

Automating the Digital World

Pliant and PagerDuty have partnered to join **Intelligent Runbook Automation and Incident Management**. With the PagerDuty integration, users can now remediate infrastructure and application issues from the Pliant platform, with drag and drop no/low code workflows.

Pliant users can **automatically trigger, acknowledge, enact remediation actions on systems or infrastructure, and successfully resolve** PagerDuty events or incidents as they occur—minimizing human intervention and orchestrating your incident response intelligently. As an alternative, Pliant users can optionally trigger their remediation workflows directly from Slack.

Novel Approach

PagerDuty seamlessly triggers Pliant automation workflows. Pliant listens for PagerDuty Incidents or Events to trigger an automated response by actioning automatically on any of your infrastructure. Leveraging the Pliant library of API integrations, users custom tailor their response workflows based on specific incident types.

Pliant users can also set triggers to create detailed PagerDuty Incidents and Events directly from your infrastructure and populate them with diagnostic data, providing your team real-time insight into infrastructure and application health.

Pliant enables Aggregated correlation: automatically gathering direct and indirect information from IT assets to enable faster ticket remediation.

Get specific data from any infrastructure device and populate multiple platforms alongside PagerDuty, including CMDB, Ticketing, Performance, and Provisioning, keeping all of your systems on the same page.

An automated low/no code incident response

Orchestrate your automatic response—use Pliant’s library of 1000’s of drag/drop API calls—and access any system securely, easily, and automatically with full logging capability.

Pliant takes action to respond automatically to PagerDuty incidents and events, enabling closed-loop automation. By automating responses to identified issues in the infrastructure, teams are able to decrease the mean-time to repair (MTTR) and increase productivity significantly.

Your incident response is infinitely customizable to the issue at hand. For example, access point issues can often be resolved with a simple reboot. Pliant can trigger this with a single call block, whereas a more complex issue can be worked with easily by embedding human logic into your automation workflows.

Pliant is the only platform to create new or leverage existing automation under centralized governance and delivers a unified interface that interacts with all the systems powering your infrastructure. The platform enables enterprises to build IT process automation without the usual constraints of incompatible code libraries, underlying protocols and syntactical issues associated with scripting languages.

If Pliant is unable to solve the issue without human intervention, the issue can then be raised to a human for intervention. Pliant can then embed the resolution logic into your automation, so next time the issue comes up, it can resolve itself automatically.

Solution features and benefits

FEATURES	BENEFITS
Closed loop automation for the entire incident lifecycle—Pliant will detect, report to PagerDuty, remediate and resolve the incident in real-time with incident-specific remediation.	Minimize human intervention by only escalating if needed.
Remediation actions are not limited to a small group of vendors—Pliant supports 1000's of API calls out of the box and integrates any publicly available API within 14 business days on request.	Never write unwieldy API code to automate on all of your systems again. Save time and remove complexity.
Out of the box incident lifecycle automation workflows Interface with PagerDuty from Pliant.	Rapid time to value with simple drag and drop automation.

Take Full Advantage

Set your incident resolution logic—automatically acknowledge and resolve your PagerDuty incidents as your workflows solve them, and only escalate to a human if essential.

Pliant verifies the remediation of the issue was successful and syncs relevant device data to PagerDuty and resolves the issues. Additionally, your ticketing and ITSM services can be updated as well to keep all of your systems synchronized.


Pliant makes keeping your team synced with your infrastructure and automation easy—by automatically adding details to your PagerDuty incidents directly from your infrastructure as it resolves them.


Modern business requires a fundamental shift in the way IT organizations deploy and manage technology. The rapid change and complexity of today's infrastructure demand solutions that are easy to use, reduce human error, and ensure compliance.

Pliant's low-code platform for Process Automation simplifies how operations and engineering organizations build and deploy automation. By transforming API code into low-code building blocks, Pliant simplifies, streamlines, and secures the communication between your mission-critical platforms, services, and applications.

 <https://pliant.io/>

 info@pliant.io

 +1.833.754.2681

 One Boston Place,
Suite 2600
Boston, MA 02108