

Continuous Service Assurance with Moogsoft + PagerDuty

Moogsoft + PagerDuty increase DevOps and SRE productivity and collaboration, reduce costs and provides early incident detection, while streamlining incident notification and resolution.

Challenge

Modern applications and their infrastructures are complex, dynamic, with scores of loosely coupled API components. Monitoring them generates too many alerts, making it hard to detect real incidents and engage the right people and teams. This is especially true when they're geographically dispersed, and have complex on-call schedules and different escalation processes. With Moogsoft and PagerDuty, you can detect, diagnose, address and fix issues earlier, lowering costs, and yielding immediate, significant business value.

Use Cases

Virtualize Your Operations

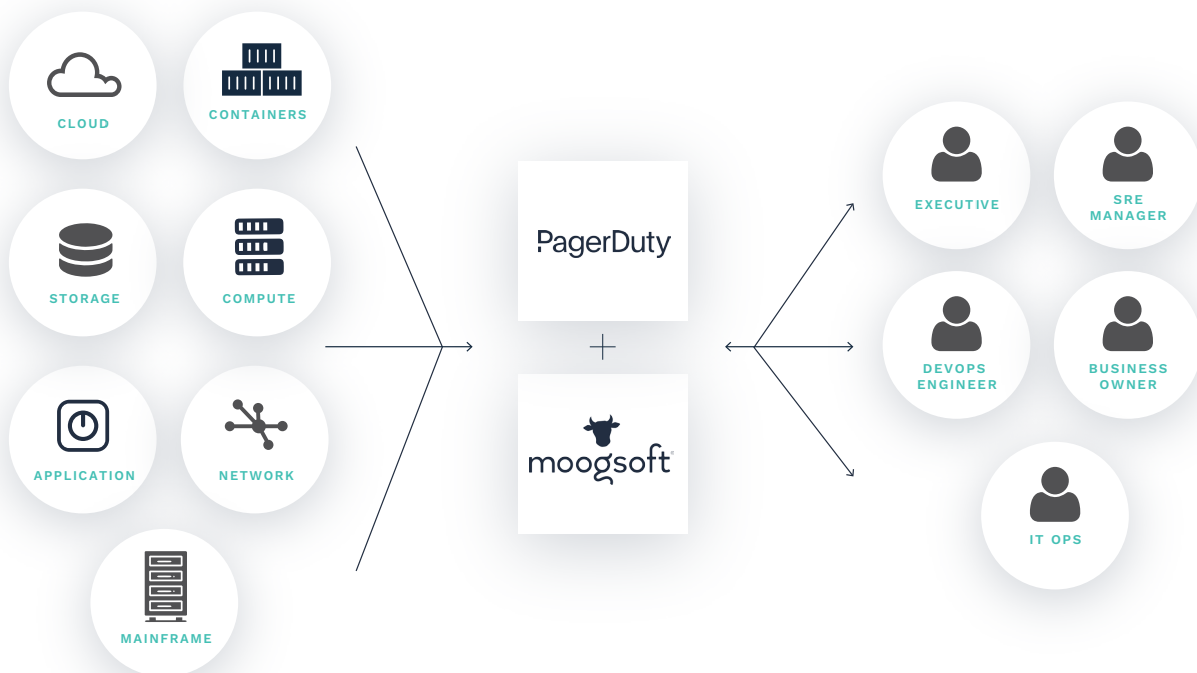
Detect incidents early, notify stakeholders quickly, and pinpoint causality precisely.

Boost Productivity & Collaboration

Reduce escalations, facilitate collaboration, allocate resources efficiently and recycle knowledge.

Continuous Service Assurance

Avert service impacts, and protect brand reputation, customer experience and revenue.

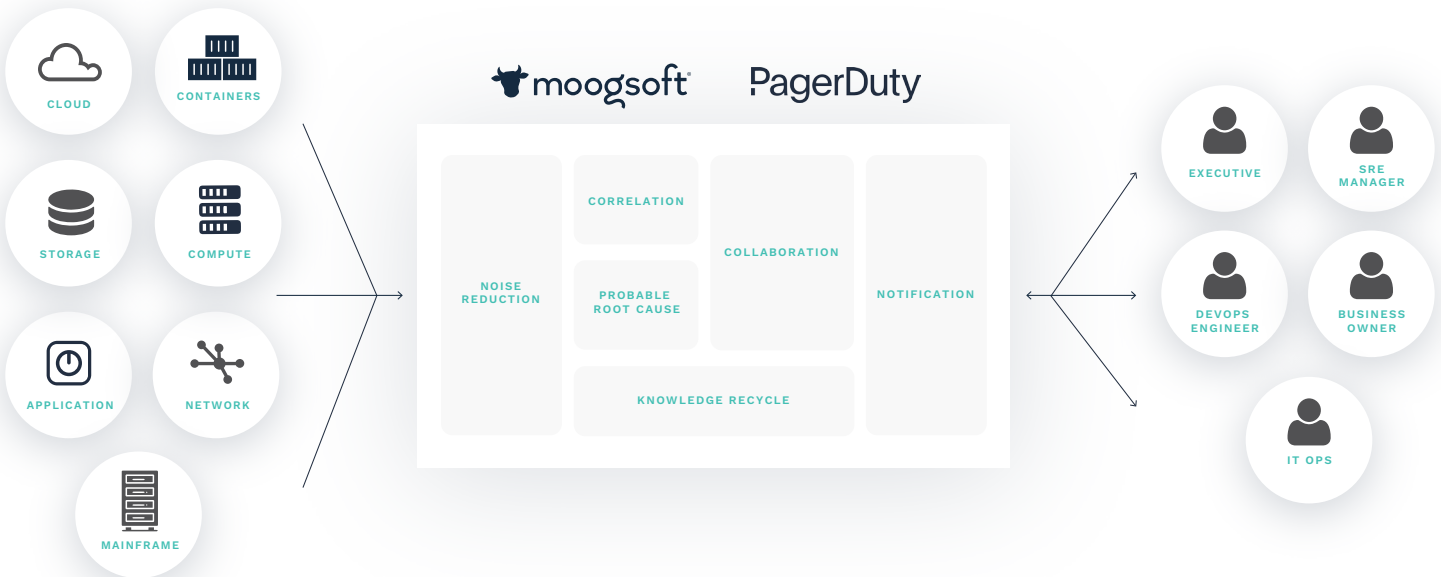


How It Works

When Moogsoft surfaces an incident, it is sent to PagerDuty in real-time. Based on insights derived from Moogsoft’s applied machine learning, PagerDuty knows the exact teams and people that need to take action and to be informed. Users have the context needed to respond using a variety of options including Acknowledge, Escalate, and more, and they can collaborate from either platform. A Situation Room is created in Moogsoft so all users share a consistent view while both platforms stay in sync throughout the lifecycle of the incident. Once the incident is resolved, PagerDuty streamlines post-mortems to speed up future response, by using Moogsoft’s similar-incidents feature to spot repetitive problems.

Value

To help DevOps and SRE teams provide optimal levels of service uptime and reliability, this seamless, bi-directional integration increases productivity within teams, and across all teams. It helps them detect incidents early and quickly, and immediately engages the right individuals and teams, keeping everyone in sync. Combining Moogsoft and Pagerduty frees DevOps teams to focus on mission-critical tasks, and on building better services for better customer experiences. You and your teams can move swiftly, stay focused, and resolve incidents before they disrupt your customer experiences and hurt your business. All of this is accomplished by integrating with the tools and infrastructure you’ve invested in over the years and adding this critical layer of intelligence.



What to find out more?

More information on the partnership between Moogsoft and PagerDuty can be found at:

<https://www.moogsoft.com/integrations/pagerduty/> and <https://www.pagerduty.com/integrations/moogsoft/>

Request trials at: <https://www.moogsoft.com/request-trial/> and <https://www.pagerduty.com/sign-up>

Visit www.moogsoft.com to learn more.