PagerDuty

PagerDuty, Inc.

Company Description

PagerDuty is a premier global technology company that leads the industry in digital operations management and incident response solutions. Founded in 2009 by three former Amazon engineers in San Francisco, California, the company was born out of the necessity to manage increasingly complex IT environments and ensure that critical system failures are addressed immediately. Recognizing the growing importance of the Asian market, the Japanese subsidiary, PagerDuty Japan, was officially established in March 2022 to support the rapid digital transformation and cloud migration efforts of enterprises in Japan.

At its core, PagerDuty provides a cloud-based incident management platform that acts as the central nervous system for a company's digital ecosystem. In today's highly digitized world, system outages, application errors, and service disruptions can lead to significant revenue loss and severely damage customer trust. PagerDuty solves this critical challenge by seamlessly integrating with a company's existing IT infrastructure, monitoring tools, and applications to aggregate vast amounts of system alerts into a single pane of glass.

Rather than overwhelming IT and engineering teams with alert fatigue, the PagerDuty platform leverages Artificial Intelligence and Machine Learning (AIOps) to automatically group related alerts, suppress non-critical noise, and pinpoint the root cause of an incident. Once a critical issue is identified, the system relies on predefined on-call schedules and escalation policies to instantly notify the right personnel through their preferred communication channels—whether that is a phone call, SMS, push notification, or collaboration tools like Slack and Microsoft Teams. This automated orchestration ensures that the right experts are mobilized in real-time, drastically reducing the Mean Time To Resolve (MTTR) and minimizing overall business impact.

Furthermore, PagerDuty's value extends far beyond the realm of traditional IT and software development. The platform is designed to break down organizational silos, enabling seamless collaboration across customer service, security, and executive operations during major incidents. By automating the incident response workflow, PagerDuty significantly alleviates the operational burden and stress placed on engineers, allowing them to focus on proactive innovation and creative development rather than constantly firefighting.

Today, PagerDuty is a publicly traded company on the New York Stock Exchange and serves over 21,000 global customers, including 65% of the Fortune 100 companies. As businesses increasingly rely on digital services to drive growth, PagerDuty continues to empower organizations worldwide to build resilient operations, deliver exceptional customer experiences, and maintain robust, always-on digital services.

Company Details

Head Office
United States

Main Business
システムのインシデント対応を一元化し、自動化と機械学習を通じてシステム障害の迅速な検知・解決を支援するインシデント管理プラットフォーム（デジタルオペレーションプラットフォーム）の開発・提供。

President
山根 伸行

Established
2022年

Capital
9,000万円

Number of Employees
11 - 50

URL
https://www.pagerduty.co.jp/

Offices

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