

Extend ITSM Workflows With Real-Time Digital Operations

Traditional ticketing tools are designed for queued workflows that are often not time-sensitive.

When problems occur in today's digital services, PagerDuty is the go-to-platform for IT teams to respond and resolve those issues in minutes, not hours or days.

Pairing ITSM with a digital operations platform like PagerDuty bridges the gap between central IT and decentralized, line-of-business teams, allowing central IT teams to communicate seamlessly with distributed engineering teams—when seconds matter.

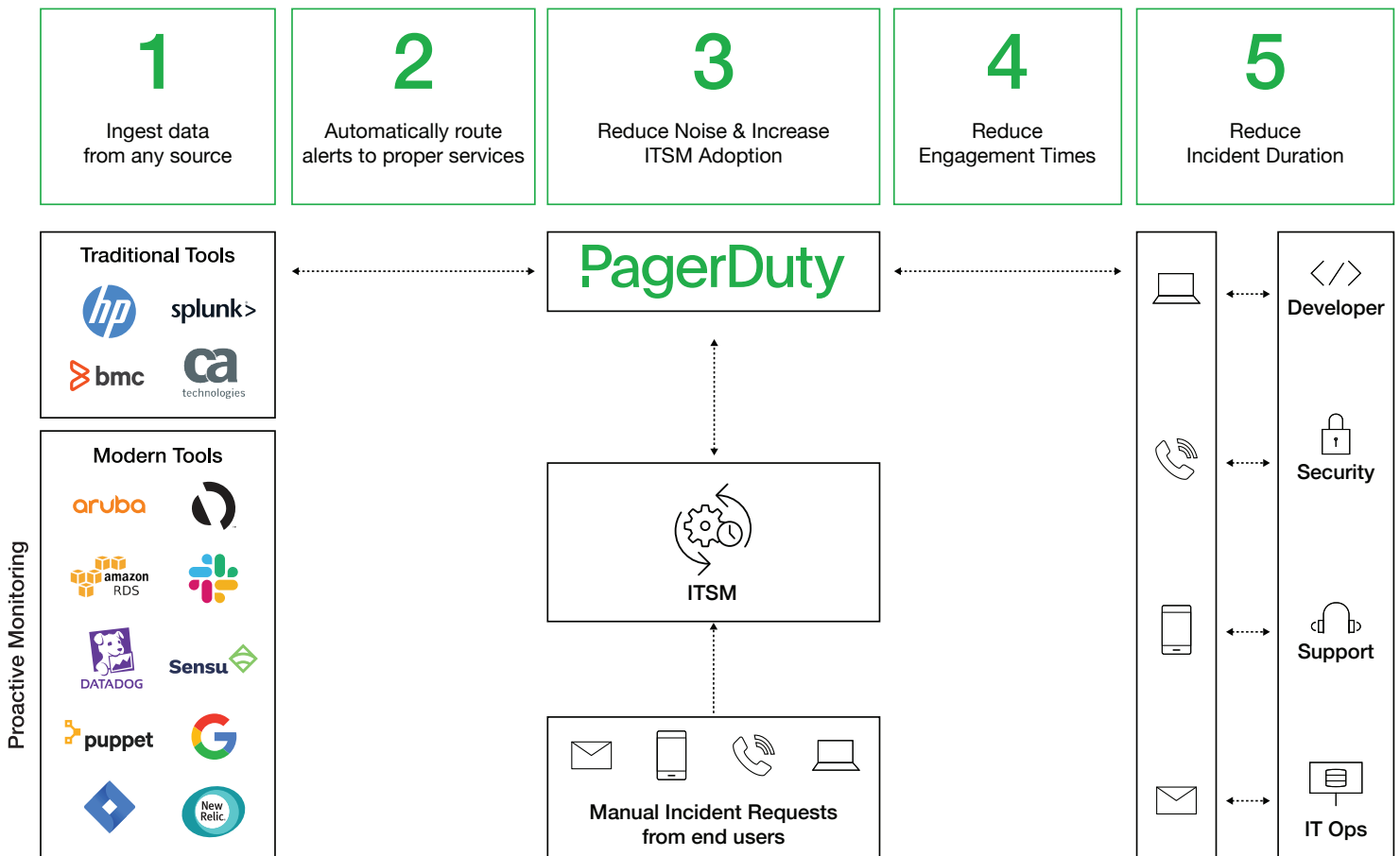
Rapid Value from PagerDuty

PagerDuty can be set up in minutes and delivers value right away, reducing noise & finding the root cause.

A recent IDC study showed investment payback in 2.1 months, 795% ROI over three years, and \$3.5 million annual cost savings.*

No expensive consultants, customization, or programming required.

Integrates with common ITSM systems, including [ServiceNow](#), [Atlassian Jira Service Management](#), [Cherwell](#), [BMC Remedy](#), and [BMC Helix Remedyforce](#).



Using PagerDuty With ITSM Improves Response Time and Increases Incident Data Robustness



Real-Time Incident Response

Drive cross-team incident response and track status in real time from the ITSM interface. Easily recruit additional responders and automate escalations.



Connect People

Automatically initiate a team conference bridge with PagerDuty's one-touch-to-join capabilities. Use ChatOps tools like Slack and Microsoft Teams as a PagerDuty interface to drive real-time operations.



Leverage IT Tools

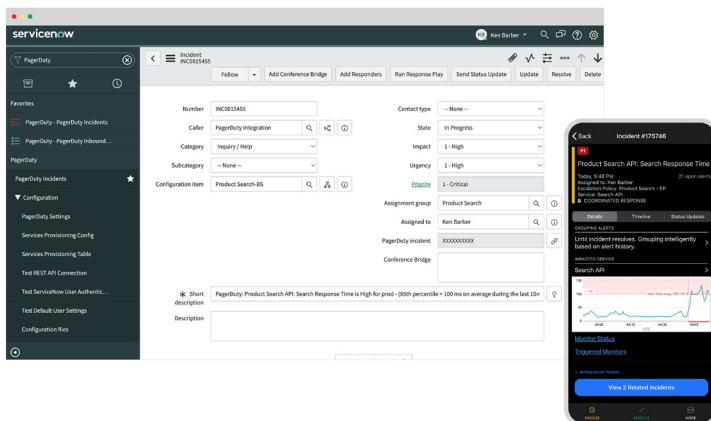
Connect to the existing services and applications in your CMDB and service hierarchy. Easily connect to your existing tech stack with PagerDuty's ecosystem of 500+ integrations.



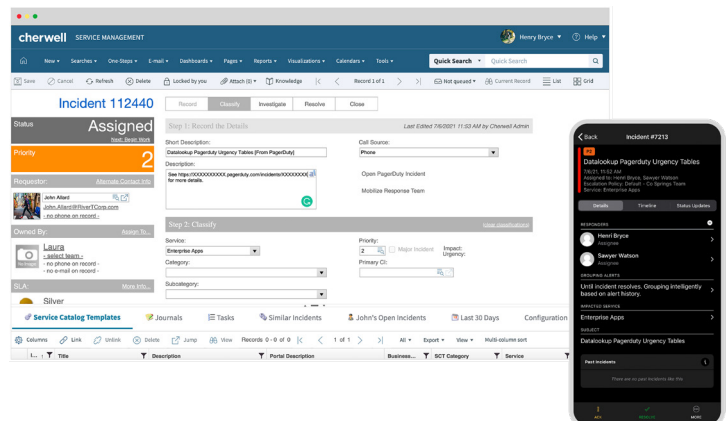
Sync With System of Record

Bi-directional sync to your system of record allows teams to work where they are and capture full, precise records of PagerDuty actions in ITSM incident history.

PagerDuty and ServiceNow Integration



PagerDuty and Cherwell Integration



Why PagerDuty?

PagerDuty is the de facto digital operations platform that serves as the central control point for all time-sensitive and business-critical work across organizations. Bridging hybrid operating models and infrastructure, PagerDuty empowers organizations to augment their ITSM investments by:

- Providing central IT and decentralized engineering teams with a platform to collaborate on critical incidents to drive them to resolution faster.
- Driving accountability/ownership and real-time response in seconds, while maintaining a complete history of all activities in the ITSM system of record
- Streamlining business response and the ability to keep stakeholders updated in real-time as to the business impact, so stakeholders can be informed without distracting the team that's working on the technical response

For more information on PagerDuty's integration with ITSM providers and more resources, visit www.pagerduty.com/extend-itsm to learn more.