



PagerDuty

Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Director of Information Technology at a manufacturing company with 501-1,000 employees

it_user376170

VALUABLE FEATURES:

The outbound calling feature is a feature that I find a lot of value from.

IMPROVEMENTS TO MY ORGANIZATION:

We use this in conjunction with SolarWinds so that the on call and backup get paged if something is down. Before with just SolarWinds native alerts, we missed some critical alerts.

ROOM FOR IMPROVEMENT:

I would defiantly like to see more integration with other systems. This would really add some value for us.

USE OF SOLUTION:

1 year.

STABILITY ISSUES:

We haven't had any issues with stability.

SCALABILITY ISSUES:

So far the product has scaled as we have needed it to.

CUSTOMER SERVICE:

As we haven't had any issues we have not had to call customer service yet.



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PREVIOUS SOLUTIONS:

SolarWinds.

INITIAL SETUP:

Set up was straightforward as it integrated with SolarWinds right out of the box.

IMPLEMENTATION TEAM:

In-house.

ROI:

Because of this product we have less business critical applications being down for lengthy periods, which is invaluable.

COST AND LICENSING ADVICE:

The price just increased, so the value to dollar went down a little bit. The previous price was about the sweet spot per person.

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