Why PagerDuty?

- Meet critical application and performance demands from IT and business users
- Reduce resolution times by over 50 percent. Save millions of dollars by orchestrating business and technical response to resolve and prevent customer impact
- Identify patterns to enhance systems and employee efficiency for continuous improvement and learning

Product overview

PagerDuty is a platform for real-time operations that empowers organizations to proactively mitigate customer-impacting issues by turning signals into rapid insight and actions. PagerDuty helps organizations with multiple AWS accounts set up their new multi-account AWS environment and then manage incidents at scale, no matter where they happen in your organization.

Product features

Analytics
Empower data-driven results.

- Get answers to questions across your incidents, services, and teams.
- Accelerate process maturity and better business outcomes overtime with modern operational insights and a prescriptive dashboard that combines machine and human response data.

Event intelligence
A powerful AI-powered solution for digital operations that delivers deep contextual insights, automates repetitive work, and boosts your team’s productivity.

- Minimize the noise by separating the signal from the noise with adaptive learning algorithms.
- Arm your teams with the exact insights and full context they need to make better decisions and resolve issues faster with automation.

Modern Incident Response
Automate action.

- Go from single-responder triage to mobilizing the right cross-functional team in seconds from any device.
- Keep stakeholders throughout the business informed in real time, empowering the entire company to collaborate and respond proactively.

Solution available in AWS Marketplace

Data Points

- 375,000+ users
- 1200+ Customers