Modern Operational Insights for Your Digital Business

The systems and services that teams build and run are growing more complex every day as organizations struggle to find actionable insights within a sea of ever-growing data. Additionally, today's digital leaders lack the insights needed to effectively measure and streamline real-time operational work. The impact of these issues creates employee churn, limits innovation, and increases risk and revenue loss.

PagerDuty Analytics provides modern operational insights to business and technical leaders by combining machine and human response data with domain expertise to drive process maturity and better business outcomes. With PagerDuty Analytics, ensure your teams understand the risk and business impact of real-time operational work over time and accelerate your digital transformation journey by continually improving critical processes. Additionally, business leaders can gain the insights needed to align on shared priorities, enabling them to make better-informed investments into people, process, and technology while reducing operational costs and minimizing downtime.

PagerDuty Analytics is the only solution that combines machine and human data to provide complete visibility into the impact of operations on business outcomes over time—including impact on your customers, employees, and critical business services.

> "The Operational Review feature of PagerDuty Analytics provides me with insight into my on-call process from multiple viewpoints, from the health of my team members to the health of my systems. **PagerDuty Analytics also provides clarity into what's driving our on-call pain** by connecting those pain points with how the personal lives of our engineers are affected by unplanned interruptions."
>
> **centro**

Operational Review Analytics

Drive operational review meetings with metrics that focus on the impact of operations on people, customers, and business.

Prescriptive Dashboards

Guide users through discovery based on their area of operational interest with an exploratory dashboard experience.

Operational Metrics Beyond MTTA/MTTR

Easily access and view modern metrics, including Escalations, Reassignments, and Cost of response.

Thought Leadership and Best Practices

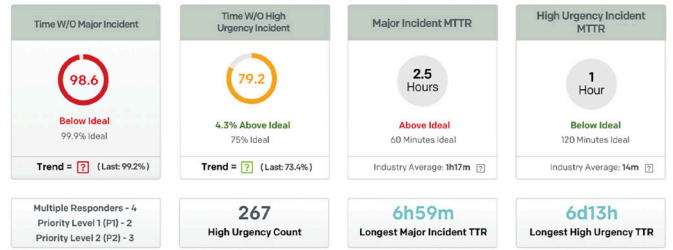Incorporates Digital Operations Maturity Model and Operational Review documentation.

Peer and Industry Benchmarks

Challenge your team to improve efficiencies, benchmarked against your peers, to focus on areas that need improvement.

Prebuilt, Modern Metrics

Go beyond response times to understand the impact of operations on your team, customers, and business.
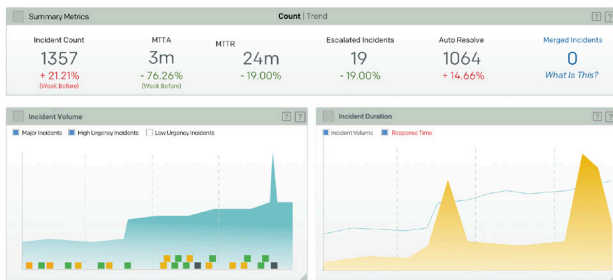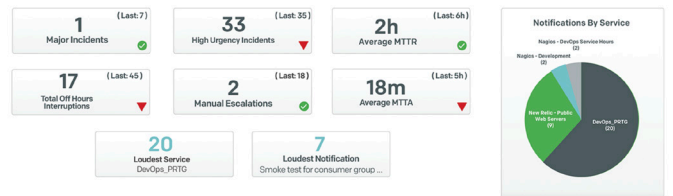
Prescriptive Dashboards and Self-Service Analytics

Visualize operational metrics and KPIs to gain cross-organizational alignment and realize better business outcomes.

Benchmarking and Advanced Analytics

Leverage peer best practices, industry benchmarks, and machine learning to improve operational maturity over time.

Rich and Unique Dataset

Empower smarter real-time decision-making with a holistic view of machine data, services, teams, actions, and business impact.

Learn more at PagerDuty.com