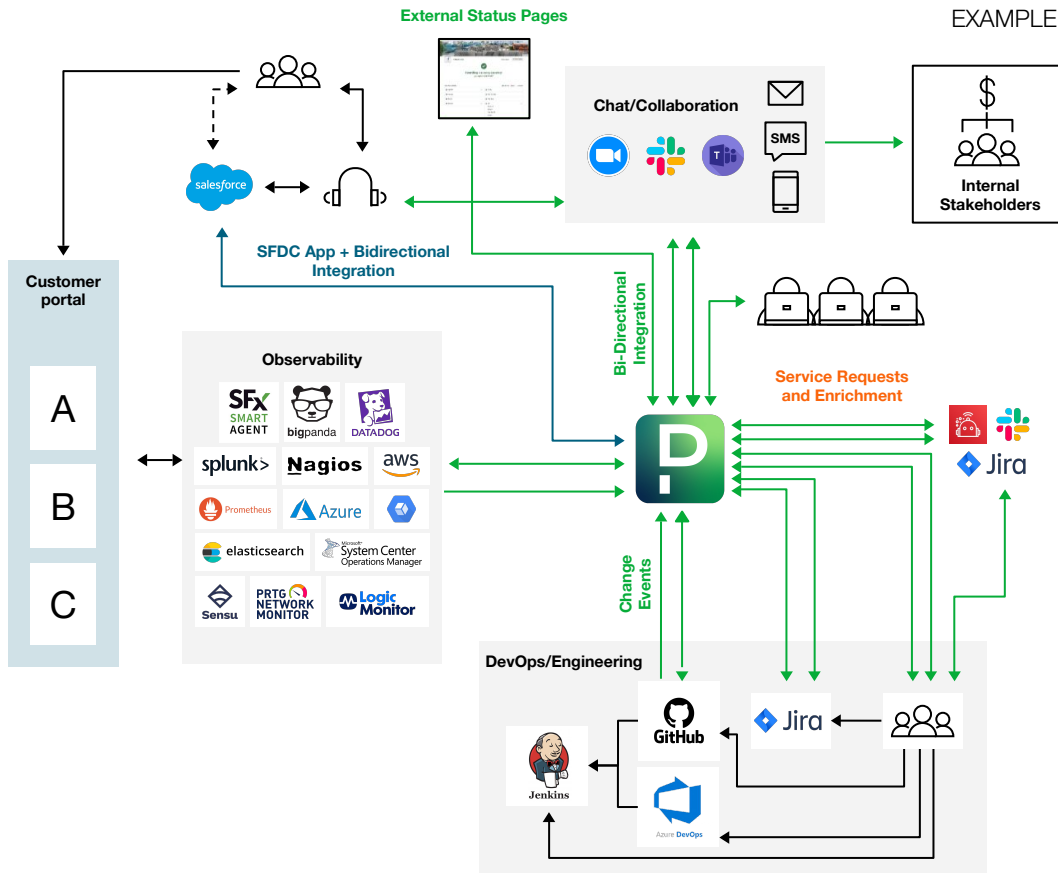
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JOHN LEWIS & PARTNERS

## Reduce waste and drive more productivity.

The PagerDuty Operations Cloud deflects unnecessary work from teams and subject matter experts so they can focus on delivering business value. Urgent work is escalated to the right teams and routine work is made self-service. Customers see payback in months.\*

\* According to IDC's PagerDuty Business Value Snapshot.



“Our business counts on PagerDuty when every second matters.”

**Eric Yuan, CEO**  
Zoom Video Communications

## Products

### PagerDuty Incident Management

Automate, orchestrate, and accelerate critical work with capabilities to manage incidents end-to-end.

### PagerDuty Process Automation

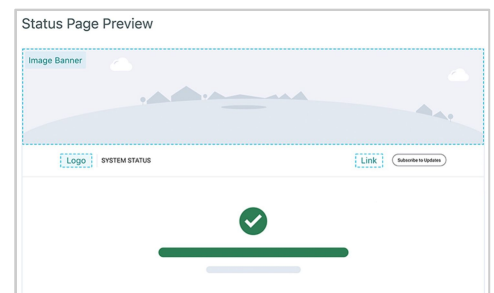
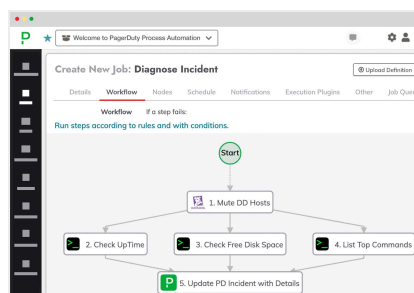
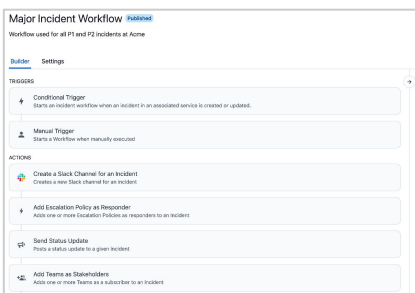
Move from ticket time to machine time with our full suite of Process Automation capabilities.

### PagerDuty AIOps

Reduce alert noise by 87%, accelerate triage, and automate manual work.

### PagerDuty Customer Service Operations

Resolve issues before they impact your business with our Customer Service Operations capabilities.



**Incident Workflows:** Use a no-code/low-code builder to pre-set and automatically run tasks during incidents. This reduces the time and manual work required to escalate, mobilize, and coordinate action during incident responses.

**Multi-step Jobs:** Define multi-step jobs to easily incorporate resources such as nodes and steps to perform on nodes. Steps can include running existing automation, making API calls, or issuing commands.

**PagerDuty Status Pages:** A single source of truth for the real-time status of your organization's operations. Keep customers informed, improve the lives of service agents, and foster more trust and transparency.

Learn more at [pagerduty.com](https://pagerduty.com)