



PagerDuty Operations Cloud

Reviews, tips, and advice from real users



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Product Recap

 PagerDuty Operations Cloud

PagerDuty Operations Cloud Recap

The PagerDuty Operations Cloud is the platform for mission-critical, time-critical operations work in the modern enterprise. Through the power of AI and automation, it detects and diagnoses disruptive events, mobilizes the right team members to respond, and streamlines infrastructure and workflows across your digital operations. The Operations Cloud is essential infrastructure for revolutionizing digital operations to compete and win as a modern digital business.

PagerDuty Features

PagerDuty has many valuable key features. Some of the most useful ones include:

- 650+ integrations
- Alerting
- Native apps with push notifications
- On-call duty scheduling
- Automatic escalation of alerts
- Reliable, distributed architecture
- Incident reporting
- Real-time monitoring
- Network analysis
- Issue tracking
- Access controls/permissions
- Service Level Agreement (SLA) management

PagerDuty Benefits

There are many benefits to implementing PagerDuty. Some of the biggest advantages the solution offers include:

- **Ideal for developers:** With the PagerDuty solution, developers can spend more time focused on code. The solution's powerful automation and noise reduction capabilities minimize interruptions and mobilize the right team in seconds.
- **Security incident response:** Because of its integration ecosystem, PagerDuty enables you to respond to threats faster, tighten up security vulnerabilities, and get better cross-team visibility.
- **Critical event management:** The solution makes it possible for your organization to get your crisis management team up and running quickly, keep all your business leaders and stakeholders informed in critical moments, and limit any disruptions that could impact your reputation or core business.



Valuable Features

Excerpts from real customer reviews on PeerSpot:



“It integrates with multiple applications and is highly customizable, with policies, escalation procedures, and an event routing tool that ensures contacting the right person.”



Jeremy Emmett

Sr Director - Global Support APJ at HashiCorp



“PagerDuty helps you bifurcate teams and redirect alerts to specific teams”



Prathik Rokhade

Associate Sr. Manager at Financial Insight Technology, Inc.



“The initial setup is a simple process.”



Ashish Paikrao

Cloud Infrastructure Engineer at Pathlock

- ✓ “PagerDuty let us set up rosters based on our shifts. We could assign a hierarchy for how the calls should be escalated and the number of times the call will be transferred between people before it is answered. It makes it easy to access an agent via mobile phone.”



Syed Mohammad Arshad

Vice President - Operations and Client Services at a financial services firm with 11-50 employees

- ✓ “It has scaled well for us.”



Verified user

Principal Architect at a energy/utilities company with 10,001+ employees

- ✓ “The SMS pages and the mobile application are pretty much the top two features.”



Brandon Johnson

Director of engineering at a wellness & fitness company with 51-200 employees

- ✓ “The initial setup is straightforward.”



Ayodeji Bayo-Makinde

Technical Support Engineer at Tek Experts

What users had to say about valuable features:

“The ease of having it on a mobile phone is valuable. We can always track incidents wherever we are, even away from our computers. Additionally, the escalation feature for incidents to senior engineers or other people is very useful..”

Ayodeji Bayo-Makinde

Technical Support Engineer at Tek Experts

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“We found that the interface of PagerDuty is more friendly. It was easy to use and easy to set up. It integrated easily with our critical server and our Jira project console. It also had better features than Opsgenie. We were impressed with PagerDuty, so we decided to give it a try. .”

Ashish Paikrao

Cloud Infrastructure Engineer at Pathlock

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“The most valuable feature is the phone app that allows us to send notifications without additional fees when sending by SMS or phone calls. There is also an escalation metric that allows any alert that goes unanswered to automatically move on to the next person on the list..”

SaurabhSingh2

Product Engineering Director at Ace Pointer

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“PagerDuty helps you bifurcate teams and redirect alerts to specific teams. It has good user management and is easy to plug in. It has good APIs to integrate with our apps and send alerts, making it compatible with most applications. It becomes a powerful infrastructure when handling priority applications, so we use it during the critical phase of our engineering development..”

Prathik Rokhade

Associate Sr. Manager at Financial Insight Technology, Inc.

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“The product used to be unique in getting the message to the right person to fix the job. It integrates with multiple applications and is highly customizable, with policies, escalation procedures, and an event routing tool that ensures contacting the right person. A significant advantage is that it includes a metrics overlay, which provides an overview of what is happening in the environment, and its scheduling capabilities are superior to other operations..”

JeremyEmmett

Sr Director - Global Support APJ at HashiCorp

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“The inbound integrations that PagerDuty provides with most of the DevOps tools are valuable.

It's an incident management tool. So, its main functionality is to integrate with monitoring tools. There is a flexible and easy way of integrating with monitoring tools. That's what I have observed in most of the scenarios. It allows us to configure the integration with APIs and plugins as well..”

Pramodh M

DevSecOps Consultant at a tech services company with 51-200 employees

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Other Solutions Considered

“We had multiple solutions before PagerDuty. There are still some in use in other parts of the company. For example, there is a tool called Arrcus that is used. We use it for our line technicians and others, however, no longer for IT support..”

Verified user

Principal Architect at a energy/utilities company with 10,001+ employees

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“ We've used all kinds of paging solutions where we've attempted and tried to do things, but there is just not a lot of great competition to PagerDuty. If you go outside of PagerDuty to other peers in that level of scale, they're either significantly more expensive, or you have to do a whole lot more homegrown stuff. For example, if you wanted to use Amazon SNS, SQS, or SES, you can build these types of solutions, but you end up having to put a lot of infrastructure, time, and engineering effort into them..”

Brandon Johnson

Director of engineering at a wellness & fitness company with 51-200 employees

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“I was not involved in the selection process. I started working on PagerDuty when it was already finalized. Solutions in that space have similar features, but we get Atlassian products from the marketplace, so they are more accessible. The only issue we had was that the terms and conditions were a bit stringent on the PagerDuty side for the licensed product.

One of the members from the procurement team was trying to extend some licenses or there was some pricing discussion that was happening that they didn't consider. They were ready to renew, but there was some scenario where then we got a bit angry that they were not listening to what we wanted. I don't remember the exact circumstances. .”

Syed Mohammad Arshad

Vice President - Operations and Client Services at a financial services firm with 11-50 employees

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“We have done some investigation internally, but nothing really serious. We looked at Opsgenie and VictorOps. We didn't see a reason to change. We trust PagerDuty.

The main pro, of course, of PagerDuty is that it is a full-featured application, with high trust. Many companies use it, big companies that trust it. This is definitely a big plus.

One of the reasons we stayed with PagerDuty was, of course, trust, but we also see the value of the added functionality that PagerDuty gives us. But if you don't get to use those — the things that are the differentiator for PagerDuty — then the cost starts to be quite high. You need to be completely in to be able to get the full advantage of PagerDuty. Competitors will give you a little bit less functionality, fewer luxury functions, but the cost is more accessible for the feature set that you really use..”

Verified user

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VP of Engineering at a comms service provider with 201-500 employees

“At the time of implementation, the solution was to replace our SMS-based solution, taking the rostering and management of the SMS rotation and making it easier. This was a bunch of homegrown shell scripts that had a little modem card, which would send SMSs to us.

We switch to PagerDuty mainly because of the maintenance and inflexibility of our original solution. We had to maintain it ourselves, paying for the upkeep of the modem, SMS account etc., then making sure that we could send the information to various phones on different carriers. By going to PagerDuty, we were able to come up multiple paths to be able to get those alerts, not just by our SMS.

Previously, we were manually copying and pasting the information. Per incident, it was taking us maybe half an hour, because someone would have to sit there and copy things backwards and forwards, making sure it was all in sync at the end of the incident.

When we first started looking around for a product to replace the existing alerting process, we found this product where alerts were more visible. Then, based on that fact, they were more visible. After a while, this naturally reduced the quantity of alerts by making them more visible. This made it easier to deal with issues because we were able to see alerts. Also, everybody saw them, not just one person..”

Darrin Khan

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Compliance, Security & Testing Manager at a financial services firm with 11-50 employees

“Over the years, we have looked at other solutions: OpsGenie and VictorOps. There was another one, but they faded away. We were also using Pingdom at one point. Some of them are still a little bit green in this space. They're definitely coming up to speed.

So far, we're settled on PagerDuty because they were the leader and only one around at the time we were evaluating solutions. Since then, we've started looking at other products just to make sure that they're still on point with what we need.

The alerting functionality is not too bad. I have evaluated other competitive products for the way you can set different types of alerts, e.g., for non-critical or critical. PagerDuty will alert you differently based on those settings, which is an advantage that we like. It will also try multiple paths so you can set it up to email you the alert, send you an SMS, phone you, or just a push notification to your phone. One of those four mechanisms means the engineer will get notified one way or another. If that doesn't work, it automatically escalates to the next person in the alerting path.

We do have a project in the pipes for probably the beginning of next year to go through and do another review to make sure that the solution has everything there. We also want to do comparisons for what other options are available, make sure the pricing is still competitive, what's on offer, and so on..”

Darrin Khan

Compliance, Security & Testing Manager at a financial services firm with 11-50 employees

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ROI

Real user quotes about their ROI:

“The return of investment is from how quickly we engage our teams, meaning that we don't waste time and money. It has returned the price that we pay, but the price is high..”

Verified user

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VP of Engineering at a comms service provider with 201-500 employees

“It's not only the budget that goes into the product. We see all the other factors as well, such as the services that they buy and investments they make in the resources for configuring, working, training, etc. It could help an organization not only financially but also performance-wise in the long term..”

Pramodh M

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DevSecOps Consultant at a tech services company with 51-200 employees

“Our company has already achieved ROI because different tools can alert to a single system and that is very efficient.

The solution removes the need for multiple systems and handling alerts at each phase. .”

Verified user

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Lead Architect, DevOps at a pharma/biotech company with 10,001+ employees

“I think we have had a return on our investment but I can't give you actual numbers. It has prevented a lot of potential crises for our customers. We catch things before anyone else knows about them. We are based in Israel while 90 percent of our customers are in the U.S. So we know about customer-facing issues, local time, before they are felt in the U.S. The main functionality is that it calls us for critical issues and outages. It's very helpful and has reduced customer complaints and issues that could cause us to struggle..”

Gilad Karmy

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Tier 4 Support Team Leader at a comms service provider with 10,001+ employees

“I cannot really put a dollar amount on the ROI, but I can say that we are definitely getting an ROI in our in-house support. Our IT department uses a rotating 24/7 on-call schedule for emergencies. When we are not getting the information from our drivers, it is considered an emergency and will initiate a call to the on-call person. By having PagerDuty send notifications dependent on the actual issue, we can be certain that the correct person will be alerted. In the vast majority of the incidents, the issue is resolved before it is ever noticed by operations..”

Verified user

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Lead Systems Analyst at a logistics company with 1,001-5,000 employees

“The main flexibility and return on investment we get is that we don't have to do the maintenance on the products that we previously had. It's just seamless. It's like, "Oh yeah, it's reliable. We don't have to do anything else." Whereas, previously it was, "Ah, is the pager actually working?" This reduces worry and everybody's comfortable with the fact that it's going to work. So, the return on investment is more a comfort factor, knowing that we're able to rely on it and not worry that, "Oh, hang on, the alerting's not working," then go and chase up what's wrong with the alerting as well as chase any other problems which come up. The best thing that we've had is that we get alerted before things happen rather than after the customer's having a problem or notices the problem.

As a result of the reduced white noise, we have reduced engineer fatigue. This means that because the engineers are not tired, their work throughput increases. It is definitely noticeable. If our engineers is working and gets called after hours every night, then when they come in to do their shifts, they're tired because they've had interrupted sleep. Whereas, if we make sure we don't have the white noise and everything else coming through, they're still able to get through their normal workload as well..”

Darrin Khan

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Compliance, Security & Testing Manager at a financial services firm with 11-50 employees

Use Case

“It's mainly for IT call scheduling, emergency contacts, events, and those kinds of things. It's integrated with AWS, MS Teams, Remedy, and other solutions..”

Verified user

Principal Architect at a energy/utilities company with 10,001+ employees

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“The primary use case of the solution is to alert the on-call person when there are any critical errors or when the servers are down. It is also used for the on-call scheduling of personnel..”

SaurabhSingh2

Product Engineering Director at Ace Pointer

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“Initially, I started using it for managing on-call schedules. As the tech stack developed, we began using it for service alerts and event routing, and then transitioned to operational views and dashboarding. It eventually became central to our alerting systems, where all monitoring tools would send information to PagerDuty, enabling event management and routing to whoever was on call..”

JeremyEmmett

Sr Director - Global Support APJ at HashiCorp

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“I interact with customers and then see the use cases and how they would use the PagerDuty tool and the integrations that come with it. I basically see how the customers will use the product. I then have conversations with the higher members or the stakeholders in the company on what ROIs they would get from this tool and the measurements of metrics, etc..”

Pramodh M

DevSecOps Consultant at a tech services company with 51-200 employees

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“We have a support team consisting of roughly 20 support agents, and we used PagerDuty to raise alerts to people on the roster. It was integrated with our help desk ticketing system and AppDynamics, which we use for application monitoring.

There were rules in place for when AppDynamics generated an alert. For example, if a transaction is slow or something is about to go down, PagerDuty would notify the IT team members to look at the issue. .”

Syed Mohammad Arshad

Vice President - Operations and Client Services at a financial services firm with 11-50 employees


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“We are a 24-hour online business. We use it for scheduling our on-call engineers and making sure that there is follow-the-sun or round-the-clock coverage for alerting and network operations.

It ingests all our alert paths, i.e., anything that generates an alert of any description, such as, Splunk, AWS, and internal applications. We feed all our events into it, then it generates alerts which need a response from an engineer with a description. Another thing is it is built-in scheduling is pretty much hands-off for our on-call engineers unless somebody goes on holidays. That is the only time that we have to jump in there and make any changes..”

Darrin Khan

Compliance, Security & Testing Manager at a financial services firm with 11-50 employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“I rate PagerDuty eight out of 10 for ease of setup. It's straightforward. I could easily train a member of my team to handle the administration. It is efficient and easy to use. .”

Syed Mohammad Arshad

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Vice President - Operations and Client Services at a financial services firm with 11-50 employees

“The setup is straightforward and there is no real deployment because the solution is ready to operate immediately.

We only need to manage integration to the solution. .”

Verified user

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Lead Architect, DevOps at a pharma/biotech company with 10,001+ employees

“The initial setup is a simple process. We just want to integrate our ticketing tool with the alerting tool, like PagerDuty, as an alerting tool. From PagerDuty, we would like to generate alerts in some ticketing tools, like Jira or ServiceNow. So we were looking for that solution, so we opted for PagerDuty. .”

Ashish Paikrao

Cloud Infrastructure Engineer at Pathlock


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“The initial setup was not very difficult. It took us about four months to set it up because we were trying to make PagerDuty fit to the best possible use cases that we had. We also had quite a number of alerts to move.

I'd rate the initial setup process at three out of five..”

Deepak Malik

Director at a computer software company with 1,001-5,000 employees

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“The initial set up of this solution is very straightforward. The product operates from a list of provided emails that are then included in error alerts.

All of the configuration, including setting the level of escalations is done from the UI, and deployment only takes 10 to 15 minutes..”

Verified user

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Senior System Engineer at a tech services company with 10,001+ employees

“It depends on the complexity of the environment a customer has. If a customer only wants to track one application, then it's just a straightforward integration. If a customer wants to set up the tool at an enterprise level, there should be a real plan that requires having discussions with all the teams. We need to build a plan and then methodically integrate all the tools one by one. It's not always complex, but better planning helps in configuring these tools properly. In most of the scenarios, it provides us the integrations that are readily built, and we have successfully configured it in most of the customer environments. Overall, I would rate its setup a 4 out of 5..”

Pramodh M

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DevSecOps Consultant at a tech services company with 51-200 employees

Customer Service and Support

“It has a good API for integrating with apps and good documentation. We seldom ask the support team for help. The app can call the on-call person even when the system is offline. It helps you handle alerts quickly, ensuring a fast turnover..”

Prathik Rokhade

Associate Sr. Manager at Financial Insight Technology, Inc.

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“The product is so self-intuitive that you very rarely need to reach out to their technical support, but when you do, they're pretty quick to turn things around and resolve them for you. I would rate them a four out of five..”

Brandon Johnson


Director of engineering at a wellness & fitness company with 51-200 employees

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“We have used their technical support once. It was okay. I don't think we managed to get to the bottom of the issue we were having, but it ended up that it was not that critical at that point, so we just let it go..”

Verified user

VP of Engineering at a comms service provider with 201-500 employees

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“We worked with technical support at one stage when we were trying to get a mail filter. We wanted to set up a complex mail filter with some rules around it. That is when we contacted them, though this is not an ongoing requirement. They were pretty good and very informative. They were to the point, without being blunt..”

Darrin Khan

Compliance, Security & Testing Manager at a financial services firm with 11-50 employees

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“I myself have not had to work with support very much, but I understand from my team that they are good and have solutions. Someone in particular from my team had to work with their technical team and they helped him a lot. If we find issues or we have suggestions for improving the solution, they're very responsive..”

Gilad Karmy

Tier 4 Support Team Leader at a comms service provider with 10,001+ employees

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“So far, we have not reached out to their support team. We were able to support the customers with the solution that they needed when they reached out to us.

Most companies these days are partner-led companies. The first hand that goes into support is from a partner. Partners like us support the customers in any P3 or P4 issues. We also help with the P1 issues if they're finding it difficult to manage the application, and in turn, if the partners need support from the PagerDuty support team itself, they get support within one or two hours. So, it is easier for customers to go through a partner..”

Pramodh M

DevSecOps Consultant at a tech services company with 51-200 employees

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Other Advice

“Overall, I would rate the solution a nine out of ten. I would definitely recommend using this solution. It is a user-friendly solution. It has a good interface. .”

Ashish Paikrao

Cloud Infrastructure Engineer at Pathlock

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“I rate this solution a seven out of ten. The solution is good, but the user interface could be improved. I advise new users to spend time reading documentation or about the type of features to understand how it works and how to set it up..”

Ayodeji Bayo-Makinde

Technical Support Engineer at Tek Experts


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“I rate this solution seven out of ten.

I recommend anyone looking for an alert solution to try out other similar products such as Opsgenie. Opsgenie is more user-friendly out of the box and is available at a lower cost..”

SaurabhSingh2

Product Engineering Director at Ace Pointer

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“Set your objectives and have a plan regarding your goals, timelines, and what you want to achieve. Figure these out in terms of the implementation of the tool and whether your objectives will be met by the tool.

Overall, I give PagerDuty a rating of eight on a scale from one to ten. .”

Deepak Malik

Director at a computer software company with 1,001-5,000 employees

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“We would recommend that any organization looking to use this solution ensures that they have a good logging system in place. This will allow alerts to be set up and trigger properly.

I would rate this solution an eight out of ten..”

Verified user

Senior System Engineer at a tech services company with 10,001+ employees

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“My advice to others is for them to use API reserves and API rest to test the payloads before putting them in production. To understand better the PagerDuty communication. For example, they can use Postman to create APIs and then create a payload. It's a useful tool to test with PagerDuty.

I would recommend this solution to others.

I rate PagerDuty a nine out of ten..”

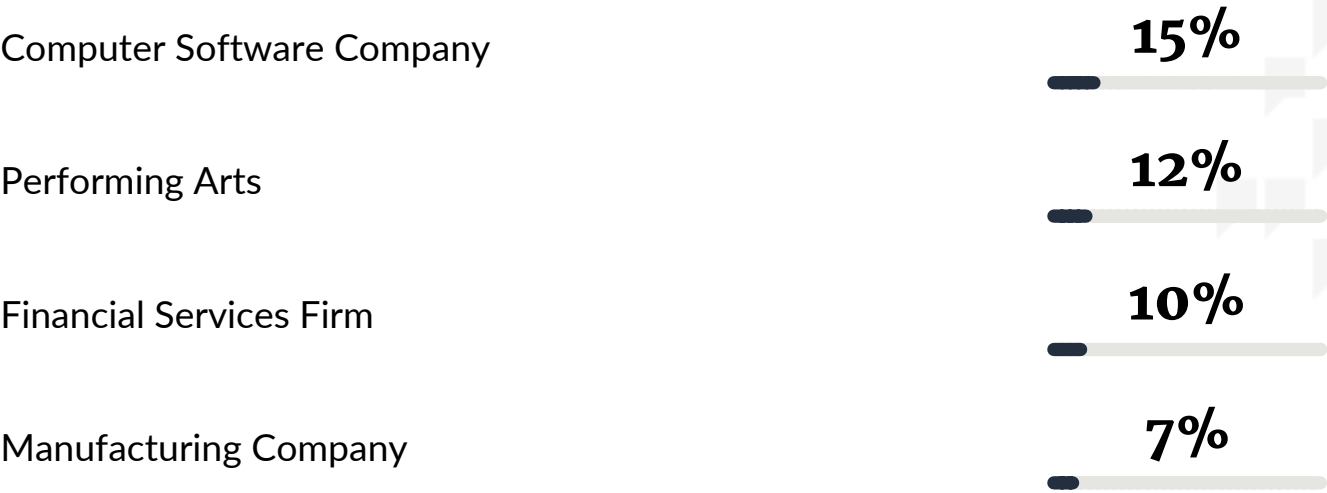
Danilo Guilherme Oliveira

Sr. DevOps Engineer at BairesDev

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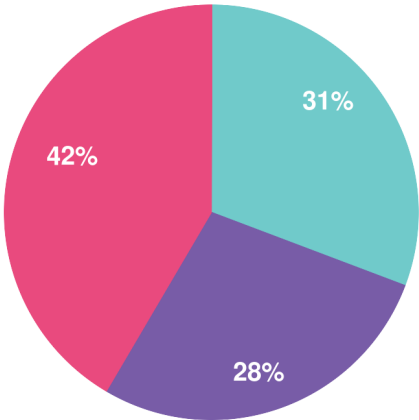
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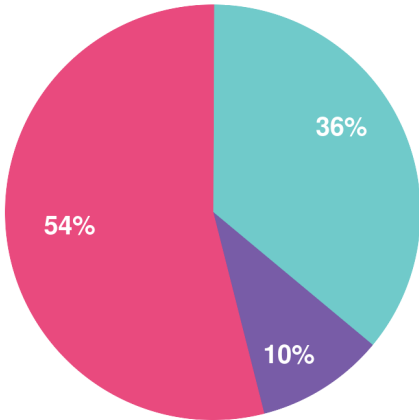


Company Size

by reviewers



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Large Enterprise Midsized Enterprise Small Business

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