



SOLUTION BRIEF

# PagerDuty for Public Sector

**Drive improved outcomes and greater efficiency.**

Every second of downtime is critical when your constituents can't access important digital services. That's when PagerDuty gives you powerful response and automation capabilities—so you can deliver more reliable services, build more resilient systems, and have more time to focus on your constituents.

## Why PagerDuty?

PagerDuty, a global leader in digital operations management, has advanced to the “In PMO Review” status on the Federal Risk and Authorization Management Program (FedRAMP) Marketplace.\*\* The PagerDuty Operations Cloud™ revolutionizes how critical operations work gets done. Organizations can compress costs and accelerate productivity, thereby transforming operations and moving the task and the mission forward faster. With PagerDuty, you can:



**Minimize downtime to critical services.**

Constituents are demanding 24/7 access to important digital services like housing benefits, medical services, and financial aid. Get the visibility and control you need to ensure availability and rapid issue resolutions.



**Maximize productivity and reduce burnout.**

Hybrid systems, increasing complexity, and alert fatigue can be a strain for any team and cause attrition. Our built-in automation helps remove toil so your teams can spend less time firefighting and more time driving innovation.



**Gain immediate value.**

PagerDuty can be configured and implemented in days, not months. Analyst firm IDC reported that PagerDuty helps organizations achieve 70% faster time to resolve incidents, 2-months payback, with a three-year ROI of 795%.\*

Federal, state, and local institutions rely on PagerDuty to improve service delivery and improve outcomes, including:



\*According to IDC's PagerDuty Business Value Snapshot  
 \*\*FedRAMP designation is applicable to certain [PagerDuty products](#).

## Key Use Cases

Whether it's legacy technology, limited staff, siloed operating models, or other challenges, digital transformation can be a big task for the developers and IT teams at public sector institutions—especially when you also need to keep vital services up and running at all times. PagerDuty provides a holistic solution that can:

### Increase operational and process efficiency

Automation and machine-learning to improve visibility across the stack, reduce noise, and streamline incident response.

### Improve service delivery and engagement

Ensure reliable digital experiences for employees and constituents by keeping your systems and applications running seamlessly.

### Accelerate digital innovation

Reduce burnout, improve retention, and control costs with best practices for on-call management and incident response.

## A Trusted Partner for Digital Transformation

Purpose-built for driving down time spent across the incident response lifecycle, PagerDuty empowers over 15,000 customers to resolve critical issues faster and solve for urgent, mission-critical work.

### Get in touch

PagerDuty partners with Carahsoft to sell PagerDuty's products and services, helping public sector buyers run more streamlined incident management and effective digital operations.

Contact your preferred channel partner to learn more about how PagerDuty can work within your ecosystem.

## PagerDuty Operations Cloud

