PagerDuty for Retail

GUARANTEE AMAZING DIGITAL EXPERIENCES FOR YOUR CUSTOMERS

Key Takeaways

Keep customers happy

Rapidly deliver new products at scale without sacrificing service reliability
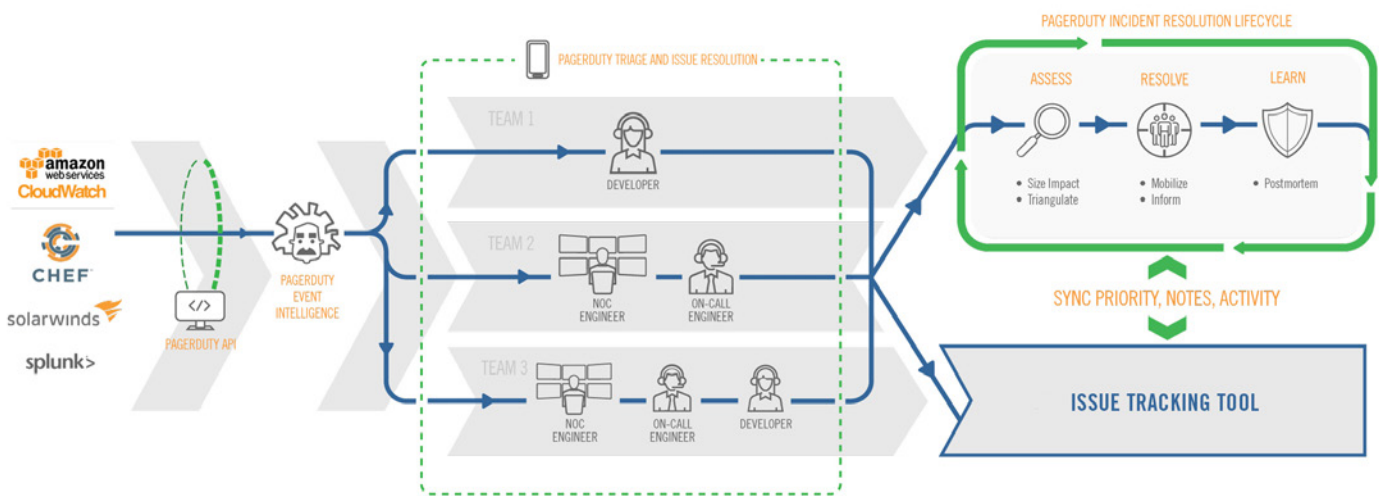
Protect your brand

Save millions of dollars lost from service degradations and outages by automating detection and prevention of customer experience issues

Uplevel workforce productivity

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

THE MODERN INCIDENT RESOLUTION LIFECYCLE

The technologies that power retail are growing more complex every day. From POS systems, to QR systems, building management, mobile devices, IoT, and more, retailers must deliver a seamless omni-channel experience to meet rising customer expectations and stay ahead of the competition. With increasing volumes of data from online shopping trends and in-store technologies, it's crucial to modernize your IT infrastructure and operations to make the most of your data and drive the right real-time response to customer-impacting issues. **By modernizing operations and adopting best practice incident resolution, retail teams can better orchestrate people coordination, protect brand and revenue, successfully manage their assets and supply chain, and rapidly deliver new product innovation.**

CURRENT RETAIL CUSTOMERS

"PagerDuty helps us to identify early issues in the supply chain and allows us to take action to mitigate the issues and prevent customer impact."

Daniel Gebler
CTO, Picnic

Deliver better customer experiences and modernize your operations with PagerDuty.

Retail teams need an endpoint agnostic solution that enables them to make sense of the noise that results from growing infrastructure complexity. Centralize all your data from any source including from application monitoring information, social feeds, IoT devices, your network, logs, and more, to proactively understand customer sentiment, detect issues, and automatically kick off the best practice resolution workflow. 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 200+ integrations & APIs for customized workflows
- Event grouping and suppression
- Custom Incident Actions to automate remediations and tasks
- ChatOps, ticketing, and conferencing extensibility
- And more

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
- And more

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
- And more

PagerDuty is the leading digital operations management platform for businesses, that integrates with ITOps and DevOps monitoring stacks to improve operational reliability and agility. From enriching and aggregating events to correlating them into actionable incidents, PagerDuty provides insights so you can intelligently respond to critical disruptions for exceptional customer experience. With hundreds of native integrations with monitoring and collaboration tools, automated scheduling, advanced reporting, and guaranteed reliability, PagerDuty is trusted by thousands of organizations globally to increase business and employee efficiency.

Start a free trial today.

PagerDuty

+1 (844) 800-DUTY
+1 (415) 805-7070

info@pagerduty.com
@pagerduty
www.pagerduty.com