

Achieve operational resilience in the cloud

Move your business forward
faster with PagerDuty and AWS

PagerDuty

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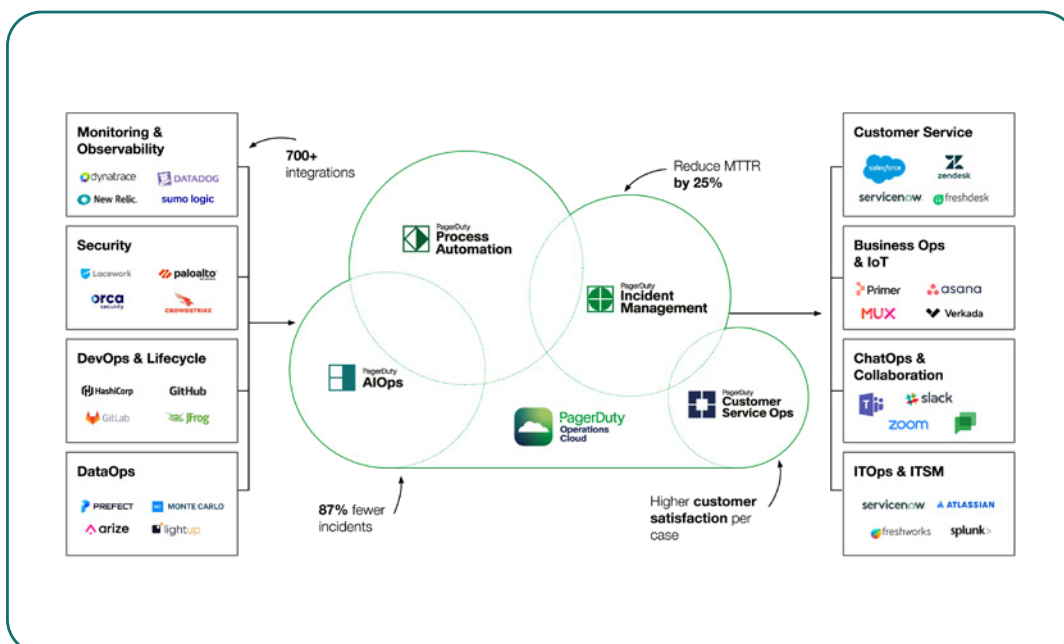
Achieving business goals starts with operational resilience

Critical business outcomes—operating efficiently at scale, accelerating innovation to increase revenue, and building and maintaining customer trust—are built on a foundation of operational resilience. However, organizations face an ever-growing number of resilience-related challenges. Customers expect an experience that’s always on and always available. Remote teams and complex, distributed systems need security and monitoring tools to ensure stability. Operational complexity can mean longer lead times when it comes to addressing issues, which can result in service disruptions and outages. These incidents not only slow innovation, but also often lead to lost revenue and productivity. In addition, they can affect a company’s brand when there is a significant impact on customers.

Insufficient resilience is costly:

- Fortune 1000 companies incur costs of **\$1.25-\$2.5 billion annually** for unplanned system downtime. ([IDC](#))
- Critical application downtime costs **\$500K to \$1M per hour** among the Fortune 1000. ([IDC](#))
- Global community platforms **lost \$8.2M in revenue** due to outages. ([Reuters](#))

Many companies have migrated to [Amazon Web Services \(AWS\)](#) to modernize their operations, build applications faster, and boost resilience. AWS Partner [PagerDuty](#) helps AWS customers build operational resilience with the [PagerDuty Operations Cloud](#). This cloud-based artificial intelligence (AI)-based operations platform makes it easy to quickly respond to unplanned work, such as incidents and outages, that cannot be postponed. The PagerDuty Operations Cloud consists of solutions for AIOps, Incident Response, Process Automation, and Customer Service. This ebook explains how [PagerDuty AIOps](#) and [Process Automation](#) help users leverage AWS services with confidence and operate more efficiently, innovate faster, and build trust with customers.



Build efficiency with PagerDuty AIOps

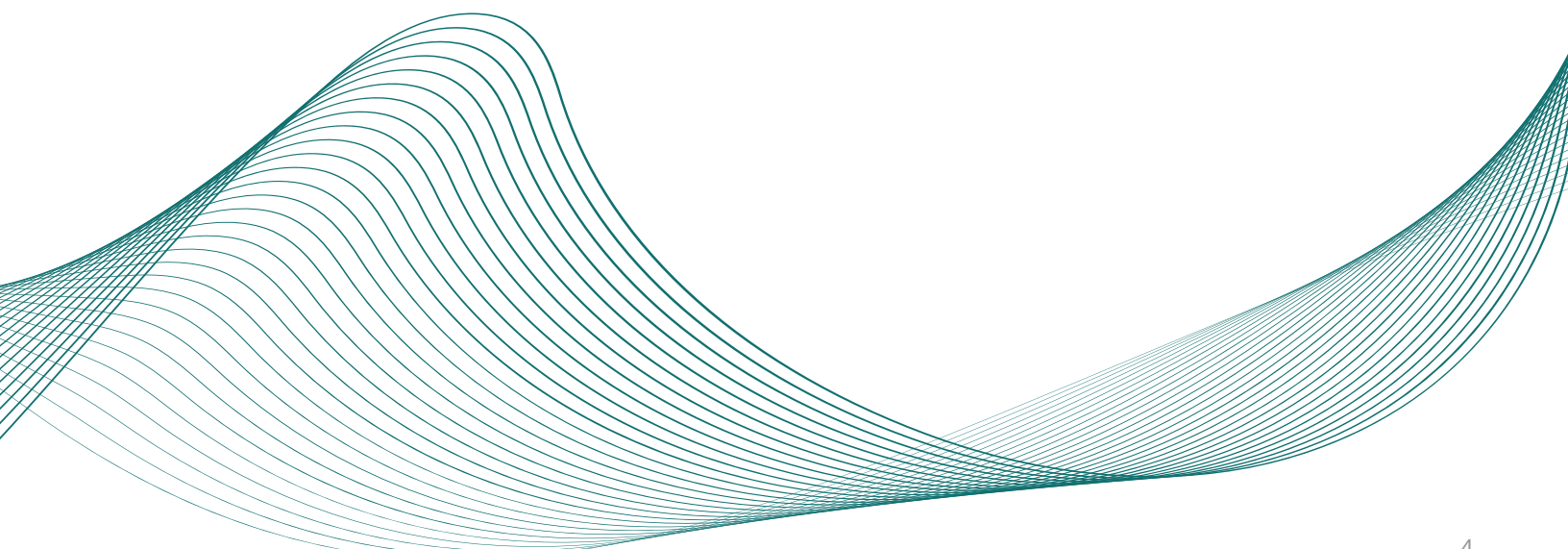
Creating a resilient environment with a focus on maximizing efficiency and innovating more quickly requires streamlined operations. IT departments—and teams in general— must be able to scale and manage competing priorities to meet these objectives. PagerDuty's AIOps solution helps organizations accelerate innovation by minimizing disruptions that waste valuable time and money. By leveraging machine learning (ML) and automation, AIOps helps teams reduce alert noise, triage more efficiently, and remove manual, repetitive work from incident response processes. These capabilities make processes more efficient so teams can focus on operations that are critical to the success of the business.

PagerDuty AIOps uses AI to power the automation and acceleration of mission-critical operations. When issues arise, AIOps reduces triage time by using intelligence to create context that guides responders to a probable cause and solution. AIOps doesn't just provide responders with information; it helps drive resolution quickly with recommendations for machine-led or human-led next best actions. This minimizes the impact of incidents and creates a more resilient environment where developers spend less time putting out fires and more time delivering innovative, high-value applications. Improved awareness of potential risks helps organizations resolve issues faster, reducing downtime and building customer trust.

Using the power of AI and automation, PagerDuty AIOps simplifies operational work, increases the capacity of teams, and improves operational resilience for thousands of enterprises that operate in a world of constant disruption.

Key benefits:

- 87% fewer incidents
- 75% less downtime
- 25% reduction of mean time to resolve (MTTR)
- 795% return on investment (ROI)
- \$356K savings/year per team of 10



Make room for innovation with PagerDuty Process Automation

AIOps is the foundation of the PagerDuty Operations Cloud. Another key component is Process Automation, where legacy ticketing systems and repetitive tasks can be turned into workflows. These automated workflows run at machine speed to resolve issues faster and reduce tedious tasks so teams can focus on critical work. Process Automation allows specialists to democratize their knowledge and skills in automation jobs that can then be leveraged by responders to resolve incidents in real time without the need to escalate. This distributes incident response more evenly and accurately and reduces interruptions to specialists so they can concentrate on priority tasks. Enhanced operational efficiency keeps developers focused on creating innovative applications to improve customer experience, and fewer disruptions to your service helps maintain customer trust.

PagerDuty uses event-driven automation to respond to real-time events with a deep understanding of the context, and to create solutions tailored to specific situations. This dynamic, context-aware, and responsive approach to automation drives efficiencies quickly and at scale.

Real-time responsiveness drives responses to events as they happen, to provide immediate action without waiting for manual intervention or a scheduled process.

Enhanced context builds a comprehensive picture of the situation by gathering and processing information from various sources in real time. This context-rich environment drives more informed decisions and accurate actions.

Adaptability to changing conditions and requirements creates a highly flexible solution capable of handling dynamic situations without relying on predefined schedules or rigid workflows.

Fine-grained decision making based on multiple correlated events helps prioritize, suppress, or execute actions based on the context, which results in efficient and effective automation.

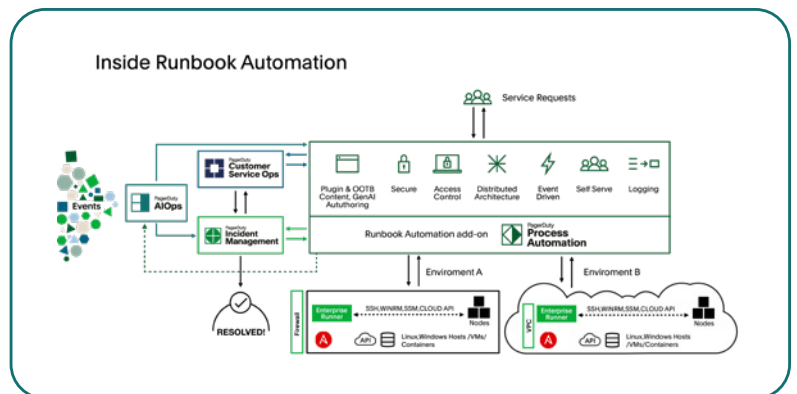
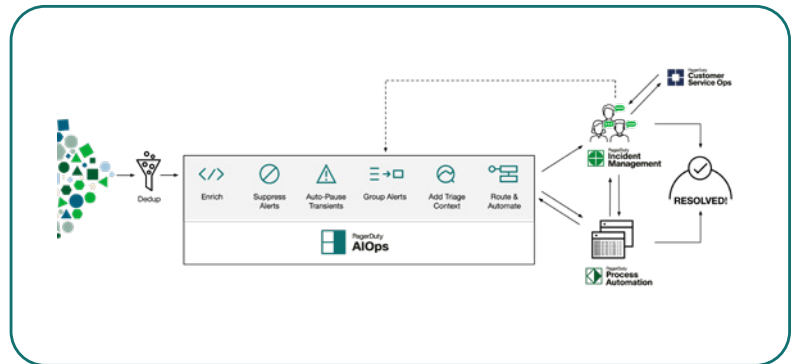
Machine learning integration enhances capabilities to reduce noise, create additional context, and drive automation actions based on advanced data analysis.

The power of PagerDuty AIOps and Process Automation

Sophisticated ML and end-to-end, event-driven automation come together to scale automation and expedite issue resolution. AIOps reduces noise and creates context for efficient issue triage. Triggering actions such as incident diagnostics via Process Automation provides valuable data to resolve issues faster.

Process Automation is seamlessly connected to AIOps, Incident Response, and Customer Service Ops in the PagerDuty Operations Cloud. This means users and event triggers can invoke automations for diagnosis and remediation. Using Process Automation, engineers can standardize operating procedures and define automated jobs, then delegate those processes as application programming interfaces (APIs) and self-service requests to other stakeholders. This lets more team members perform tasks that previously only subject matter experts (SMEs) could handle.

Process Automation provides everything you need to quickly create new automations, including plugins, integrations, out-of-the-box content, and the ability to use generative AI to author automations. You can also connect all your on-premises, cloud, and edge environments to execute automations, or trigger automations through events from AIOps or users of Incident Response or Customer Service Ops.



Unlock operational excellence with PagerDuty and AWS

AWS is the world's most comprehensive and broadly adopted cloud. Millions of customers use AWS to become more agile and innovate faster. PagerDuty complements AWS by helping organizations proactively detect and respond to issues in their AWS infrastructure, improving operational reliability and minimizing downtime. PagerDuty leverages AWS data to ensure that the right response occurs at the right time. This facilitates efficient incident resolution, minimizes business impact, and boosts operational resilience.

AWS promotes four key pillars to achieve resilience in the cloud. The key components of PagerDuty Operations Cloud—AIOps, Process Automation, Incident Response, and Customer Service Operations—map to these pillars:



Anticipating: Knowing what to expect

PagerDuty applicable features:

- Continuously captures change events to pinpoint which changes to roll back when a failure occurs
- Harnesses incident signals from customers to reduce the force of customer-impacting issues
- Manages and organizes on-call rotations, schedules, notifications, and escalation policies



Monitoring: Knowing what internal and external conditions to look for

PagerDuty applicable features:

- Facilitates a rapid response in almost any environment, with 700+ integrations
- Includes out-of-the-box monitoring and observability integrations to AWS services such as [Amazon CloudWatch](#), [AWS CloudTrail](#), and [Amazon GuardDuty](#)
- Reduces noise and alert fatigue, auto-detects incidents, identifies root causes, and automates incident remediation in real time



Responding: Knowing how to take action and adjusting responses in a flexible way

PagerDuty applicable features:

- Performs the right response when incidents occur, and dramatically reduces incident duration
- Facilitates faster operations by automating diagnostics and remediation, and delegating business and IT processes to non-specialists



Learning: Sharing incidents to promote awareness and learning how to mitigate issues in the future

PagerDuty applicable features:

- Accelerates triage time by using ML to learn from event patterns and response behavior
- Provides insights on service performance, incident activity, and responder health through AI-generated incident postmortems and reports

Case studies: Ensuring operational resilience across industries

CASE STUDY

Hyland

PagerDuty AIOps revolutionizes incident response for Hyland Software

Hyland Software's OnBase information platform centralizes business content in a single, secure location and delivers it where and when it's needed. PagerDuty's AIOps solution helped Hyland's infrastructure team get clear, actionable incident information for its cloud-based services. [PagerDuty's Intelligent Alert Grouping](#) solution helped reduce manual work for responders, provided more meaningful notifications, and accelerated issue resolution times.

By leveraging [PagerDuty's Global Event Orchestration](#) feature, event data was enriched with more context, formatted more clearly, and delivered more accurately. Pre-configured escalation rules ensured incidents were routed more efficiently, so the right teams could respond to issues faster. PagerDuty transformations and custom variable features helped translate complex machine terms and code into helpful context. With alerts that were easier to understand, responders were able to mobilize and resolve issues more quickly. PagerDuty's intelligent automation helped teams spend less time deconstructing complex messages and configuring processes, and more time on innovation.

[Learn more](#)

“We had alerts that were poorly formatted. Alerts needed to go to different teams, and we had issues reaching those other teams. PagerDuty solved all of that for us.”

Brian Long
Observability Engineer, Hyland Software

Case studies: Ensuring operational resilience across industries (Cont.)

CASE STUDY



PagerDuty Process Automation maximizes agility and efficiency for ResultsCX

Global contact center ResultsCX is responsible for trillions of email, chat, SMS, and telephone interactions each year. The company's revenue is directly related to call volume, so missed interactions due to service disruptions impact its bottom line and reputation. ResultsCX turned to PagerDuty Process Automation to help it improve IT uptime and accelerate and scale incident response.

PagerDuty Process Automation helped teams understand events quickly and identify and implement solutions faster. Process Automation ran diagnostics, informed teams of issues, drove service restoration, and automated maintenance and service tasks. More teams had the ability to run automation jobs and respond to issues. Resolution time for service impacts such as network failovers was reduced from 40 minutes to just two minutes. With over 200 automations in place, teams significantly increased their innovation capacity. Employees spent less time dealing with unplanned work and maintenance tasks, which increased productivity and provided more time to focus on valuable projects.

[Learn more](#)

“Having these predefined automations means tasks not only take far less time and effort, but now anyone can do them.”

Jamie Vernon
Senior Vice President, IT Infrastructure and Operations, ResultsCX

Join the resilience revolution

End-to-end incident management using PagerDuty AIOps and Process Automation revolutionizes your operations and provides a resilient foundation for your business. Leveraging PagerDuty to minimize downtime and disruptions lets you focus on driving innovation, efficiency, and customer trust. Critical work gets done faster, innovation accelerates at a lower cost, and enhanced stability helps you build a sustainable, modern digital business.

PagerDuty powers critical operations:

- Supports over **25,000 customers**
- **60% of customers** are Fortune 100
- **700+ integrations** with tools and services
- **6,000+ shared customers** using PagerDuty + Amazon CloudWatch integration
- **Recognized as leaders in AIOps** by Forrester Wave and GigaOm

Start your operations transformation today

Ready to supercharge your incident response operations with best-in-class machine learning and end-to-end event-driven automation? Go to PagerDuty.com to learn more about PagerDuty AIOps and Process Automation, take a tour, and get started for free.



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