

aws marketplace

PagerDuty Operations Cloud

Reviews, tips, and
advice from real users




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Product Recap

 PagerDuty Operations Cloud

PagerDuty Operations Cloud Recap

PagerDuty Operations Cloud focuses on efficient incident management, featuring advanced alert and notification systems, mobile alerts, and AI-driven functionalities that facilitate streamlined on-call schedules and integrations with major monitoring tools.

PagerDuty Operations Cloud offers comprehensive incident management with real-time alerts and notifications via mobile, SMS, and calls. This empowers teams to respond swiftly and reduce missed incidents. Efficient on-call management through automated scheduling and escalation enhances team productivity, while AI-driven alert grouping minimizes noise. Integration with tools like AWS and Datadog further streamlines operations.

What are the key features of PagerDuty Operations Cloud?

- **Real-time Incident Alerts:** Improves response times by ensuring immediate notifications.
- **AI-driven Alert Grouping:** Minimizes noise for enhanced focus and efficiency.
- **Automated Scheduling:** Streamlines on-call management and escalation.
- **Monitoring Tool Integration:** Seamlessly works with tools like AWS and Datadog.
- **Mobile Alerts:** Enables SMS and call notifications for instant communication.

What benefits and ROI should users consider?

- **Increased Efficiency:** Reduces operational burden through automation.
- **Improved Team Productivity:** Lowers incident noise and accelerates resolution.
- **Enhanced Customization:** Tailors alert prioritization and escalation policies.
- **Time Savings:** Expedites incident management and reduces error rates.

PagerDuty Operations Cloud implementation spans industries like e-commerce and IT services, where it automates anomaly detection and manages high-severity incidents. Its integration capabilities and AIOps features significantly enhance incident management, proving valuable for sectors demanding real-time performance and responsiveness.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Since rolling it out three years ago, we have cut MTTR by 35% and reduced on-call noise by 70% through AIOps correlation.”



Daksh Yamal

Senior Software Engineer at Infosys

- ✓ “After implementing PagerDuty Operations Cloud's runbook automation, I have reduced the response time from over 20 minutes to less than two minutes, saving approximately 80 to 90 percent of the time and making mean time to resolve significantly faster.”



Nambi Srinivasan

Senior SRE at IBM

- ✓ “PagerDuty Operations Cloud offers the important advantage that we can easily get notified and work on alerts and system degradation within our RPO and RTO targets.”



Hitesh Lodha

Senior Cloud Engineer at Ollion



“Integration-wise, PagerDuty Operations Cloud is flawless.”



Ajay Agrawal

Software Engineer III at a retailer with 10,001+ employees



“PagerDuty Operations Cloud was really an important key for us to maintain the product and ensure that we were always connected with our customers while continuing our lives outside of work.”



Jyoti Kumari

Dev Ops Engineer - L3 at Wipro Limited



“PagerDuty Operations Cloud has a very good impact on our company, especially regarding business and service level agreements, as well as reducing incident resolution time.”



Jajati Behera

Senior Consultant at PwC



“Many customization, AI features, and automatic features are really making my work easy, and being a Major Incident Manager of my team, resolving P1 and P2 incidents quickly and on time, PagerDuty Operations Cloud really helps me a lot to deal with it.”



Aitha Shashikanth

Senior Network Operations Center Engineer at Accolite

What users had to say about valuable features:

“PagerDuty Operations Cloud is part of our daily operational workflow. It sits between monitoring tools and response teams, ensuring alerts reach the right people without delay. We use it for on-call scheduling, incident escalations, and coordinating responses across teams. Having everything centralized has reduced alert fatigue and helped us respond to issues more consistently, especially during off-hours and high-priority incidents.

PagerDuty Operations Cloud offers intelligent alerting, on-call scheduling, automated escalations, and incident management as its best features. The platform makes it easy to ensure alerts reach the right person, and escalation policies prevent critical issues from being missed. We also rely heavily on its integration with monitoring and collaboration tools and its real-time visibility into operations. Together, these features help our team respond faster, stay organized during an incident, and reduce service disruptions for our customers..”

RajbhushanSharma

Operations & Delivery Lead at Tavlex

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“The most valuable feature of PagerDuty Operations Cloud is that even though my device is on silent, it still rings and lets me know that something happened for the organization.

On-call schedules for team members are very helpful to find out who is currently on call to get help with incidents or to get tickets routed to them. At the same time, it pushes me notifications, gives me a call on my mobile number, and triggers emails on my email address, so the multiple notification service of PagerDuty Operations Cloud is excellent.

From a user perspective, the most valuable part of PagerDuty Operations Cloud is the notification feature that continuously contacts me until I acknowledge it. High and critical incidents are totally valuable for the organization because something is failing and I need to repair it on priority to not lose the business.

PagerDuty Operations Cloud improved my team's ability to focus on core tasks rather than routine issues by having the notification feature that was very helpful to monitor and trigger high and critical issues directly to team members..”

Adil Ustad

Senior Software Engineer at LTM

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“PagerDuty Operations Cloud is one of the best tools we have seen because it is already integrated with AI. We use it as a barrier tool, meaning it is the top tool that we consider and we get notified when there is an issue.

“The best features include integrating with any tool and analyzing all previous alerts that have been stored. When an alert occurred on a particular day, we can immediately be notified on Slack with historical data and, since it is integrated with AI, we receive suggestions on how it can be resolved, how it was resolved earlier, and who resolved it. These are the very best features we have seen on PagerDuty Operations Cloud.

“Since we have historical data showing when an alert has triggered on a particular day, we can turn it into a problem incident and work with the relevant teams to get it fixed completely so it does not reoccur. We are recording these kinds of repetitive issues using that feature.

“It is very helpful that we can integrate with numerous monitoring tools such as Datadog, Splunk, and Kibana. Since we have integrated many other tools, I feel this is one of the features that PagerDuty Operations Cloud offers that makes it great..”

Yarasi Harshavardhan Reddy

Operations Lead at a tech vendor with 10,001+ employees

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“The most valuable features I found were the integration capabilities and notification system. We used the open-source tool Alertmanager, which triggers health metrics from Prometheus and Splunk. PagerDuty Operations Cloud allowed us to integrate alerting seamlessly and notify users effectively, which helped the business significantly. Early detection of issues leads to better service provision. PagerDuty Operations Cloud provides multiple notification channels including SMS, phone calls, and email, which I found to be the best part of the platform.

Regarding the autonomous AI agents, I have not explored them because the AI trend started recently and I have been out of touch for the last seven or eight months. However, I have read about how AI integrates with the scheduling part. Previously, we had to manually update schedules every week, but with AI integration, we can write a prompt and build MCPs. Some firms I read about integrated an MCP they built in-house, and with the MCP, they can provide an Excel sheet or image, and PagerDuty Operations Cloud API can update everything without needing to manually access the platform.

We implemented automation through PagerDuty Operations Cloud for incident response. Previously, we had to manually update service level details, SLAs, notification mechanisms, and API keys. Now we can submit an Excel sheet or CSV file and make an API call using Python, which updates everything automatically. PagerDuty Operations Cloud also helps with analytics by showing how many alerts were triggered, how many were resolved, and which person handled which alert. This visualization helps us demonstrate to clients that we managed a certain number of alerts and reduced the alert count..”

Verified user

Site Reliability Engineer at a tech vendor with 10,001+ employees

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“I appreciate the overall API toolkit very much. It is one of the simplest API toolkits I have seen that lets me do literally anything via API calls, which I can essentially do via the browser. I do not even need to log into my browser to do anything if I have a CLI or any tools integrated with it.

I have built an AI agent which detects if any page comes into PagerDuty Operations Cloud. PagerDuty Operations Cloud has webhooks, which is great. If anything comes into PagerDuty Operations Cloud, I basically poll every detail of that page, perform some incident resolution, and do something on the infrastructure according to whatever page I receive. I add comments in the pages via PagerDuty Operations Cloud API and then do the whole incident life cycle using all the APIs. There is also a very good Python library called PDPYRAS, which I use extensively, which uses PagerDuty Operations Cloud APIs to build SDK. I have developed my own CLI toolkit using PagerDuty Operations Cloud APIs itself, which is on my GitHub.

The UI is good and looks good, but sometimes when pages come very frequently, such as receiving ten to fifteen pages per five to ten seconds, it works flawlessly. However, when you tie your PagerDuty Operations Cloud instance to very large-scale infrastructure where you have millions of instances and get at least five to ten pages per second, the UI starts to hang. The API works flawlessly even then, but if someone does not know how to use all the integrations that PagerDuty Operations Cloud provides, they have only one choice but to log into the UI and check for the pages. Then they will have to face the lag in the UI.

Integration is very easy. I have completed entire integrations, deployments, and testing within six hours. It is just so easy.

One person can do everything end to end on their own. I have done it multiple times, and I have seen other people doing it multiple times as well. Everything is very seamless. I should also appreciate the official documentation that you have. Usually official documentation is not that good, but yours feels like someone has taken time to write those documents. The commands which you have written for back-end integration are straightforward. I literally have to just copy and paste

after setting environment variables. .”

Ajay Agrawal

Software Engineer III at a retailer with 10,001+ employees

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“I appreciate the event de-duplication feature in PagerDuty Operations Cloud because my company has many alerts for similar devices or servers, and it groups them together. This helps us see when a particular server's CPU and memory are both spiking, which aids significantly in root cause analysis.

Another feature I value is push notifications. We receive calls, SMS messages, and emails for the same alert, so we do not miss any notifications.

My organization has reduced noise by approximately 20% because of the de-duplication feature in PagerDuty Operations Cloud and the report feature. The report feature sends us a weekly report showing how many similar alerts occurred that week, and we work on reducing those alerts. By following this policy for three months, we reduced noise by 20%, which is a huge achievement for us.

PagerDuty Operations Cloud has improved our response time and mean time to resolution in my organization. We have integrated many monitoring tools through PagerDuty Operations Cloud, and the integration feature is excellent. It integrates very well with other monitoring tools via API and through email. I recommend other organizations use this integration feature.

The platform generates weekly reports showing how many alerts we received and the response time for each service and alert. I now pull daily reports via API. Since my company operates from 7:30 AM to 4:30 PM, with on-calls after hours, I need to know how many alerts occur outside business hours. Using a report scheduled through PagerDuty Operations Cloud API, the system sends me the alerts. I then analyze how many alerts came that night and work with the application team to reduce noise and resolve incidents. I value the report feature completely.

As a technical engineer, I observe that noise is being reduced and platform stability is increasing. My company is product-based with many products, and they are becoming more stable because we receive alert notifications faster. PagerDuty Operations Cloud is helping my organization tremendously..”

Punit Anand

Senior Site Reliability & Observability Engineer at ParentPay Group

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Other Solutions Considered

“Before PagerDuty Operations Cloud, we used Alertmanager, which triggered only email notifications and not calls or SMS. PagerDuty Operations Cloud introduced the calling mechanism and SMS capability, which was innovative compared to what we had seen with open-source tools..”

Verified user

Site Reliability Engineer at a tech vendor with 10,001+ employees

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“When I joined this project, they had already implemented PagerDuty Operations Cloud. When I joined, the SOPs and testing were already in process. After a few days, when I was actually onboarded, many of the alerts were configured in PagerDuty Operations Cloud. I did not get the chance to work on different tools besides PagerDuty Operations Cloud..”

Saurab Gnagurde

IT Analyst | Aws Cloud Ops | Dev Ops | Fin Ops at Tata Consultancy

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“Overall, I can say PagerDuty Operations Cloud is a critical part of our incident management process. Reliability and alert delivery are strong compared to other tools such as ServiceNow. The area where we see the biggest opportunity is AI-driven event correlation, richer alert context, and improved analytics. I do not think any other tool is near that level. We tried ServiceNow because we have it as well, but it does not match PagerDuty Operations Cloud. The overall feedback is positive..”

Punit Anand

Senior Site Reliability & Observability Engineer at ParentPay Group

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“We evaluated other options before choosing PagerDuty Operations Cloud. We attempted to build our own solution using an existing open-source tool, but the latency issues made it not time and cost-optimized. Since a stable product like PagerDuty Operations Cloud already existed, investing two to three years in building our own solution did not make sense. We also explored building a Python solution using Alertmanager before deciding on PagerDuty Operations Cloud..”

Verified user

Site Reliability Engineer at a tech vendor with 10,001+ employees

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“We preferred PagerDuty Operations Cloud over ServiceNow, which we used previously for the same purpose. When an alert came, we would call engineers, and ServiceNow has that feature as well. However, PagerDuty Operations Cloud is much more advanced in terms of notifying users and reducing the time to respond. We are satisfied with it and are not planning to move to other tools currently..”

Punit Anand

Senior Site Reliability & Observability Engineer at ParentPay Group

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“I use xMatters alongside PagerDuty Operations Cloud. Speaking from an integrations engineer's perspective, I have not integrated xMatters heavily, but I have been a user of xMatters more lately. The major difference I observed was the workflow management. The workflow management in xMatters is better than PagerDuty Operations Cloud. Let me explain what I mean by workflow management. If you have a company with ten teams working on a particular product, every member of those teams may or may not receive a page. Every member should have an orchestrator where they can define custom rules such as a service should be paged directly to X team, or if a page comes from ABC issue, it should directly go to Y team without having me to manually put the team name or team details regarding where to page. This capability is lacking in PagerDuty Operations Cloud while in xMatters, it is flawlessly integrated where you can add custom rules and custom rule sets. In PagerDuty Operations Cloud, we have to create separate pages for that functionality. However, when I talk about integration, the xMatters API toolkit is confusing and disorganized. The tree structure is not present in xMatters, but I appreciate that about PagerDuty Operations Cloud. Integration-wise, PagerDuty Operations Cloud is flawless. I love PagerDuty Operations Cloud from an integration perspective, but it makes my life difficult if someone wants me to integrate xMatters..”

Ajay Agrawal

Software Engineer III at a retailer with 10,001+ employees

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ROI

Real user quotes about their ROI:

We have seen a positive return on investment. The biggest gains have come from faster incident resolution, less time spent managing alerts, and reduced downtime. This has helped the team work more efficiently without needing additional operational resources.

RajbhushanSharma

Operations & Delivery Lead at Tavlex

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“We definitely have an ROI in terms of earlier requiring multiple employees. Since we are now using AI, we have reduced our staffing needs and can save a lot of time and money as well..”

Yarasi Harshavardhan Reddy

Operations Lead at a tech vendor with 10,001+ employees

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“I believe a return on investment is occurring because we are promoting PagerDuty Operations Cloud within our organization, aiming to involve more people and teams in using it. We continuously explore new features to facilitate ease of use among many people..”

Pavithra Jadapa

Technology Analyst at Infosys

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“I have seen a return on investment. Previously, this was handled by a team of 40 to 50 people. Now, in terms of licenses, we can operate similar functionality with fewer people using AI tools in place. Those actions get automatically performed, so not everyone needs licenses. This definitely saves cost..”

Aksharma Aksharma

Manager, OTT platform at a media company with 1,001-5,000 employees

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“From the pricing perspective, we got a good deal. When we took the tool, we did a comparison of the competitors and evaluated, and we are satisfied with that pricing. From the ROI perspective specific to the tool, we have not had a chance to calculate it. But overall, with the end-to-end process where PagerDuty Operations Cloud is present, I think we are almost near to getting the ROI..”

Verified user

Vice President – IT, Enterprise Operations Tools at a tech vendor with 10,001+ employees

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“PagerDuty Operations Cloud improved my team's ability to focus on core tasks rather than routine issues by having the notification feature that was very helpful to monitor and trigger high and critical issues directly to team members.

Regarding cost saving, PagerDuty Operations Cloud provides the feature but is not really reducing the cost of other operations..”

Adil Ustad

Senior Software Engineer at LTM

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Use Case

My main use case for PagerDuty Operations Cloud is to manage critical alerts and incidents across our production systems. It helps our team route alerts to the right people, manage on-call schedules, coordinate responses, and reduce downtimes. We also use its integrations with our monitoring and collaboration tools, so issues are identified and addressed quickly before they impact our customers.

RajbhushanSharma

Operations & Delivery Lead at Tavlex

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“I usually use PagerDuty Operations Cloud for the notification of high-priority incidents within the infrastructure.

I also use it for escalating to the on-call members, scheduling the priority of incidents or issues within the infrastructure, and creating scheduled rotations for team members..”

Adil Ustad

Senior Software Engineer at LTM

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“I have integrated other monitoring tools like LogicMonitor, and alerts come to PagerDuty Operations Cloud where we acknowledge them and work upon the issues. I have created multiple services that send alerts to out-of-hours groups for the on-call engineers. We detect issues faster and this helps in root cause analysis. Alert noise reduction is a major use case for us, as it groups duplicate alerts, which is very useful. The mobile application is also excellent..”

Punit Anand

Senior Site Reliability & Observability Engineer at ParentPay Group

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“I primarily use PagerDuty Operations Cloud for alert management and incident call rotations. In my earlier firm, we managed rotation shifts across three time zones: EMEA, APAC, and New York time. All rotation and shift management was handled through PagerDuty Operations Cloud schedules. Application monitoring was also updated through PagerDuty Operations Cloud. According to the schedule, we updated people's contact information so that in case of any issues, the contact would be transferred to the respective shift member. We also managed escalations with five layers of escalation. If a first team member missed an alert, it would go to the second team member after 10 minutes, then to the next person after five minutes, continuing according to the priority of the service..”

Verified user

Site Reliability Engineer at a tech vendor with 10,001+ employees

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“I have been using PagerDuty for the last nine years, but PagerDuty Operations Cloud for over one and a half years.

“We work directly with merchants and need to trigger immediate alerts whenever there are 5xx errors or business errors like 4xx issues, as well as payment failures. We have configured every alert on a data log in some other monitoring tools that are integrated with PagerDuty. We receive alerts very immediately and trigger calls and Slack notifications. We integrate everything with PagerDuty and get notifications instantly, after which we start our triage process.

“One use case I can mention is when we have an auth rate dip. Whenever there is an auth rate dip, we run into revenue losses with the merchants or partners that PayPal currently works with. Since everything is integrated, PagerDuty Operations Cloud catches when there is an auth rate dip for particular merchants and immediately triggers a notification for us. We then immediately dive into what the problem is and figure out how to fix the issue with the help of engineering teams..”

Yarasi Harshavardhan Reddy

Operations Lead at a tech vendor with 10,001+ employees

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“I started as a user working in an operations team where we handled the AWS infrastructure deployed for a particular company. Whenever any issue occurred, we received pages using PagerDuty Operations Cloud. I gradually learned about PagerDuty Operations Cloud and started integrating it into different workflows. I began integrating it to make Slack bots, and right now I am using PagerDuty Operations Cloud API endpoints to make AI agents as well. I can think of myself as an integration engineer who works extensively with integrating different services, one of which is PagerDuty Operations Cloud.

I also use xMatters alongside PagerDuty Operations Cloud. Speaking from an integrations engineer's perspective, I have not integrated xMatters heavily, but I have been a user of xMatters more lately. The major difference I observed was the workflow management. xMatters has better workflow management than PagerDuty Operations Cloud. Let me explain what I mean by workflow management. If you have a company with ten teams working on a particular product, every member of those teams may or may not receive a page. Every member should have an orchestrator where they can define custom rules such as a service should be paged directly to X team, or if a page comes from ABC issue, it should directly go to Y team without having me to manually put the team name or team details regarding where to page. This capability is lacking in PagerDuty Operations Cloud while in xMatters, it is flawlessly integrated where you can add custom rules and custom rule sets. In PagerDuty Operations Cloud, we have to create separate pages for that functionality. However, when I talk about integration, the xMatters API toolkit is confusing and disorganized. The tree structure is not present in xMatters, but I appreciate that about PagerDuty Operations Cloud. Integration-wise, PagerDuty Operations Cloud is flawless. I love PagerDuty Operations Cloud from an integration perspective, but it makes my life difficult if someone wants me to integrate xMatters. .”

Ajay Agrawal

Software Engineer III at a retailer with 10,001+ 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.

Pricing for PagerDuty Operations Cloud was reasonable for the value provided. Setup was straightforward, and licensing was flexible enough to scale as our team grew. Overall, there were no major concerns in that area.

RajbhushanSharma

Operations & Delivery Lead at Tavlex

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“I joined this organization one year and two months ago, and the initial setup was already done. I only enhanced that setup and created new integrations and new event orchestrations. I cannot comment on the initial setup itself, but I am confident it would have been easy..”

Punit Anand

Senior Site Reliability & Observability Engineer at ParentPay Group

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“Regarding my experience with pricing, setup cost, and licensing, pricing looks a little on the higher side, which can definitely be improved. Setup is quite easy and nice and convenient to use..”

Aksharma Aksharma

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Manager, OTT platform at a media company with 1,001-5,000 employees

“Another team integrated PagerDuty Operations Cloud into the system and set it up.

We did refer to the PagerDuty Operations Cloud documents for setting up teams and creating schedules..”

Adil Ustad

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Senior Software Engineer at LTM

“The initial setup process involved starting with PagerDuty Operations Cloud's cloud offering. We purchased a plan and set up our account. During actual deployment, we purchased a license with our own DNS, meaning instead of using pagerduty.com, we mapped our own subdomain to our environment. We then created licenses for individual users, starting with approximately 150 members from our technical support team and L1 engineers. We gradually increased our user count rather than immediately granting licenses to thousands of people because they would have received spam calls. We started with 50 to 60 members for a trial to understand how the system should behave and how we could optimize it..”

Verified user

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Site Reliability Engineer at a tech vendor with 10,001+ employees

“During the initial setup of PagerDuty Operations Cloud, when I joined the project, I got a Jira ticket listing a few of the servers where I needed to install PagerDuty agents so it could trigger any alerts or integrate with the server. I was mostly involved in the configuration part.

The setup was straightforward. PagerDuty Operations Cloud also helped us in this process. It was not directly integrated on the individual servers, but we integrated our monitoring tools and observability with PagerDuty Operations Cloud. The servers and applications were monitored through application monitoring tools such as Instana, Zabbix, and Splunk. Whenever critical alerts were generated, they would automatically forward to PagerDuty Operations Cloud through the configured integrations we set up with the application. PagerDuty Operations Cloud would notify the on-call engineers and follow different escalation policies if the alerts were not acknowledged within a specific time. Our flow was that we had EC2 instances, AWS servers, and CloudWatch alarms, and if any alert triggered, it would send through SNS, AWS Simple Notification Service, and then to PagerDuty Operations Cloud and the on-call engineer..”

Saurab Gnagurde

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IT Analyst | Aws Cloud Ops | Dev Ops | Fin Ops at Tata Consultancy

Customer Service and Support

The customer support has been really quick and responsive. I would give the customer support a 10 out of 10 because the support team has been responsive.

RajbhushanSharma

Operations & Delivery Lead at Tavlex

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“Customer support can be improved. At times, we get a delay in response. It takes time to get things back on track and to get the fulfillment done. That is something PagerDuty can work on. I would rate the customer support on a scale of one to ten as seven..”

Aksharma Aksharma

Manager, OTT platform at a media company with 1,001-5,000 employees

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“When making on-premises installations, we connected with PagerDuty Operations Cloud's technical support. They guided us on setup and what to take care of during installation. We had two or three calls with them, and they were very helpful throughout the process..”

Verified user

Site Reliability Engineer at a tech vendor with 10,001+ employees

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“The customer support for PagerDuty Operations Cloud is excellent. They have been very responsive. We have standing weekly calls to discuss any doubts, and there is a dedicated team, including an engineer and a PagerDuty Relations Manager, assigned to support us. They have been excellent in following up on the features we need to use..”

Pavithra Jadapa

Technology Analyst at Infosys

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“I used PagerDuty Operations Cloud support.

I would say they are pretty good, with regular support scoring eight or nine out of ten, and professional services scoring around nine out of ten. Both are pretty good for our business requirements..”

Verified user

Vice President – IT, Enterprise Operations Tools at a tech vendor with 10,001+ employees

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“I have contacted support multiple times.

There are ticket levels which we can create. I have not called the support team on the phone, but I have mailed and raised tickets with them. There have been instances where I had to integrate a very old server, AIX server framework to PagerDuty Operations Cloud for which the modules were not present in PagerDuty Operations Cloud. I am not blaming them for this; I am blaming the company who are using AIX servers. However, they did not have the module, so I had to raise a ticket. It was around Severity 3. The response was not super fast, which is expected. However, as soon as it escalated to Severity 2, I received an immediate email from PagerDuty Operations Cloud team. I think the support is fine. I have faced just one time some inconvenience. I do not know what was the reason, but there was one time where I did not receive any response for two days. Thank goodness it was not a Severity 1 incident for us, but two days was unacceptable at that point. Hence we started looking at other products including xMatters. There has been just one instance, but the company which I work with, even one instance sometimes causes a lot of friction. People start looking at other options. However, there has been just once. .”

Ajay Agrawal

Software Engineer III at a retailer with 10,001+ employees

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Other Advice

Take the time to properly set up your alerting rules, escalation policies, and integrations from the beginning. PagerDuty Operations Cloud provides the most value when it is aligned with your team's workflows and requirements. Once configured well, it can significantly improve incident response and reduce alert fatigue while making on-call management much easier. I would rate this product a 9 out of 10.

RajbhushanSharma

Operations & Delivery Lead at Tavlex

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“I am satisfied with PagerDuty Operations Cloud and really appreciate the product, so I do not have any questions at the moment, but I do have interest in whether PagerDuty Operations Cloud has implemented agents to help with any issues that happen. I rate this product a nine overall..”

Adil Ustad

Senior Software Engineer at LTM

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“I would recommend that organizations with high alert noise, whether similar to my company or larger companies, should try PagerDuty Operations Cloud. They should use its event and alert de-duplication features and integration with other tools, which are excellent. The calling notification feature is also very good. Overall, it is a strong solution. I rate PagerDuty Operations Cloud as nine out of ten because I do not see any gaps in what I use on a daily basis..”

Punit Anand

Senior Site Reliability & Observability Engineer at ParentPay Group

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“Regarding pricing, I do not remember the current prices, but I used the first tier about two years back for one of the startup failures which I was working on. That startup did not work out, but I integrated PagerDuty Operations Cloud with a lot of things there.

For the enterprise and for large-scale enterprises, the pricing is good. I will not even say it is fine; it is good for large-scale enterprises. However, for small-scale startups and small businesses, because they already are in a very nascent stage, the pricing is a little on the higher side. There is no custom module which I can just add to my cart which gets me custom pricing. It is just one bucket. For small-scale operations, I think the pricing is a bit pricey.

I do not use PagerDuty Operations Cloud's AI assistant, but I integrate the back-end to create agents. I do not use their default ones. I have never used it, and I do not know how good or bad that is. I am integrating PagerDuty Operations Cloud modules, APIs, and SDKs to develop AI agents, not using anything which comes out of the box.

My overall review rating for PagerDuty Operations Cloud is eight out of ten. .”

Ajay Agrawal

Software Engineer III at a retailer with 10,001+ employees

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“I have not explored the generative AI capabilities of PagerDuty Operations Cloud. PagerDuty Operations Cloud delivers very high performance when notifying users, especially in high-frequency trading environments where even a second of delay can result in billion or trillion dollar transaction losses. The notification service and seamless integration across different team layers provide significant value. Although open-source tools are available, they are not as effective as PagerDuty Operations Cloud.

Regarding alert fatigue and incident costs, when onboarding new clients in my previous project, I demonstrated our capabilities using incident management charts to showcase our skills. We showed clients how many alerts triggered daily, weekly, or monthly before PagerDuty Operations Cloud, and how we reduced them to monthly or bi-weekly intervals based on specific conditions. This data helped us acquire deals.

PagerDuty Operations Cloud improved my team's ability to focus on core tasks rather than routine issues. Initially, my team was exploring multiple notification and monitoring options and building their own tools. With PagerDuty Operations Cloud as an organization-level mandate, instead of managing different tools across ten teams, we now use one standard tool. This has allowed the team to focus on other important tasks since this major challenge has been resolved.

Regarding preventing costly incidents, I would emphasize business trust more than direct cost savings. We earned significant client trust by detecting issues early and informing clients promptly, allowing them to manage their side of any issues. On multiple occasions, we caught issues before business hours and clients were appreciative of our proactive approach.

I am not aware of the specific pricing and licensing details of PagerDuty Operations Cloud as that is managed by our management. From what I have heard, the business plan is not very expensive. I have not explored individual pricing since our organization was large with dedicated departments handling such decisions. My review rating for PagerDuty Operations Cloud is eight out of ten..”

Verified user

Site Reliability Engineer at a tech vendor with 10,001+ employees

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“Earlier, PagerDuty Operations Cloud was just notifying incidents, but now it is showing historical data and we can see how it was resolved earlier and quickly get notes from that to resolve issues with the historical data and suggestions.

“Earlier, when there was an auth rate dip or different signals that we received through Datadog or different platforms, we used to have some false alarms. Now, everything we are using is AI-based with agents that were configured with those signals. We have very accurately configured the AI using factors such as holiday seasons that will have high traffic, and everything was configured with historical data. We are getting very solid results and signals.

“Since PagerDuty Operations Cloud has all the data and provides forward-looking resolution steps and information about which team was involved, PagerDuty AI helps us tremendously.

“We definitely do not have any revenue loss since we are getting accurate signals and alerts and have a solution for all configured alerts.

“Since it has all advanced features integrated with AI, I am really impressed with the ability to integrate with numerous monitoring tools very easily and the ease of onboarding any member to PagerDuty Operations Cloud. Setting up the alerts and everything is very easy with a number of monitoring tools. That is why I rated this product a nine out of ten. There is no other tool that can match PagerDuty Operations Cloud right now.

“We have a number of layers in terms of governance and security since we are a payment gateway. PagerDuty Operations Cloud has its own governance and security at a great level, so we do not need to think about any security concerns from PagerDuty Operations Cloud governance.

“Since it already has AI features, I am going to recommend others to use PagerDuty Operations Cloud. I rate this solution a nine out of ten..”

Yarasi Harshavardhan Reddy

Operations Lead at a tech vendor with 10,001+ employees

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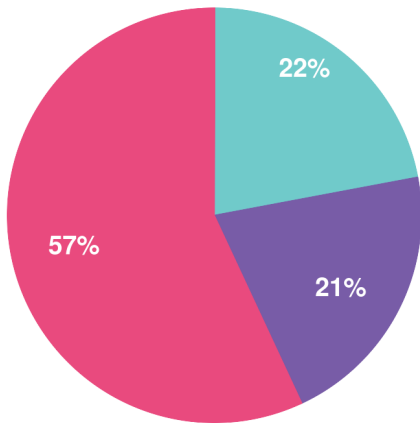


Educational Organization

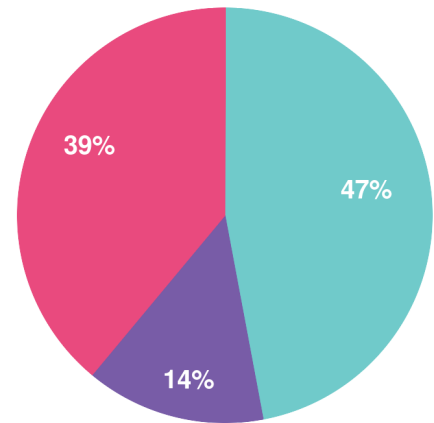


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