

Automate Incident Management for Infrastructure and Applications

Enhance Service Uptime and Provide Stellar User Experience



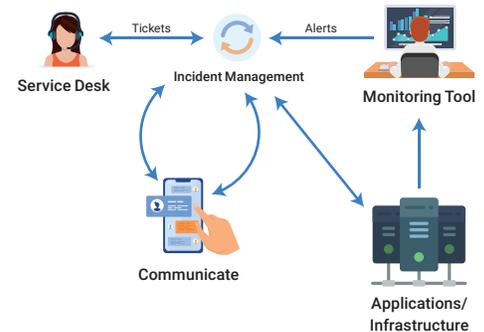
PagerDuty

Key Benefits

- ✓ **Automate incident management:** Incidents are created in PagerDuty as soon as alerts are reported in eG Enterprise. Incidents in PagerDuty are updated, modified or closed based on the status of the corresponding alerts in eG Enterprise. This puts IT operations in auto-pilot mode.
- ✓ **Get notified about performance issues in real-time:** Integrate seamlessly into existing workflows of your IT operations teams. They can instantly act when they are notified of application or infrastructure issues. By prioritizing root-cause of issues, eG Enterprise ensures that IT administrators are focused on the key issues and not distracted by the effects.
- ✓ **Proactively solve issues before users get impacted:** By having access to metrics that provide early warning indicators and by getting alerts when automatically determined baselines are violated, administrators can proactively detect and start working on potential problems, thereby minimizing service downtime.

The Case for Automated Incident Management

Automated incident management is a must for efficient IT operations. A manual process is time consuming, people dependent and prone to human errors. Automated incident management is fast, error-free and enables IT operations teams to learn about and react to problems quickly, saving critical minutes within which an outage can occur and cause significant revenue loss to the business.



While eG Enterprise offers a comprehensive solution for monitoring the performance of IT applications and infrastructures and helps them answer the tough question “why is my application slow?”, PagerDuty is a modern incident management platform that provides IT teams with reliable notifications, automatic escalations, on-call scheduling, and other functionalities to help teams detect and fix application and infrastructure problems quickly.

The [eG Enterprise-PagerDuty integration](#) provides IT teams with the right information, at the right time, so they can take timely action to manage the experience of their users as they access key IT services they support.

Highlights of this integration include:

- Fully automated management of application and infrastructure issues
- Automatically determine the root-cause of issues by correlating performance of Applications, Infrastructure, Virtualization platforms, Cloud and User Experience
- Control the severity and the type of alerts which will trigger incidents
- Develop customized workflows and processes for incident management using the eG Enterprise-PagerDuty integration.

