

RigD SaaS Platform for SlackOps

End Chaotic Incident Response

RigD gives you a way to improve Ops efficiency and customer satisfaction right through Slack. RigD SlackOps with Machine Learning lets teams resolve incidents faster. Use RigD to unlock greater value from your Slack investment. Improve business performance by identifying, gathering and presenting the data and resources teams need to begin resolving an incident—all in Slack.

PRODUCT HIGHLIGHTS

SPEED UP INCIDENT RESPONSE

RigD is a platform for DevOps and IT Ops teams. It helps them speed up their response to incidents while reducing workloads.

BROAD COVERAGE

RigD helps you handle incidents for PagerDuty, Atlassian Status Page, Datadog, AWS SNS and CloudWatch.

USE EXAMPLES

RigD expedites your work for many use cases such as:

PagerDuty – Who is on call, for both PagerDuty users and non-users, Acknowledge, Escalate, run a Response Play

Atlassian StatusPage – Create Incidents and Update your Pages

Datadog, AWS SNS and AWS

CloudWatch – Get relevant information right in Slack

REDUCE OUTAGE COSTS

Automation improves response speed. When an outage occurs, RigD gathers data from multiple tools, and the right people, freeing you to solve the problem.

Collaborative Automation for DevOps at Any Scale

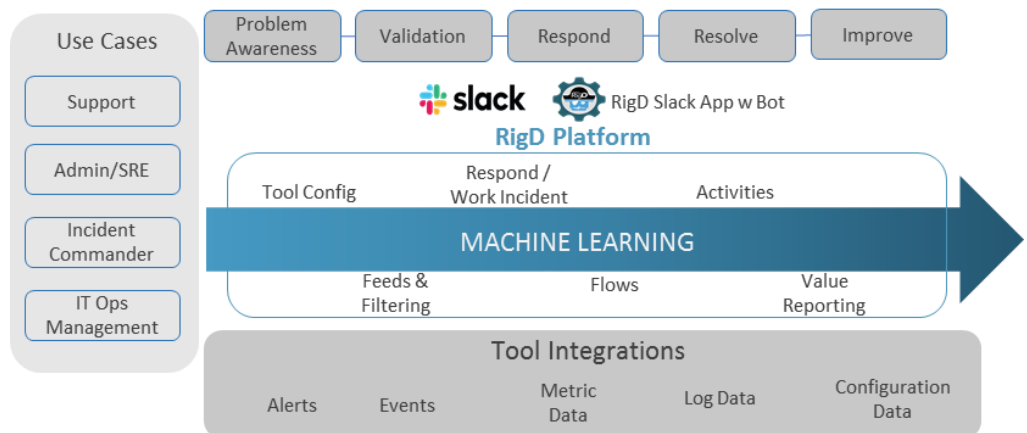
RigD is a SaaS platform that users consume through a Slack bot available through RigD’s Slack App. No machine learning knowledge is needed to set up and connect it to your service management apps and tools. Once up it gets to work. When there’s an incident, RigD prepares a portfolio of information about the incident and delivers that to you and required team members right in Slack. You simply review the data and get to work.

RigD is easy to put to work. Once you install the Slack App, RigD is ready to go with a natural language help system and input suggestions. The bot uses the latest Slack Block Kit and helps guide you through configuration and use of tools, which are the two-way integrations. The integrations can then feed important information to your Slack channels and just as importantly you can act through the RigD bot to perform work in those tools.

Accelerate Incident Responses Right in Slack

Once you are set up and have an issue, incident or problem information flowing into Slack, RigD lets teams respond or work these incidents, keeping everyone up to date right in context in Slack. Instead of switching context to the different tool UI’s for the responding team to see and collaborate around, all of you can do all the work you need to in Slack through RigD.

Set up flows that encapsulate simple steps you don’t want to perform manually, or more complex multi-tool flows. These allow first line support personnel to triage issues before the team even assembles. Getting relevant monitoring, log and configuration data into the Slack channel accelerates collaboration and time to resolution.



Value Across the Team

Helps You After the Incident is Identified



When the incident is resolved RigD produces an Incident Digest which documents both the human and machine activities for that support session, critical for postmortem analysis and enhanced learning. Over time the machine learning and AI aspects of RigD's will help you streamline future incident sessions. While RigD provides a set of key DevOps and IT Operations tools, you can add further integration on your own with RigD's customer activity module.

RigD is your Collaborative Work Intelligence Platform for SRE, DevOps and IT Operations

RigD make using Slack more productive for teams. RigD brings people and data together through collaborative work intelligence via an easy to use Slack App that provides teams with the structure, automation and data centric processes to dramatically increase the velocity of work efforts in Enterprises.

KEY FEATURES

Slack App / Bot with Natural Language, Input Suggestions and In-Bot Help & Support

Two-way integrations to Key Dev & Ops Tools e.g. PagerDuty and Atlassian StatusPage

Powerful Feeds Control

Automation and Triage Flows

Respond & Work Incidents, Issues & Problems & Incident Digest, Digest of the Support Session with AI Analysis

Custom Activities to integrate with your favorite commercial or home-grown tools

KEY BENEFITS

Save time, reduce workloads

Reduce noise, increase focus

Accelerate time to resolution and restoration of service

Respond quickly and correctly to mission critical incidents

SERVICES AVAILABLE

Installation and Configuration Support

Technical Support

Custom Activity and Flow Workshop

LEARN MORE AT www.rigd.io

Benefits for PagerDuty Users

- **Direct User Notifications** - Unlike the PagerDuty App RigD sends direct notifications to the assignee of an incident, including any notes, or status changes for the incident.
- **Customizable Filtering** - With RigD you can setup a single event feed for a PagerDuty service and deliver notifications to multiple channels with custom filter on each channel. Send critical incidents to one channel and lower priority incidents to another.
- **Complete Action Set** - Unlike the PagerDuty app Rigs provides the complete set of incident lifecycle operations, from adding notes, escalating, adding responders, to resolving. You won't need to leave Slack to fully manage your incidents.
- **Automated Actions** - RigD can automatically start a thread or dedicated channel for an incident so you can keep the work focused on that incident. RigD can also automatically remind incident owners when they have not made an update recently or forgot to close the incident.
- **Incident Reports** - RigD also provides a detailed summary of your incident activity so you can run postmortems and save a record for future use. Check out the attached example.

