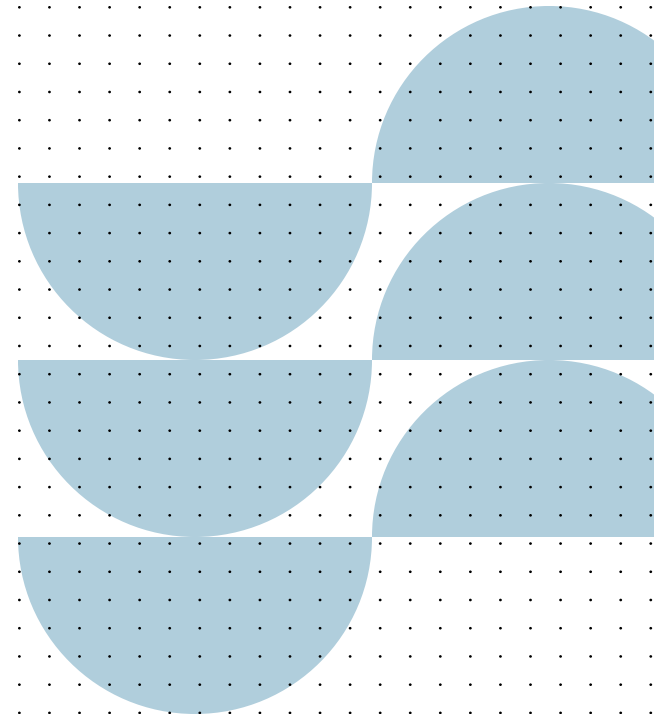
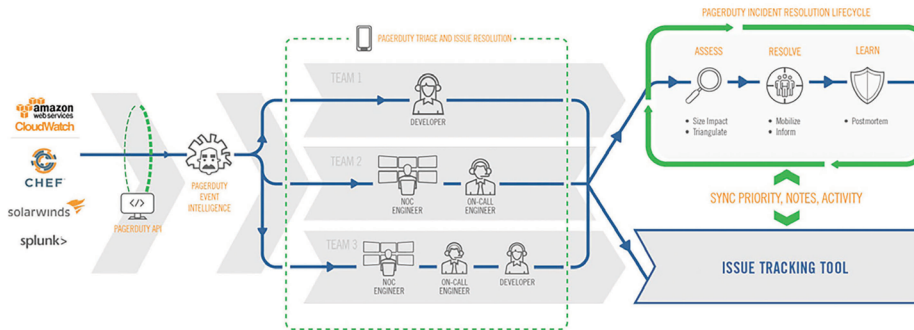


PagerDuty for Financial Services

New technologies and FinTech companies are rewriting the way financial services is done — changing the face of the competitive landscape and bringing new operational and regulatory challenges. But while organizations are focused on digitization — disrupting branch banking and orienting services around mobile and new channels — they also must effectively manage legacy infrastructure and adhere to strict compliance regulations. With an increasing number of consumer data points to make sense of, else rapidly lose competitive edge, it's crucial to modernize your IT infrastructure and operations to drive the right real-time response to customer-impacting issues, and learn to prevent them. **By modernizing operations and adopting best practice incident resolution, financial services teams can protect as well as leverage customer data, and increase agility and innovation, without sacrificing reliability.**



The Modern Incident Resolution Lifecycle



Improve the Digital Experience

Deliver scalable product innovation without sacrificing service security and reliability



Mitigate Data Breaches and Outages

Save millions of dollars lost from service degradations and breaches by automating issue detection and prevention



Uplevel Workforce Productivity

Reduce alert volume and issue resolution times by >50%, leverage analytics, and more to measure and improve team health

Deliver better customer experiences and modernize your operations.

“PagerDuty makes life easy. I would encourage everyone to consider PagerDuty. The cost savings can’t be overlooked.”

Ryan Regnier
IT Manager
Nelnet

Financial services organizations need a compliant, 1 endpoint agnostic solution that enables them to securely make sense of data from growing infrastructure complexity, and effectively deliver and operate new products and services while managing legacy infrastructure. Centralize all your data from any source including application or security monitoring information, social feeds, your network, logs, and more. Proactively understand customer sentiment, automatically detect breaches and customer issues, and mobilize the right people at scale with best practice incident resolution. Deliver an uninterrupted customer experience and minimize time wasted on fixing issues to get back time for innovation and business differentiators.

Drive Faster Resolution

Centralize data from any source in PagerDuty, and drive the ideal response workflow every time with the right context and powerful automation. Get complete insight into the performance of your services and minimize time wasted on manual work when every minute counts.

- Extensible platform with 350+ integrations & APIs for customized workflows
- Event grouping and suppression
- Custom Incident Actions to automate remediations and tasks
- ChatOps, ticketing, and conferencing extensibility

Optimize People Mobilization

Get the right people on the issue fast and democratize agile response, while ensuring process consistency. Engage stakeholders across the business to orchestrate the ideal resolution and communications strategy in real-time.

- Stakeholder engagement
- Real-time collaboration workflows
- On-call automation with scheduling, escalations, and guaranteed notifications
- Mobile incident management
- Enterprise-grade security and team and user permissions

Learn and Prevent Issues

Prevent issues before your customers leave your website, or submit complaints to support. Institutionalize a shared culture of learning and empowerment by continuously improving service resiliency and response effectiveness.

- Streamlined postmortems
- System and operational efficiency analytics
- Operations Command Console to understand patterns across your infrastructure and all data sources including APM, social channels, and more
- DevOps best practices training from the leaders in incident response

Learn more at PagerDuty.com