

Build operational resiliency to power compliance and innovation

Financial institutions around the world have been adopting new technologies that enable their digital transformation—making them increasingly exposed to cyberattacks. The blast radius can go as far as disrupting entire markets. In the EU, this led the European Commission to introduce the Digital Operational Resilience Act (DORA). Non-compliance could mean heavy penalties and fines. To mitigate the risk of operational failures and revenue loss, organizations need a platform that scales teams and powers major incident workflows.

Why PagerDuty?

A global leader in digital operations management, PagerDuty is an automation-led, AI-powered platform to manage the entire incident lifecycle more efficiently. Surface only those alerts that are actionable, automate critical workflows and enhance cross-functional collaboration to deliver reliable, safer customer experiences.



Mitigate downtime and compliance risk.

Built-in automation powers a unified view across tools for rapid resolution and guided remediation ensures critical business service SLAs can be met—while maintaining auditable, traceable records.



Bridge operating models.

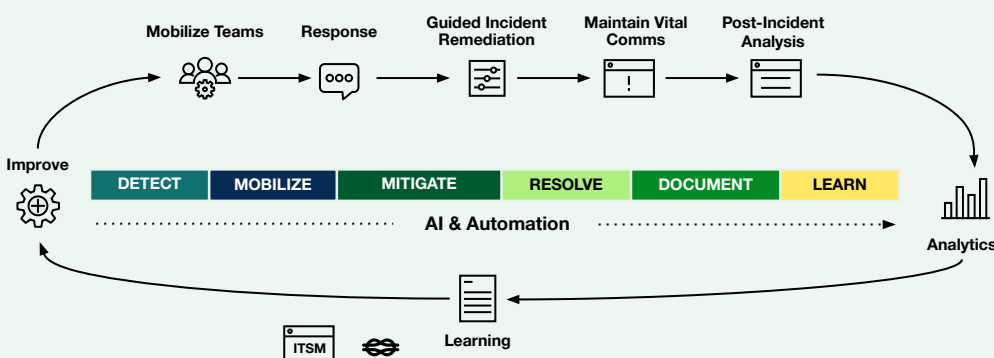
Drive operational efficiency across IT and distributed teams, with embedded standards and service ownership best practices. With clear accountability, your teams spend less time firefighting and more time innovating.



Benefit from fast time to value.

PagerDuty can be configured and implemented in days, not months. With 700+ integrations, it works out of the box, adding value to your existing tech stack and making it easy to adopt.

Power end-to-end incident management



PagerDuty has helped us get incidents to the right set of people faster than ever before, with the touch of a button so that clients can continue to use the trading platform without interruption.

Hamed Silatani
Head of Application Services
IG Group

Half of the Fortune 500 and nearly 70% of the Fortune 100 rely on PagerDuty as essential infrastructure for the modern enterprise.



Leverage PagerDuty solutions to support your compliance with key DORA obligations:

ICT risk management

Automatically detect anomalous activity, streamline ICT response and recovery plans, improve crisis communication and learn and evolve from incidents:

- Automate anomaly detection, reduce noise, and auto-diagnose and remediate well-known issues.
- Align key business services directly to responders for seamless mobilization.
- Configure services at scale and identify key systems and dependencies to quickly assess their health.
- Automate critical workflows and get guided remediation throughout the incident lifecycle.
- Keep internal stakeholders and customers informed via status pages.
- Drive continuous improvement with intelligent Post-incident Reviews.

ICT-related incident management, classification and reporting

Implement robust incident management and reporting processes for major ICT-related issues:

- Use PagerDuty Advance genAI capabilities to manage mission-critical tasks smarter and faster.
- Leverage automated runbooks to quickly report ICT incidents to relevant authorities.
- Simplify record-keeping and incident reporting via integrations with major ITSM and ITOps solutions.

Digital operational resilience testing

Establish sound and comprehensive testing of ICT tools and systems:

- Schedule regular automated testing of Disaster Recovery runbooks to ensure system resilience.
- View and get insights from key metrics to proactively improve incident resolution.
- Uncover patterns and insights across incidents, tools, teams and time with Post-Incident Reviews

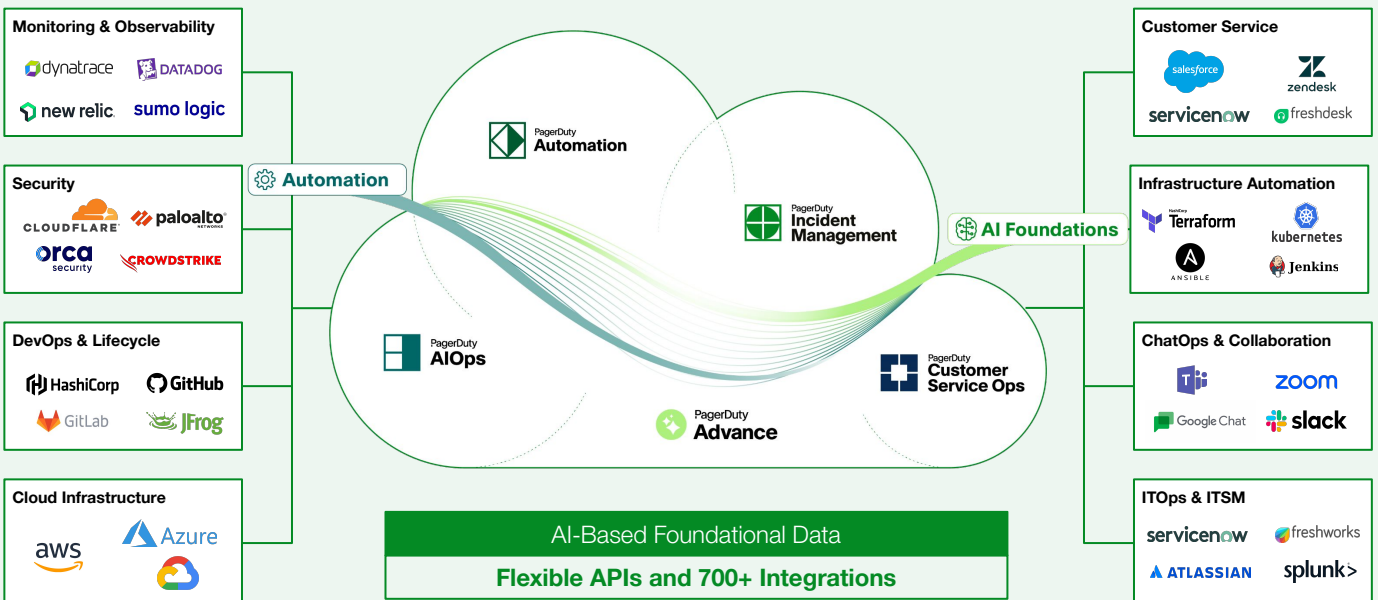
Information sharing arrangements

Maintain comprehensive and clear records of incident activity and operational testing suitable for exchange:

- Benefit from bi-directional sync with major solutions like JIRA, ServiceNow, BMC Helix, Microsoft Teams and Slack to improve system of record detail.
- Document and report on actions taken during response without context switching.
- Provide internal and external partners or customers visibility of incidents via status pages.

PagerDuty Operations Cloud

A single platform to help you achieve operational resiliency and mitigate risk, with embedded best practices, dedicated educational resources, and professional services to support your strategic roadmap.



What our customers see:



795%* ROI



74%* Less downtime

*IDC Business Value White Paper, sponsored by PagerDuty January 2021 | Doc. #US47011820