

# PagerDuty Helps Organizations Optimize Their Digital Operations Management to Create Better Value

PagerDuty customers are realizing **significant value** by leveraging PagerDuty to improve their real-time operations. They gain **an average annual benefit of \$3.56 million** per organization (\$13,100 per 100 IT users), resulting in a **three-year ROI of 731%**.

## Key Results



**731%**  
3-year ROI



**13%**  
Improved IT staff productivity



**5.2 hours**  
Per week of IT staff time savings



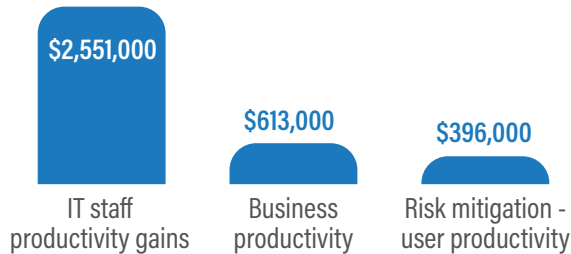
**4 months**  
To payback on investment

### Customer Quote:

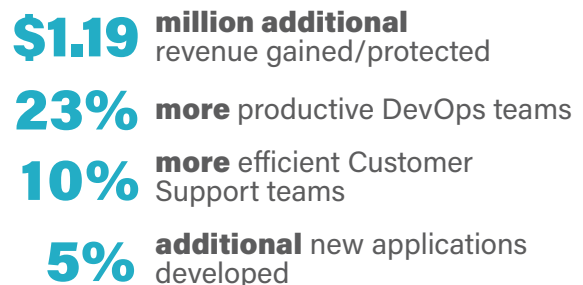


"PagerDuty is a major component in the culture of autonomy that's been enabled. Having good alignment of what you are or are not responsible for is a form of autonomy."

## Average Annual Benefits



## Business Benefits



### Customer Quote:



"We are achieving a better customer experience. We've seen a 30% reduction in our P1s/P2s in just 6 months. Less interruptions and disruptions means that customers buy more."

## Incident-Related Benefits

