

Connect Insights to Real-Time Action

Today, IT leadership often finds out about customer-impacting issues after the fact. And once they are aware of a critical disruption, they are typically forced to use manual methods to provide information and context between technical responders and the business. This problem is exacerbated by the fact that digital business has forced the nature of operations to completely change, making it extremely difficult for the existing complex tools and operational models to support the need for agility and provide truly real-time visibility across different functions.

As operational models have evolved dramatically to support greater ownership and innovation, teams require a solution that keeps up with the pace of change and gives everyone a shared view into what affects shared business outcomes. PagerDuty Visibility provides IT leaders, technical responders, and business owners a shared, real-time view into operational health and business impact. It aligns teams and turns insight into action in real time to drive business results.

“PagerDuty Visibility replaces disparate tools and allows Incident Commanders to drive GE Digital toward a communication transformation. By separating the conversation between business stakeholders and technical teams, PagerDuty Visibility allows GE to manage business situational awareness without compromising incident triage momentum.”



PagerDuty Visibility extends PagerDuty’s platform for real-time action with five key capabilities:



Business Impact Dashboard

Get insights on-the-go with a live, mobile-based overview of business operational status.



Operations Dashboard

Accelerate triage with a technical view of current system status, who’s working on an issue, and visual correlation of events.



Business and Technical Services

Easily map technical services to business services, closing the gap from technical ownership to customer impact.



Real-Time Performance Indicators

Quantify the real-time impact of incidents on customers and on the business.



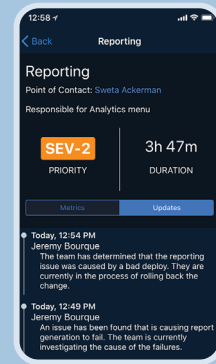
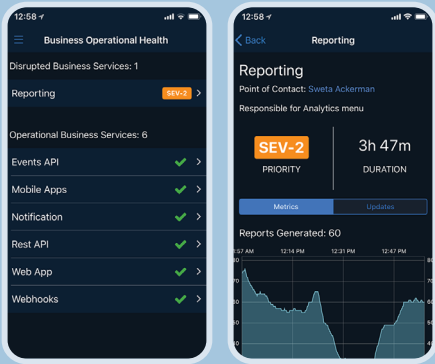
Real-Time Stakeholder Updates*

Automatically notify stakeholders with straightforward, understandable context when a business service becomes degraded.

*Requires Modern Incident Response

Connect Insights to Action

Drive proactive business response by automating communication between technical and business stakeholders.

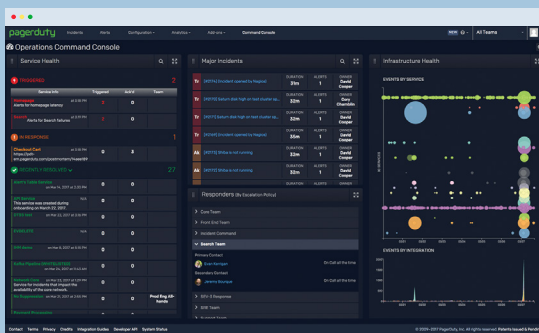
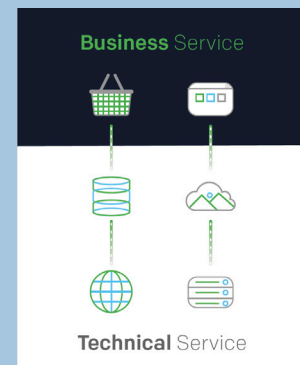


Quantify Impact in Real Time

See the real-time impact of incidents on your business on-the-go, in context with the response underway.

Simplified Service Alignment

Connect services to business outcomes with a lightweight, decentralized approach to aligning service relationships.



Rich and Unique Dataset

Empower smarter real-time decision-making with a holistic view of machine data, services, teams, actions, and business impact.