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

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

\$2,551,000

IT staff productivity gains

\$613,000

Business productivity

\$396,000 Risk mitigation -

user productivity

Business Benefits

\$1.19 million additional revenue gained/protected

23% more productive DevOps teams

10% more efficient Customer Support teams

5% additional new applications developed

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

Reduced time needed to identify troubleshooting issues

Reduced time required to troubleshoot issues

Reduction in unplanned downtime

81%
73%
63%

