PagerDuty Helps Organizations Optimize Their Digital Operations Management to Create Better Value

PagerDuty customers are realizing significant value by leveraging PagerDuty to improve their real-time operations, which is worth an annual average benefit of $3.48 million per organization, resulting in a three-year ROI of 795%.

**KEY RESULTS**

- **795%** 3-year ROI
- **77%** reduced time to troubleshoot issues
- **2.1 months** to payback on investment

**CUSTOMER QUOTE**

"From our perspective, if you have a major incident and you can resolve it in 20–30 minutes, or even one hour, you could easily capture the cost of the PagerDuty within one incident from just the opportunity costs alone."

**Average Annual Benefits**

- **$2,447,878** IT staff productivity gains
- **$679,973** Business productivity
- **$352,319** Risk mitigation – user productivity

**Business Benefits**

- **$519.3K** additional revenue gained/protected
- 27% more productive DevOps teams
- 10% more efficient Customer Support teams
- 16% additional new applications developed

**Incident-Related Benefits**

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Improvement</th>
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</thead>
<tbody>
<tr>
<td>Reduced time to identify troubleshooting issues</td>
<td>85%</td>
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<tr>
<td>Reduced time to troubleshoot issues</td>
<td>77%</td>
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<tr>
<td>Reduction in unplanned downtime</td>
<td>74%</td>
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**CUSTOMER QUOTE**

"PagerDuty is now official as the parent of event management within the organization.... it only gets better the more insights it has, and therefore the more people who are adopting it."