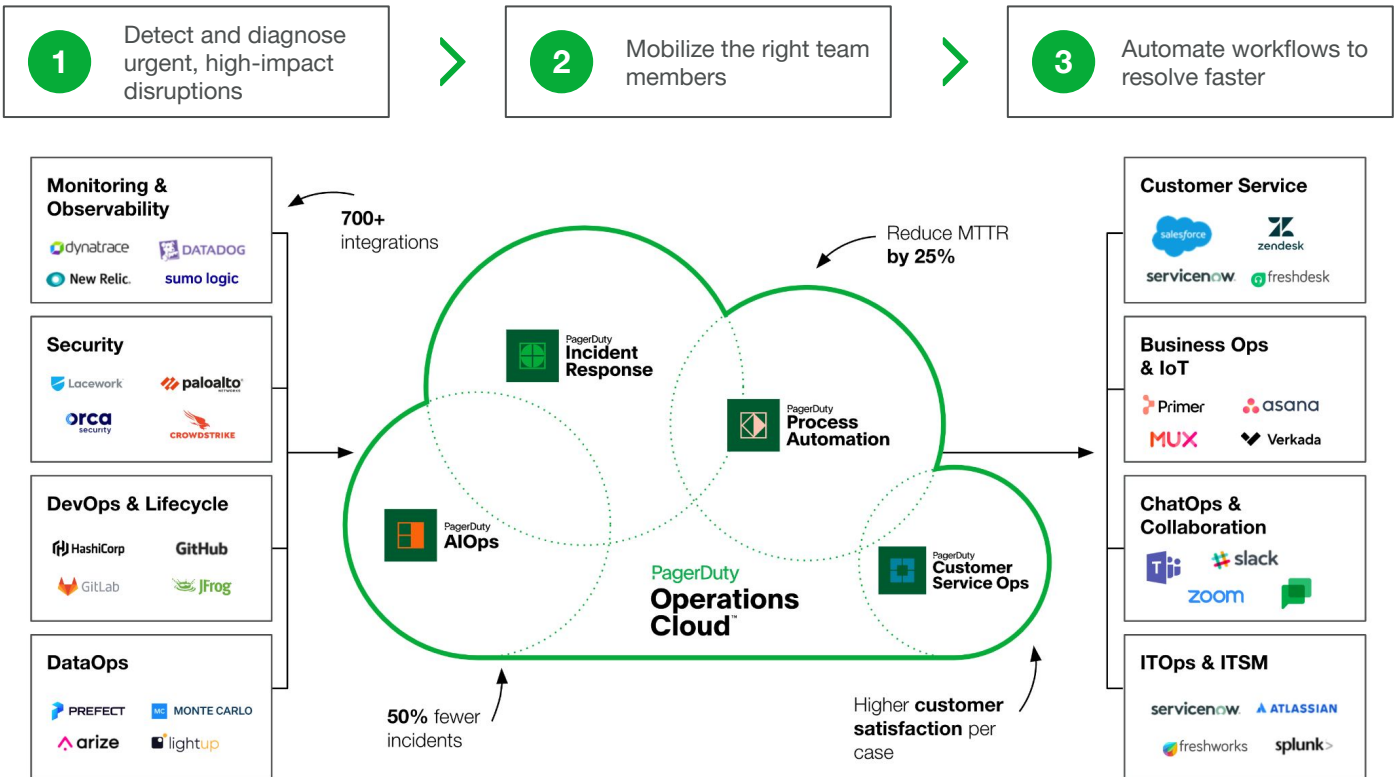


# Manage urgent and unplanned work across the enterprise.

# PagerDuty

The PagerDuty Operations Cloud is essential infrastructure for critical work. It automatically detects and diagnoses disruptive events, mobilizes the right team members to respond, and automates infrastructure and workflows across your digital operations. This means you can resolve unplanned, unstructured, time-sensitive, and high-impact issues quickly—and minimize the impact of disruptions on your customers, employees, and brand reputation.



## 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

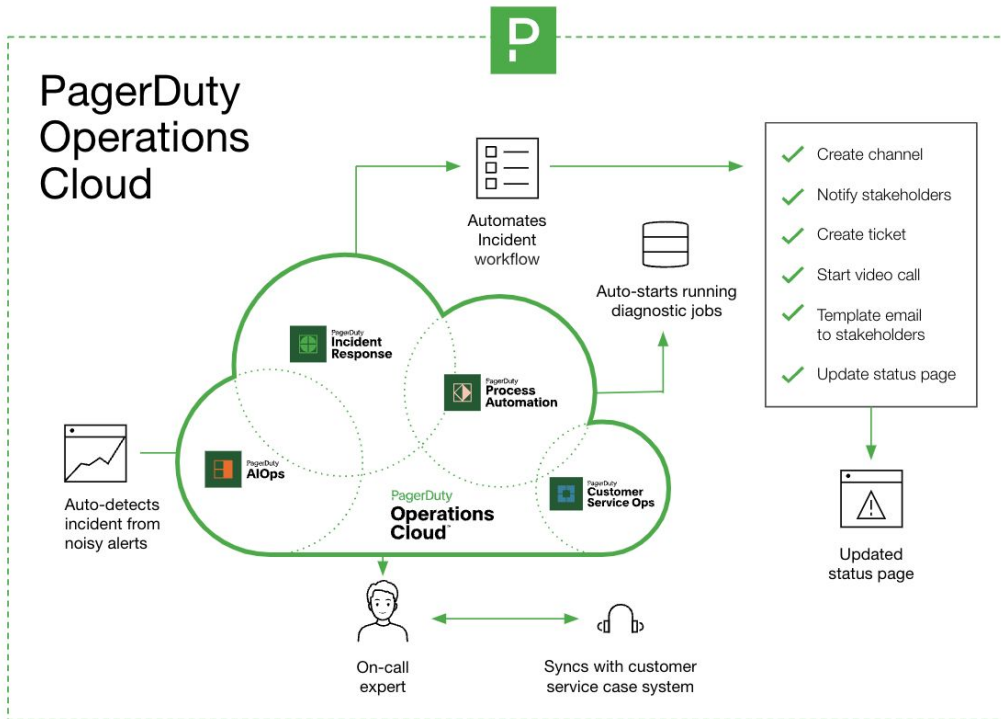
energy

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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.

**Products**

**PagerDuty Incident Response™**

Take the right actions in real time, every time an incident occurs. Resolve critical issues faster and prevent future occurrences with streamlined, end-to-end incident response. Keep stakeholders informed, manage higher incident volumes, and continuously improve response processes.

**PagerDuty Process Automation™**

Reduce toil and focus on the work that matters. Enable the right people in your organization to have self-service access to IT operations tasks. Resolve requests and incidents in real time. Reduce escalations and interruptions to your developers and subject matter experts.

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

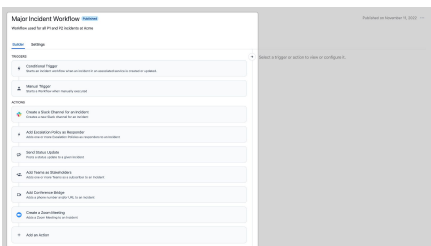
**Eric Yuan, CEO**  
Zoom Video Communications

**PagerDuty AIOps™**

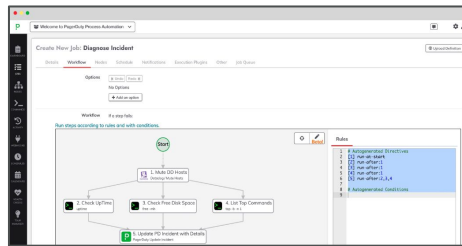
Combine machine learning and end-to-end event-driven automation for fewer incidents and faster response. Intelligently group alerts, create event orchestration that spans across services, and leverage ML for faster triage.

**PagerDuty Customer Service Operations™**

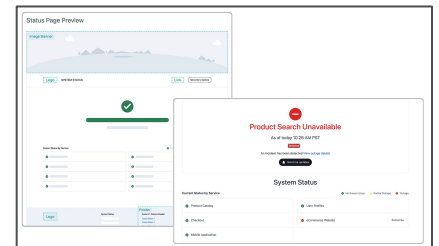
Empower your customer service teams to proactively solve customer issues, faster. Break down the walls between customer service and development, protect SLAs, and accelerate customer response.



**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.