



Resolve Issues Faster

Integrate Monitoring With Incident Response

Solution Highlights:

Eliminate Noise, Delays and Errors

Leverages model-informed machine learning to reduce alert noise by up to 99.9975% identifying definitive root cause and creating real-time PagerDuty notifications only for actionable events.

Optimize Response Orchestration

Map real-time models of all dependencies in the most dynamic, complex modern IT environments and simplify event escalation processes leading to faster resolutions — greatly reducing MTTA and MTTR.

Scale Your ITOM Ecosystem With the Virtana Service Observability-Based Platform

Scales monitoring and offers valuable insights to other critical ITOM solutions, including alert management, incident management, CMDB, provisioning/orchestration, APM and more.

Virtana & PagerDuty

Virtana provides the leading secure, SaaS-based hybrid IT monitoring platform for the world's largest organizations. It delivers the ultimate level of service health by providing insights from the most granular and intelligent infrastructure relationship modeling possible, at any scale, and sharing those unique insights with other ITOM tools.

Virtana dynamically maps which resources belong to which services, even as services are moved. This gives operations an accurate and up-to-date line of sight into the health of a service and its supporting infrastructure. The elimination of blind spots both across the enterprise and deep within infrastructure resources allows operations to zero in on compromised resources long before they affect users, critical services or the bottom line.

PagerDuty, the leading IT incident tracking and on-call management system, integrates with Virtana through



a plug-in architecture using Integrations. The combined solution provides users with reliable IT resource monitoring, including effective alerting, on-call scheduling and incident tracking across communication channels so users are able to take immediate action and solve incidents faster.

Virtana & PagerDuty: Technical Details

The PagerDuty Integration enables enterprises to more effectively monitor and manage alerts 24/7/365. With dependable monitoring and alerts, enterprises are enabled to successfully resolve IT issues as quickly as possible to maintain ongoing operations and maximize uptime.

Virtana delivers IT resource monitoring to all parts of an organization's IT infrastructure — physical, virtual or in the cloud — and identify root cause when issues occur. PagerDuty extends the functionality of Virtana by providing on-call scheduling, alerts and incident tracking through the latest PagerDuty API.

When Virtana analyzes an incident and determines root cause, it instantly notifies PagerDuty with an event. PagerDuty will then alert the designated user about the incident. PagerDuty alerts Virtana users via email, phone, SMS or mobile push, enabling users to reliably receive every alert wherever they are across the globe.

“ We are incredibly dependent on Virtana and the PagerDuty Integration — it is a critical component for Cascadeo in ensuring we get only actionable alerts and separates the signal from the noise, enabling our NOC team to become much more efficient. ”

Jared Reimer, Founder & CTO, Cascadeo



This integration enhances the ability of IT to quickly respond to alerts, making it possible for critical issues to be addressed more quickly and reliably. Users can resolve issues even faster by taking advantage of flexible on-call scheduling and customizable alerts.

The PagerDuty Integration is available to Virtana users with an active subscription. Users may set up the integration immediately and customize alerts within Virtana.

Share Insights & Coordinate Remediation With Other ITOM Systems

No matter which IT tools help your company succeed, the only way to ensure you're getting maximum value from them is to connect them and create efficiencies that cannot be achieved by the individual parts.

Virtana offers out-of-box integrations with these key ITOM systems:

- Incident Management
- CMDB
- Orchestration & Provisioning
- AIOps
- Log Analytics
- Application Performance Monitoring
- Network Performance Monitoring
- Unified Communications Monitoring BI & Analytics

Virtana & PagerDuty: Key Benefits

Reduce mean time to resolution (MTTR) **by 85%**
Reduce monitoring software licensing **by 90%**
Increase IT administration productivity **by 50%**.

PagerDuty Integration Capabilities

Offered directly through Virtana, the PagerDuty Integration gives you the ability to extend performance and the availability to unify the monitoring and alerting

of your network infrastructure and on-call teams in just one click. Integrating Virtana and PagerDuty allows teams to monitor their entire infrastructures from cloud, virtual and physical IT environments.

- Creates PagerDuty notifications based off of events in Virtana so people are instantly notified of issues, downtime and outages
- Opens incidents in PagerDuty automatically
- Automatically propagates changes to PagerDuty, updating the incident appropriately
- Handles real-time data from all sources across the entire enterprise to help accurately monitor hybrid cloud environments (e.g., Google Cloud, AWS, OpenStack, vSphere, Nutanix, etc.)
- Provides end-to-end service impact views that help IT proactively understand all the dependencies of any predeployment or production service
- Simplifies cloud migrations by enabling highly focused routing of incidents to provide relevant and actionable alerts in real time
- Increases collaboration and visibility across the entire enterprise
- Tightly integrates IT development, deployment and operations teams' workflows
- Uses the latest PagerDuty API (v2)

[Contact us](#) today to schedule a consultation and live demonstration of the Virtana-PagerDuty integration.