

# Build operational resiliency to power compliance and innovation

Financial institutions around the world have been adopting new technologies that enable their digital transformation—making them increasingly exposed to cyberattacks. The blast radius can go as far as disrupting entire markets. In the EU, this led the European Commission to introduce the Digital Operational Resilience Act (DORA). Non-compliance means heavy penalties and fines. To mitigate the risk of operational failures and revenue loss, organizations need a platform that scales teams and powers major incident workflows.

## Why PagerDuty?

A global leader in digital operations management, PagerDuty is an automation-led, AI-powered platform to manage the entire incident lifecycle more efficiently. Surface only those alerts that are actionable, automate critical workflows and enhance cross-functional collaboration to deliver reliable, safer customer experiences.



### Mitigate downtime and compliance risk.

Built-in automation powers a unified view across tools for rapid resolution and guided remediation ensures critical business service SLAs can be met—while maintaining auditable, traceable records.



### Bridge operating models.

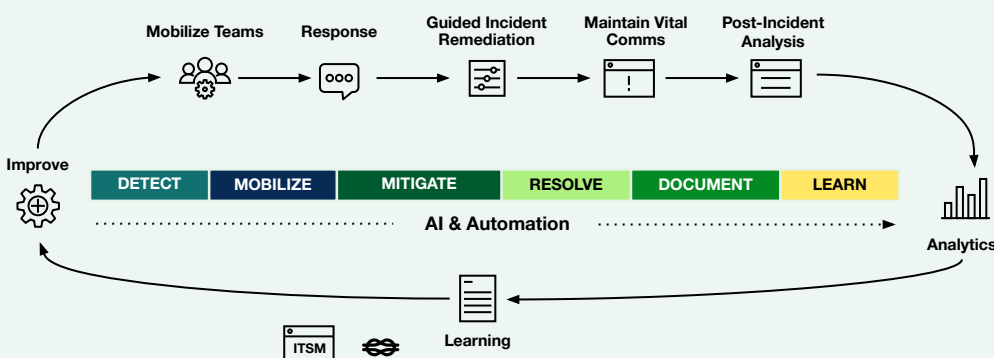
Drive operational efficiency across IT and distributed teams, with embedded standards and service ownership best practices. With clear accountability, your teams spend less time firefighting and more time innovating.



### Benefit from fast time to value.

PagerDuty can be configured and implemented in days, not months. With 700+ integrations, it works out of the box, adding value to your existing tech stack and making it easy to adopt.

## Power end-to-end incident management



PagerDuty has helped us get incidents to the right set of people faster than ever before, with the touch of a button so that clients can continue to use the trading platform without interruption.

**Hamed Silatani**  
Head of Application Services  
IG Group

Half of the Fortune 500 and nearly 70% of the Fortune 100 rely on PagerDuty as essential infrastructure for the modern enterprise.

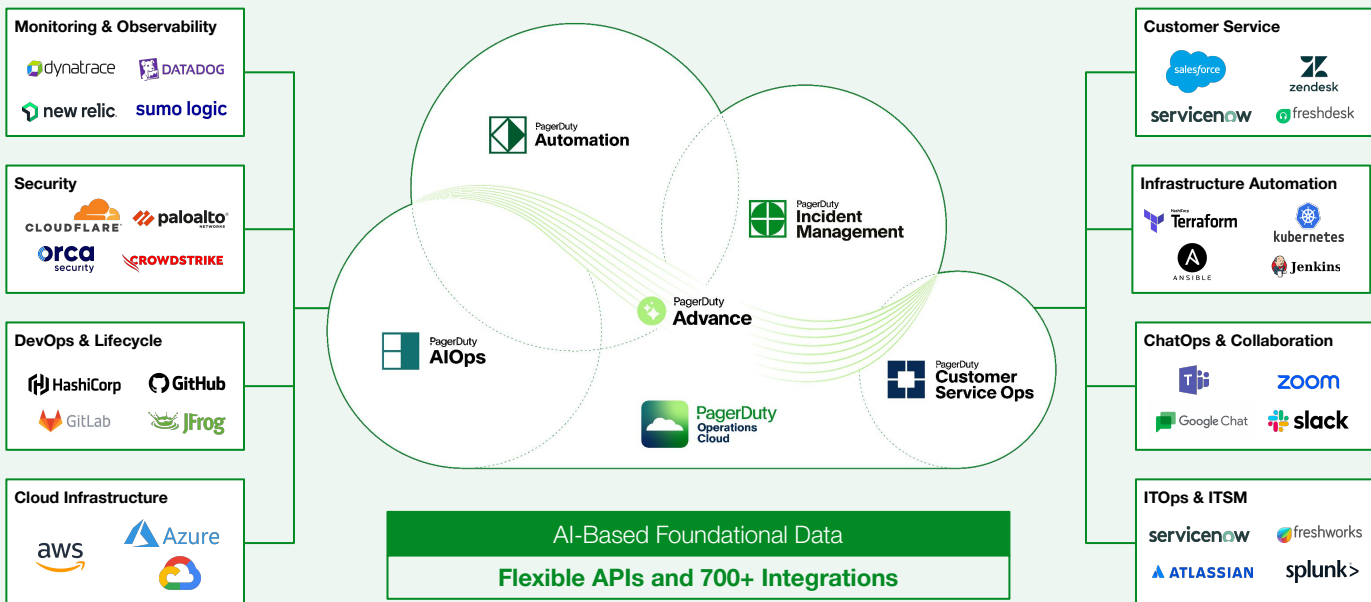


# Running to comply with DORA in the EU? Here's how PagerDuty can help:

<b>ICT risk management</b>	<p>Leverage embedded service ownership best practices and reduce manual toil with AI and automation:</p> <ul style="list-style-type: none"> <li>– Align important business services directly to responders for seamless mobilization.</li> <li>– Configure your services at scale and assess their health at-a-glance.</li> <li>– Normalize data from disparate monitoring tools and automate diagnostics and remediations.</li> <li>– Automate critical workflows and get guided remediation throughout the incident lifecycle.</li> </ul>
<b>Classification and reporting of ICT-related incidents</b>	<p>Use centralized, auditable data and keep the relevant authorities, stakeholders, and executives immediately informed:</p> <ul style="list-style-type: none"> <li>– Leverage automated runbooks to quickly report ICT incidents to relevant authorities.</li> <li>– Use PagerDuty Advance genAI capabilities to generate status updates with a few clicks—and manage mission-critical tasks smarter and faster.</li> </ul>
<b>Operational resilience testing</b>	<p>Turn every incident (real or simulated) into an opportunity that reveals how your organization really works:</p> <ul style="list-style-type: none"> <li>– Combine data from disparate tools to uncover patterns across incidents, tools, teams and time.</li> <li>– View and leverage key metrics and insights to proactively improve incident resolution and operational resilience.</li> <li>– Use Post-Incident Reviews to drive continuous improvement</li> <li>– Schedule regular automated testing of Disaster Recovery runbooks to ensure system resilience</li> </ul>
<b>ICT third-party risk management</b>	<p>Gain oversight and visibility of your Critical Third Party Providers (CTTPs):</p> <ul style="list-style-type: none"> <li>– Categorize and report on incidents by originating CTTP</li> <li>– Use automated testing to check the availability and service quality of CTTPs</li> </ul>
<b>Information sharing &amp; documentation</b>	<p>Maintain comprehensive records of incident activity and operational testing suitable for exchange :</p> <ul style="list-style-type: none"> <li>– Benefit from bi-directional sync with major solutions like JIRA, ServiceNow, BMC Helix, Microsoft Teams and Slack.</li> <li>– Document and report on all actions taken during response without context switching.</li> <li>– Provide internal and external partners or customers visibility of incidents via status pages.</li> </ul>

## PagerDuty Operations Cloud

A single platform to help you achieve operational resiliency and mitigate risk, with embedded best practices, dedicated educational resources, and professional services to support your strategic roadmap.



## What our customers see:



**795%\*** ROI



**74%\*** Less downtime

\*IDC Business Value White Paper, sponsored by PagerDuty January 2021 | Doc. #US47011820