Drive Improved Outcomes and Greater Efficiency

With the proliferation of mobile and consumer-facing applications in everyday life, government and educational institutions are under immense pressure to adopt new technologies and processes that will enable them to provide essential digital services to constituents and do more with fewer resources.

While digital transformation offers tremendous potential for state and local government and educational institutions to modernize their approach towards service delivery and constituent experience, migrating workloads to the cloud inevitably introduces more complexity.

This leaves IT departments scrambling to handle increasing alert volume and keep critical services online in order to preserve the end-user experience. They are tasked to do this while hampered by limited staff, legacy technology, siloed operating models, and manual processes.

Key Use Cases for Government and Educational Institutions

Streamlining on-call management and incident response as a part of digital operations management can help reduce costs by eliminating manual processes and waste. IT organizations need a holistic solution that can account for:

**Minimizing Downtime to Critical Digital Services**

Constituents are demanding 24/7 access to important services like online DMV registrations and financial aid applications online. Ensuring availability of these critical services requires visibility and control of infrastructure, along with clear escalation policies for the teams responsible for bringing services back online when incidents or downtime occur.

**Reducing Noise and Prioritizing Alerts**

Small teams supporting hybrid systems of increasing complexity can cause alert fatigue and employee burnout. Improve responder satisfaction and combat attrition with an intelligent system that can suppress known alerts that aren’t a threat, correlate events, and reduce noise so that responders never miss a critical issue.

**Optimizing for Cost and Operational Efficiency**

With limited resourcing, consider tools and platforms that offer built-in automation to minimize manual tasks and streamline work for your teams so they can spend less time on firefighting and more time driving innovation.
Why PagerDuty?

PagerDuty is a leader in on-call notifications, incident response, and digital operations that helps government and educational institutions ensure always-on digital experiences for constituents and students.

With over 500 software integration partners, such as ServiceNow, Zoom, Microsoft Teams, Slack, AWS, Zendesk, and Atlassian, PagerDuty acts as the central nervous system of your infrastructure, analyzing alerts and signals from across your ecosystem.

PagerDuty's digital operations management platform empowers government and educational institutions to:

- **Increase operational and process efficiencies by leveraging automation and machine-learning** to improve visibility across the stack, reduce noise, and streamline the incident response lifecycle.
- **Improve service delivery and engage employees and constituents by ensuring reliable digital experiences** by keeping your systems and applications running seamlessly with minimal downtime.
- **Accelerate digital innovation by reducing burnout, improving retention, and controlling costs** with best practices for on-call management, incident response, and digital operations maturity.

A Trusted Partner for Digital Transformation

Purpose-built for driving down time spent across the incident response lifecycle, PagerDuty empowers over 14,000 customers to resolve critical issues faster and solve for urgent, mission-critical work in real time by bringing together the right people with the right information.

A prominent university client reports a 56% reduction in alerts through grouping, filtering and correlation, with a 64% reduction in mean time to acknowledge (MTTA) and a 58% reduction in mean time to recovery (MTTR).

Over 200 government and educational institutions trust PagerDuty to help them transform their IT systems to improve service delivery and increase operational efficiencies including:

- UPMC Life Changing Medicine
- Massachusetts Bay Transportation Authority
- Johns Hopkins University
- Georgia Department of Transportation

Get in touch

PagerDuty partners with Carahsoft, SHI, CDW, and many other leading channel partners to bring digital operations management to life for government and educational institutions.

Contact your preferred channel partner to learn more about how PagerDuty can work within your ecosystem or start a free trial.


PagerDuty, Inc. (NYSE:PD) is a leader in digital operations management. In an always-on world, organizations of all sizes trust PagerDuty to help them deliver a perfect digital experience to their customers, every time. Teams use PagerDuty to identify issues and opportunities in real time and bring together the right people to fix problems faster and prevent them in the future. Notable customers include GE, Cisco, Genentech, Electronic Arts, Cox Automotive, Netflix, Shopify, Zoom, DoorDash, Lululemon and more. Follow our blog and connect with us on Twitter, LinkedIn, YouTube, and Facebook.