

# Investor Presentation

Q1 2026

Period ended April 30, 2025

# Safe Harbor

This presentation contains forward-looking statements. All statements other than statements of historical fact contained in this presentation, are forward-looking statements, including but not limited to: statements regarding the future financial and operational performance and outlook, and strategies, objectives, opportunity, expectations and market positioning of PagerDuty, Inc. ("PagerDuty" or the "Company"). In some cases, you can identify forward-looking statements by terms such as "can," "desire," "able," "guidance," "expect," "extend," "anticipate," "should," "believe," "hope," "target," "project," "accelerate," "goals," "estimate," "potential," "predict," "may," "will," "might," "could," "intend," "shall" or the negative of these terms or other similar words or expressions. You should not rely upon forward-looking statements as predictions of future events.

The outcome of events described in these forward-looking statements contained in this presentation is subject to known and unknown risks, uncertainties, assumptions and other factors that may cause PagerDuty's actual results, performance or outcomes to differ materially from those expressed or implied by such forward-looking statements, including: the Company's ability to achieve and maintain future profitability; the Company's ability to sustain and manage its growth; the Company's ability to attract new customers and retain and sell additional functionality and services to its existing customers; the Company's dependence on revenue from a single product; the Company's ability to compete effectively in an increasingly competitive market; the impact of seasonality on its business; the Company's ability to adapt and respond effectively to rapidly developing technology; the Company's ability to effectively develop and expand its marketing and sales capacities; the Company's ability to enhance and improve its platform or develop new functionality or use cases; the effect of unfavorable conditions in the Company's industry or the global economy, or reductions in information spending, on the Company's business and results of operations; adverse consequences that could arise as a result of international trade policies, including tariffs, sanctions and trade barriers; the accuracy of the Company's estimates of market opportunity and forecasts of market growth; the Company's assumptions and limitations to which ARR and certain other operational data are subject that may cause such metrics to not provide an accurate indication of actual performance or future results; adverse consequences that could result from any compromise of the Company's information technology systems or those of third parties with whom the Company works or the Company's data; adverse consequences that could result from any interruptions or delays in performance of the Company's service; and the Company's ability to maintain the compatibility of its platform with third party applications that its customers use in their businesses.

The forward-looking statements contained in this presentation are also subject to additional risks, uncertainties, and factors, including those more fully described in PagerDuty's filings with the Securities and Exchange Commission (the "SEC"), including its most recently filed Form 10-K and subsequent filings with the SEC.

Forward-looking statements represent PagerDuty's management's beliefs and assumptions only as of the date such statements are made. PagerDuty does not undertake, and expressly disclaims any duty, to update any statements made in this presentation to reflect events or circumstances after the date of this presentation or to reflect new information or the occurrence of unanticipated events, except as required by law.

This presentation also contains estimates and other statistical data made by independent parties and by the Company relating to market size and growth and other industry data. These data involve a number of assumptions and limitations, and you are cautioned not to give undue weight to such estimates. The Company has not independently verified the statistical and other industry data generated by independent parties and contained in this presentation and, accordingly, it cannot guarantee their accuracy or completeness. In addition, projections, assumptions and estimates of its future performance and the future performance of the markets in which the Company competes are necessarily subject to a high degree of uncertainty and risk due to a variety of factors. These and other factors could cause results or outcomes to differ materially from those expressed in the estimates made by the independent parties and by PagerDuty.

This presentation also includes certain non-GAAP financial measures. These non-GAAP financial measures are in addition to, and not as a substitute for or superior to measures of financial performance prepared in accordance with GAAP. There are a number of limitations related to the use of these non-GAAP financial measures versus their nearest GAAP equivalents. For example, other companies may calculate non-GAAP financial measures differently or may use other measures to evaluate their performance, all of which could reduce the usefulness of the Company's non-GAAP financial measures as tools for comparison. The Company has provided a reconciliation of those measures to the most directly comparable GAAP measures, which is available in the Appendix to this presentation. For further information with respect to PagerDuty, we refer you to the Company's most recent Form 10-K/A and subsequent filings with the SEC. In addition, the Company is subject to the information and reporting requirements of the Securities Exchange Act of 1934 and, accordingly, files periodic reports, current reports, proxy statements and other information with the SEC. These periodic reports, current reports, proxy statements and other information are available for review at the SEC's website at <http://www.sec.gov>.

The last day of the Company's fiscal year is January 31. The Company's fiscal quarters end on April 30, July 31, October 31 and January 31. References to a fiscal year (FY) refer to the fiscal year ended January 31 of such year. For example, fiscal 2026 or FY26 refer to the fiscal year ended January 31, 2026.

# About PagerDuty

**PagerDuty, Inc. (NYSE:PD)** is a global leader in digital operations management. The PagerDuty Operations Cloud is an AI-powered platform that empowers business resilience and drives operational efficiency for enterprises. With a generative AI assistant at its core, PagerDuty empowers teams to detect and resolve issues in real time, orchestrate complex workflows, and drive continuous improvement across their digital operations. Trusted by nearly half of both the Fortune 500 and the Forbes AI 50, as well as approximately two-thirds of the Fortune 100, PagerDuty is essential for delivering always-on digital experiences to modern businesses.

## FY26 Q1

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**ARR:** \$496M

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**Revenue:** \$120M

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**Non-GAAP Operating Margin:** 20%

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**Free Cash Flow Margin:** 24%

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**DBNR:** 104%

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**Total Paid Customers:** 15,247

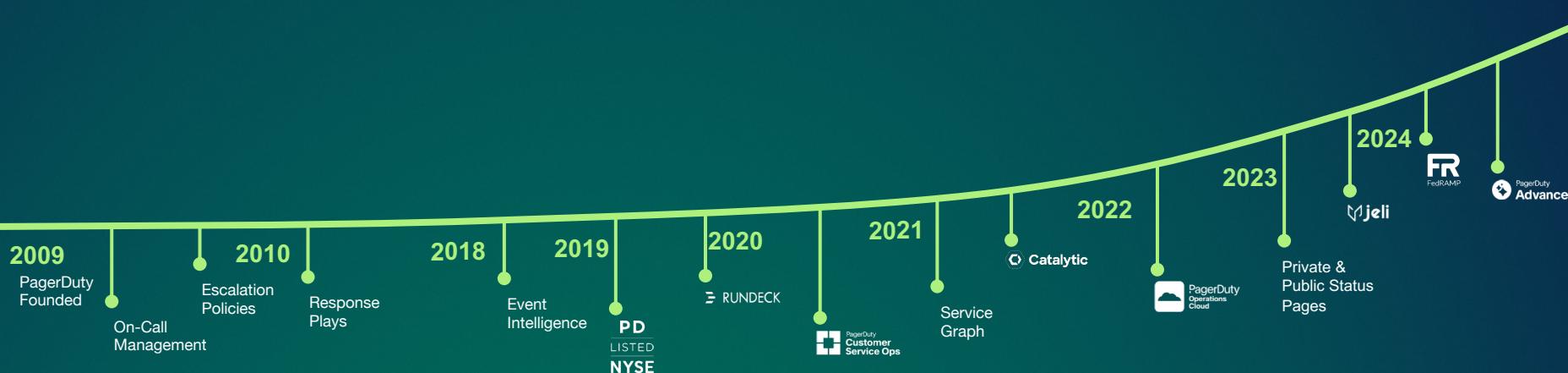
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**Customer with ARR > \$100K:** 848

# PagerDuty

## Then to Today



# PagerDuty Operations Cloud



Extensive APIs &  
Integrations

Proprietary Foundational  
Data Model

Embedded  
AI/ML & GenAI

No-Code to Pro-Code  
Automation

Zero Maintenance  
Availability Window

# The Operations Cloud Product Pillars

## PagerDuty **Incident Management**

PagerDuty Incident Management

Deliver always on digital services by mobilizing the right response when seconds matter.

## PagerDuty **AIOps**

PagerDuty AIOps

Reduce noise, identify root causes, and automate incident resolution in real time.

## PagerDuty **Automation**

Runbook Automation,  
Runbook Automation,  
Self-hosted,  
Workflow Automation

Operate faster by automating and delegating business and IT processes.

## PagerDuty **Customer Service Ops**

PagerDuty for Customer Service

Empower Customer Service teams to proactively solve customer issues, faster.

## Add ons

[PagerDuty Advance](#) | [Jeli](#) | [Runbook Automation for Incident Management](#) | [Stakeholder License](#) | [Status Pages](#) | [Professional Services and Support](#)

# PagerDuty Incident Management

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**Why?** - 88% of execs expect an incident as large as the July global IT outage within the next year<sup>1</sup>

**Incident Management** is the end-to-end business process of addressing an outage, service disruption, or other major incident from its initial conception to its full resolution.

## Free

Start with on-call and incident response for small teams.

### Includes:

- ✓ Easy on-call scheduling
- ✓ Unlimited API calls
- ✓ 700+ out-of-the-box integrations (Monitoring and chat)
- ✓ No maintenance windows ever

## Professional

\$252 per user/year

On-call and incident response for growing teams.

### Free Plan, plus:

- ✓ Unlimited international phone/SMS notifications, schedules, escalation policies
- ✓ SSO
- ✓ Ticketing integrations
- ✓ Email support

## Business

\$492 per user/year

Advanced incident response for modern operations teams.

### Professional Plan, plus:

- ✓ Incident Workflows
- ✓ Business response
- ✓ Advanced admin features
- ✓ Advanced ITSM integrations
- ✓ Unlimited data access
- ✓ Custom Fields

## Enterprise

(contact for pricing)

End-to-end incident management for the entire lifecycle.

### Business Plan, plus:

- ✓ Post Incident reviews
- ✓ Incident Workflows: Conditionals, Loops, and Delays
- ✓ Incident Workflows: Advanced Actions
- ✓ Trigger Incident Workflows on Custom Fields

- ✓ Incident Roles
- ✓ Incident Tasks
- ✓ Premium Slack Actions
- ✓ Bi-directional Custom Field Sync with ServiceNow
- ✓ Unlimited International phone/ SMS notifications



PagerDuty  
**Advance**

# For Incident Management

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**PagerDuty Advance** is a set of generative AI capabilities for the PagerDuty Operations Cloud.

A set of Generative AI capabilities that augment and scale responder teams.

This saves time and money by eliminating repetitive and time-consuming tasks.

## PagerDuty Advance

**\$4,980** per user/year

PagerDuty Incident Management customers (excluding month-to-month) can add PagerDuty Advance to accelerate mission-critical work and mitigate operational risk with GenAI capabilities for the PagerDuty Operations Cloud.

**Automate time-consuming work at every step of the incident lifecycle:**

- ✓ Surface actionable insights and suggested next steps, directly from Slack (support for Microsoft Teams coming soon)
- ✓ Draft an audience-specific status update in seconds
- ✓ Summarize the most important automation jobs results

# PagerDuty AIOps

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**PagerDuty AIOps** helps teams experience fewer incidents, faster resolution, and greater productivity without long implementations or heavy ongoing maintenance.

PagerDuty AIOps launched in April 2023 and is the current evolution of PagerDuty's Legacy Event Intelligence add-on.

## AIOps

Consumption pricing, starting at  
**\$8,388/year**

**Pay only for what you use with transparent, flexible consumption-based pricing, up to**

**Features fall into one of five categories**

- ✓ Noise Reduction
- ✓ Triage and RCA
- ✓ Automation and Orchestration
- ✓ Visibility
- ✓ Increased Event Ingestion

# PagerDuty Automation

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Balance automation, security, and governance with time to value.

By associating Automation Actions with a PagerDuty service, responders get push-button access to a library of defined diagnostic or remediation actions, resulting in shorter resolution times and fewer disruptive escalations.

Automation Actions can also be used as part of an Event Orchestration to enrich incident data with diagnostics information or perform remediation actions on incidents automatically.

## Runbook Automation

**\$1,500** per user/year + Cloud Platform fee

**Faster time to value with a fully managed runbook automation platform hosted by PagerDuty.**

- ✓ Hosted and managed by PagerDuty
- ✓ Replace manual IT processes with automated runbooks
- ✓ Invoke technical automation through web, CLI, APIs or integrated applications
- ✓ Out-of-the-box plugins to common systems and infrastructure
- ✓ Integrated with SSO and cloud secrets management systems
- ✓ Securely connects and runs jobs in physical and cloud environments

## Runbook Automation Self-Hosted

(contact for pricing)

**Maximize flexibility with a self-hosted runbook automation platform.**

- ✓ Self-hosted on-premise or in your private cloud
- ✓ Replace manual IT processes with automated runbooks
- ✓ Invoke technical automation through web, CLI, APIs or integrated applications
- ✓ Out-of-the-box plugins to common systems and infrastructure
- ✓ Integrated with SSO and cloud secrets management systems
- ✓ Securely connects and runs jobs in physical and cloud environments

## Workflow Automation

(contact for pricing)

**Automate manual processes and expedite task completion by integrating business processes with technical automation.**

- ✓ Automate manual business processes using workflows integrated with Runbook Automation
- ✓ Streamline approvals, information gathering, and multi-channel communication and collaboration
- ✓ Rapid time to value with no-code workflow builder
- ✓ Out-of-the-box workflow templates, actions, and integrations
- ✓ Integrated with SSO
- ✓ Invoke automation through webhooks, custom webforms, emails, or on a schedule
- ✓ Securely connects to Runbook Automation in physical and cloud environments

# PagerDuty **Customer Service Ops**

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80% of consumers say that the experience a company provides is just as important as its products and services.

**PagerDuty Customer Service Ops** enables automated escalation policies, bidirectional comms and direct line of escalation for every agent to quickly mobilize and activate a response.

## Professional

**\$252** per user/year

**Essential capabilities to break down the walls between customer service and engineering.**

### Free Plan, plus:

- ✓ Work within Zendesk, Salesforce Service Cloud, ServiceNow CSM
- ✓ Bi-Directional communication with engineering
- ✓ Unlimited international phone/ SMS notifications
- ✓ SSO

## Business

**\$492** per user/year

**More automation and advanced capabilities for greater efficiency.**

### Professional Plan, plus:

- ✓ Embedded incident Status Dashboard
- ✓ Customer Service Incident Workflows
- ✓ Bi-Directional Automation Rules Engine
- ✓ Help Desk and Advanced ITSM integration
- ✓ Link customer cases to incidents
- ✓ Advanced Agent Routing

## Enterprise

(contact for pricing)

**Our enterprise-grade solution, customized for your needs.**

### Business Plan, plus:

- ✓ Post Incident reviews
- ✓ Incident Workflows: Conditionals, Loops, and Delays
- ✓ Incident Workflows: Advanced Actions
- ✓ Trigger Incident Workflows on Custom Fields
- ✓ Incident Roles
- ✓ Incident Tasks
- ✓ Premium Slack Actions
- ✓ Bi-directional Custom Field Sync with ServiceNow



# 700+ Integrations

## Monitoring & Observability



## Security



## DevOps & Lifecycle



## Customer Service



## Infrastructure Automation



## ChatOps & Collaboration



## ITOps & ITSM



# Operational Maturity

## Manual

Issues are identified by customers

## Reactive

Companies are stuck in firefighting mode

## Responsive

Resolving issues as they occur

## Proactive

Seamless, coordinated issue management

## Preventative

Ahead of issues before they start

# The \$50B Market Opportunity<sup>1</sup>

## 87 million users by persona<sup>2</sup>

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**Developers:** driven by digital services and software-driven innovation → **30m users**

**Infrastructure and Operations:** undergoing modernization with Digital, Cloud adoption, and DevOps → **23m users**

**Customer Service:** push for improving cost-efficiency and productivity through self-service and automation → **28m users**

**SecOps:** a relatively small, but influential population (i.e. protect all technology / data, employees, customers and stakeholders for a business) → **6m users**

### Sources:

1 To calculate our total addressable market, we multiply our estimate of 87 million potential users by our applicable product average revenue per user. We believe that we have approximately 1% penetration worldwide within these markets.

2 Development user population for 2024 is sourced from the IDC Worldwide Developer Census for 2023–2027 (March, 2023), IT Operations user population for 2024 is sourced from the IDC Worldwide Information and Communication Technology Employment Forecast, 2020–2023 (July 2020), Customer Service user population for 2024 in the U.S. is sourced from the U.S. Bureau of Labor Statistics, Security user population for 2024 is sourced from the ISC2 Cybersecurity Workforce Study (2023)

3 A study of 500 IT leaders and decision-makers of companies with more than 1,000 employees responsible for IT operations from the United States, the United Kingdom and Australia. June 2024, <https://www.pagerduty.com/resources/learn/cost-of-downtime/>

## Anatomy of an incident<sup>3</sup>

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**Cost of downtime:** ~\$4,537/minute → **\$794,000 per incident**

**High-priority/priority incidents:** 25 in the past 12 months per organization → **\$20M per year**

**Time to manually resolve an incident:** more than **3 hours and 58 minutes**

# Forrester Total Economic Impact Study

PagerDuty is an essential partner to build resilient and efficient operations

**249%**

Return on investment  
(ROI) over three years

**<12 months**

Payback

Source: Forrester Consulting: The Total Economic Impact of the PagerDuty Operations Cloud. August 2024  
<https://www.pagerduty.com/resources/analyst-report/unlock-the-roi-of-pagerduty-forrester-study/>

# PagerDuty Operations Cloud

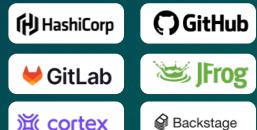
## Monitoring & Observability



## Security



## DevOps & Lifecycle



## Cloud Infrastructure



## Cloud Data



Extensive APIs & Integrations

700+ integrations

PagerDuty  
Operations  
Cloud

Automation AI

Proprietary Foundational  
Data Model

Embedded AI/ML  
and GenAI

No-Code to Pro-Code  
Automation

Zero Maintenance  
Availability Window

## Customer Service



## Infrastructure Automation



## ChatOps & Collaboration



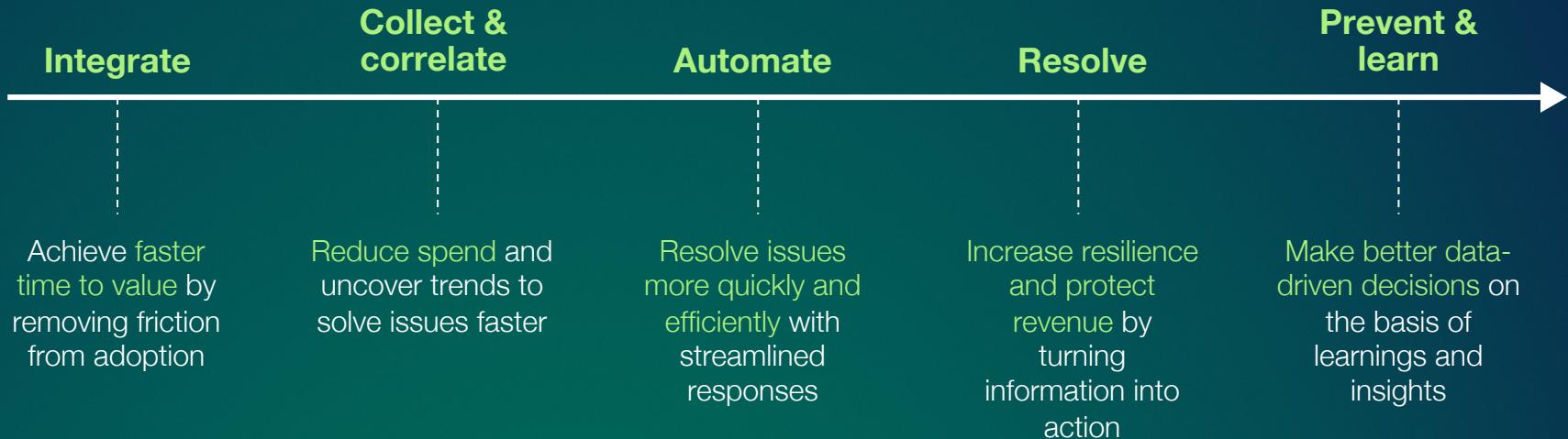
## ITOps & ITSM



AI



# PagerDuty's Competitive Advantage

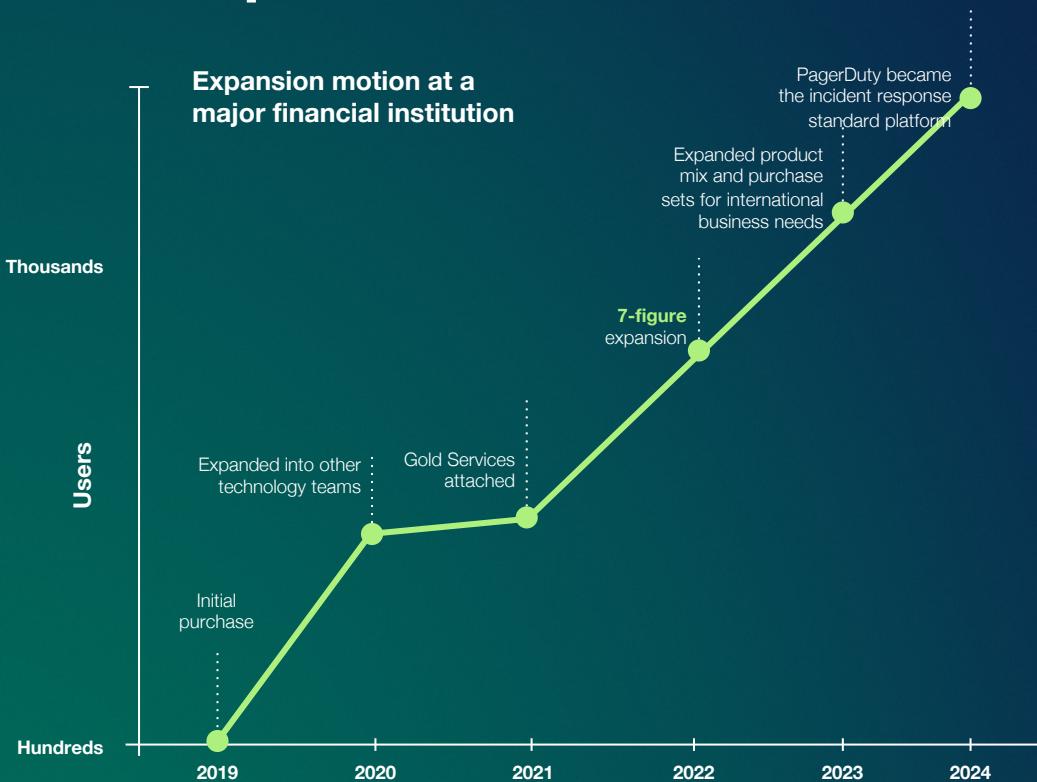


# Innovation-Driven Land-and-Expand Model

A leading financial services organization relies on PagerDuty to increase workforce efficiency, critical application uptime, and operating leverage.

**Value captured includes**, reduced toil and improved customer experience through greater app reliability.

- 2019:** Initial purchase for a group delivering applications for high value clients
- 2020:** Additional purchases = > \$1M in ARR
- 2021:** Added gold services
- 2022:** Additional 7-figure deal
- 2023:** Expanded product mix and purchase sets for international business needs
- 2024:** Became the incident response standard platform for the organization



# PagerDuty Q1 Overview

Quarterly  
revenue

**\$120M**



Year-over-Year  
revenue growth

**8%**



Paid  
customers

**15,247**



Non-GAAP  
operating margin

**20%**



See appendix for GAAP to non-GAAP reconciliation

# Select Operating Metrics

	FY25 Q1	FY25 Q2	FY25 Q3	FY25 Q4	FY26 Q1
Revenue (millions)	\$111	\$116	\$119	\$121	\$120
Revenue Growth	8%	8%	9%	9%	8%
Non-GAAP Operating Margin	14% <sup>1</sup>	17% <sup>2</sup>	21% <sup>3</sup>	18% <sup>4</sup>	20% <sup>1</sup>
DBNR	106%	106%	107%	106%	104%
Paid Customers	15,120	15,044	15,050	15,114	15,247
Customers >\$100K	811	820	825	849	848

Note: See appendix for definition of operating metrics.

1. See appendix for GAAP to non-GAAP reconciliation

2. See GAAP to non-GAAP reconciliation at [https://s23.q4cdn.com/247028398/files/doc\\_presentations/2024/FY25-Q2-General-Investor-Presentation-9-3-1.pdf](https://s23.q4cdn.com/247028398/files/doc_presentations/2024/FY25-Q2-General-Investor-Presentation-9-3-1.pdf)

3. See GAAP to non-GAAP reconciliation at [https://s23.q4cdn.com/247028398/files/doc\\_financials/2025/q3/FY25-Q3-General-Investor-Presentation-11-26.pdf](https://s23.q4cdn.com/247028398/files/doc_financials/2025/q3/FY25-Q3-General-Investor-Presentation-11-26.pdf)

4. See GAAP to non-GAAP reconciliation at [https://s23.q4cdn.com/247028398/files/doc\\_presentations/2025/Mar/13/FY25-Q4-General-Investor-Presentation-4-24-pptx.pdf](https://s23.q4cdn.com/247028398/files/doc_presentations/2025/Mar/13/FY25-Q4-General-Investor-Presentation-4-24-pptx.pdf)

# Non-GAAP Target Operating Model

% of Revenue	FY20	FY21	FY22	FY23	FY24	FY25	Q1'FY26	Target*
Gross Margin	86%	87%	85%	85%	86%	86%	86%	85%
Sales & Marketing	53%	50%	50%	43%	38%	36%	34%	-
Research & Development	26%	25%	25%	24%	22%	20%	19%	> -
General & Administrative	24%	21%	19%	17%	13%	13%	13%	-
Operating Margin	(17%)	(8%)	(8%)	1%	13%	18%	20%	30%

See appendix for GAAP to non-GAAP reconciliation for FY23, FY24, FY25, and Q1'FY26.

For GAAP to non-GAAP reconciliation of FY20, FY21, and FY22, refer to [https://s23.q4cdn.com/247028398/files/doc\\_presentations/2022/03/FY22-Q4-General-Investor-Presentation-3.16.21.pdf](https://s23.q4cdn.com/247028398/files/doc_presentations/2022/03/FY22-Q4-General-Investor-Presentation-3.16.21.pdf)

\*PagerDuty has not reconciled its long-term non-GAAP targets because certain reconciling items are out of PagerDuty's control or cannot be reasonably predicted. Accordingly, such reconciliation is not available without unreasonable effort. However, it is important to note that these reconciling items could have a significant effect on PagerDuty's future GAAP results.

# Investment Highlights

## Real-time leading operations cloud platform

Comprehensive product offerings to optimize operating efficiency and offer tangible ROI

## Significant market opportunity

Customer-driven demand across business operations and industrial operations

## Expansive enterprise adoption

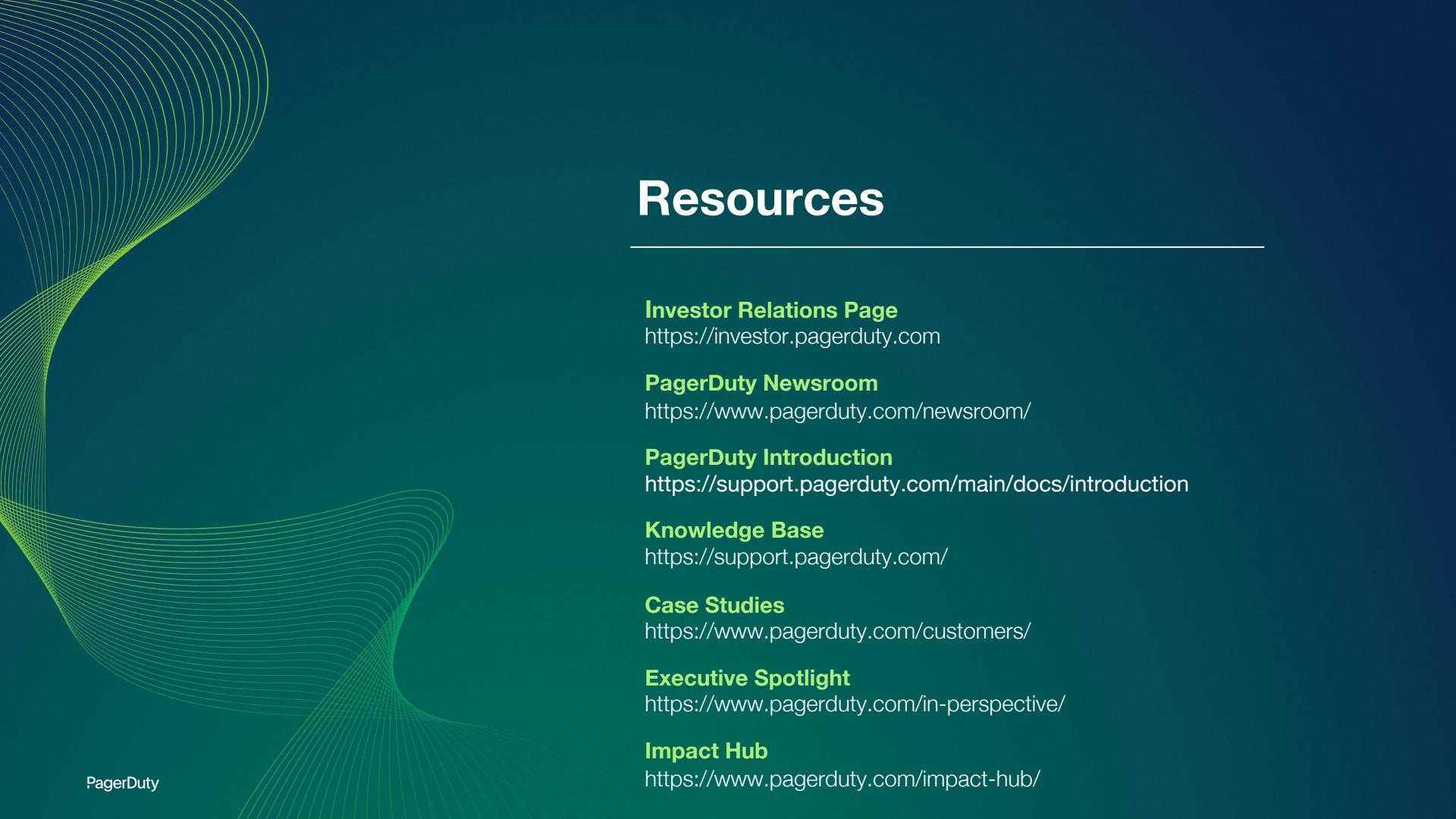
Strong enterprise demand with opportunity to further expand across the operations cloud platform

## Consistent innovation

Expanding competitive advantage through product offerings

## Aiming to achieve durable profitable growth

Solid revenue growth with significant operating margin expansion



# Resources

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**Investor Relations Page**

<https://investor.pagerduty.com>

**PagerDuty Newsroom**

<https://www.pagerduty.com/newsroom/>

**PagerDuty Introduction**

<https://support.pagerduty.com/main/docs/introduction>

**Knowledge Base**

<https://support.pagerduty.com/>

**Case Studies**

<https://www.pagerduty.com/customers/>

**Executive Spotlight**

<https://www.pagerduty.com/in-perspective/>

**Impact Hub**

<https://www.pagerduty.com/impact-hub/>

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# Appendix

# Definitions

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**Annual Recurring Revenue (ARR)** - Annualized recurring value of all active contracts at the end of a reporting period.

**Customer** - A separate legal entity, such as a company or an educational or government institution, that has an active subscription with us or one of our partners to access our platform. In situations where an organization has multiple subsidiaries or divisions, we treat the parent entity as the customer instead of treating each subsidiary or division as a separate customer.

**Dollar-Based Net Retention (DBNR)** - Calculated as of a period end starting with the ARR from the cohort of all customers as of 12 months prior to such period end. Next, we calculate the ARR from these same customers as of the current period end. Period ARR includes any expansion and is net of downgrades or churn over the last 12 months but excludes ARR from new customers in the current period. We then divide the total Current Period ARR by the total Prior Period ARR to arrive at the dollar-based net retention rate.

# Reconciliation

PagerDuty, Inc.

## Reconciliation of GAAP to Non-GAAP Data

(in thousands, except percentages and per share data) (unaudited)

	Three months ended April 30,		Year ended January 31,		
	2025	2024	2025	2024	2023
<b>Non-GAAP gross profit and non-GAAP gross margin</b>					
Gross profit	\$100,621	\$91,829	\$387,834	\$352,867	\$300,359
Add:					
Stock-based compensation	1,097	1,756	5,984	7,586	6,827
Employer taxes related to employee stock transactions	38	44	162	199	163
Amortization of acquired intangible assets	1,273	2,407	9,075	8,614	7,401
Restructuring costs	—	—	(2)	137	357
<b>Non-GAAP gross profit</b>	<b>\$103,029</b>	<b>\$96,036</b>	<b>\$403,053</b>	<b>\$369,403</b>	<b>\$315,107</b>
Revenue	\$119,805	\$111,172	\$467,499	\$430,699	\$370,793
Gross margin	84%	83%	83%	82%	81%
<b>Non-GAAP gross margin</b>	<b>86%</b>	<b>86%</b>	<b>86%</b>	<b>86%</b>	<b>85%</b>
<b>Non-GAAP research and development</b>					
Research and development	\$34,048	\$37,523	\$141,489	\$139,769	\$134,876
Less:					
Stock-based compensation	9,840	11,222	44,691	44,800	39,012
Employer taxes related to employee stock transactions	304	282	1,116	1,398	942
Acquisition-related expenses	228	295	978	838	3,105
Amortization of acquired intangible assets	—	87	116	350	232
Restructuring costs	1,373	—	424	(26)	2,004
<b>Non-GAAP research and development</b>	<b>\$22,303</b>	<b>\$25,637</b>	<b>\$94,164</b>	<b>\$92,409</b>	<b>\$89,581</b>

Note: Certain figures may not sum due to rounding.

PagerDuty

# Reconciliation Continued

PagerDuty, Inc.

## Reconciliation of GAAP to Non-GAAP Data

(in thousands, except percentages and per share data) (unaudited)

	Three months ended April 30,		Year ended January 31,		
	2025	2024	2025	2024	2023
<b>Non-GAAP sales and marketing</b>					
Sales and marketing	\$50,045	\$48,499	\$201,821	\$196,769	\$195,622
Less:					
Stock-based compensation	6,219	7,947	31,185	30,345	29,804
Employer taxes related to employee stock transactions	182	190	773	919	892
Amortization of acquired intangible assets	633	632	2,530	2,459	2,546
Restructuring costs	2,210	—	140	(49)	2,200
<b>Non-GAAP sales and marketing</b>	<b>\$40,801</b>	<b>\$39,730</b>	<b>\$167,193</b>	<b>\$163,095</b>	<b>\$160,180</b>
<b>Non-GAAP general and administrative</b>					
General and administrative	\$26,855	\$27,540	\$104,296	\$112,575	\$99,238
Less:					
Stock-based compensation	8,597	12,015	44,350	44,421	34,264
Employer taxes related to employee stock transactions	194	187	745	982	1,099
Acquisition-related expenses	—	(32)	(1)	962	1,454
Amortization of acquired intangible assets	—	22	29	87	58
Restructuring costs	228	8	180	8,615	474
Shareholder matters	2,270	—	—	—	—
<b>Non-GAAP general and administrative</b>	<b>\$15,566</b>	<b>\$15,340</b>	<b>\$58,993</b>	<b>\$57,508</b>	<b>\$61,889</b>
<b>Non-GAAP operating income and non-GAAP operating margin</b>					
Loss from operations	\$(10,327)	\$(21,733)	\$(59,772)	\$(96,246)	\$(129,377)
Add:					
Stock-based compensation	25,753	32,940	126,210	127,152	109,907
Employer taxes related to employee stock transactions	718	703	2,796	3,498	3,096
Amortization of acquired intangible assets	1,906	3,148	977	1,800	4,559
Acquisition-related expenses	228	263	11,750	11,510	10,237
Restructuring costs	3,811	8	742	8,677	5,035
Shareholder matters	2,270	—	—	—	—
<b>Non-GAAP operating income</b>	<b>\$24,359</b>	<b>\$15,329</b>	<b>\$82,703</b>	<b>\$56,391</b>	<b>\$3,457</b>
Revenue	\$119,805	\$111,172	\$467,499	\$430,699	\$370,793
Operating margin	(9)%	(20)%	(13)%	(22)%	(35)%
<b>Non-GAAP operating margin</b>	<b>20%</b>	<b>14%</b>	<b>18%</b>	<b>13%</b>	<b>1%</b>

Note: Certain figures may not sum due to rounding.

# Reconciliation Continued

**PagerDuty, Inc.**

## Reconciliation of GAAP to Non-GAAP Data

(in thousands, except percentages and per share data) (unaudited)

	Three months ended April 30,		Year ended January 31,		
	2025	2024	2025	2024	2023
<b>Non-GAAP net income attributable to PagerDuty, Inc. common stockholders</b>					
Net loss attributable to PagerDuty, Inc. common stockholders	\$ (6,497)	\$ (24,056)	\$ (54,460)	\$ (81,757)	\$ (128,423)
Add:					
Stock-based compensation	25,753	32,940	126,210	127,152	109,907
Employer taxes related to employee stock transactions	718	703	2,796	3,498	3,096
Amortization of debt issuance costs	677	608	2,629	2,078	1,839
Amortization of acquired intangible assets	1,906	3,148	11,750	11,510	10,237
Acquisition-related expenses	228	263	977	1,800	4,559
Restructuring costs	3,811	8	742	8,677	5,035
Gain on extinguishment of convertible senior notes	—	—	—	(3,699)	—
Shareholder matters	2,270	—	—	—	—
Adjustment attributable to redeemable non-controlling interest	(665)	6,917	11,725	6,568	—
Income tax effects and adjustments	(5,522)	(4,526)	(21,989)	(3,273)	(2,556)
<b>Non-GAAP net income attributable to PagerDuty, Inc. common stockholders</b>	<b>\$22,679</b>	<b>\$16,005</b>	<b>\$80,380</b>	<b>\$72,554</b>	<b>\$3,694</b>
<b>Non-GAAP net income per share, basic</b>					
Net loss per share, basic, attributable to PagerDuty, Inc. common stockholders	\$(0.07)	\$(0.26)	\$(0.59)	\$(0.89)	\$(1.45)
Non-GAAP adjustments to net loss attributable to PagerDuty, Inc. common stockholders	0.32	0.43	1.46	1.68	1.49
Non-GAAP net income per share, basic, attributable to PagerDuty, Inc. common stockholders	\$0.25	\$0.17	\$0.87	\$0.79	\$0.04
<b>Non-GAAP net income per share, diluted</b>					
Net loss per share, diluted, attributable to PagerDuty, Inc. common stockholders	\$(0.07)	\$(0.26)	\$(0.59)	\$(0.89)	\$(1.45)
Non-GAAP adjustments to net loss attributable to PagerDuty, Inc. common stockholders	0.31	0.43	1.44	1.63	1.49
Non-GAAP net income per share, diluted, attributable to PagerDuty, Inc. common stockholders	\$0.24	\$0.17	\$0.85	\$0.74	\$0.04
<b>Weighted-average shares used in calculating non-GAAP net income per share</b>					
Basic	91,374	92,876	92,000	92,341	88,721
Diluted	93,656	96,104	95,060	100,941	100,862

Note: Certain figures may not sum due to rounding.

# Reconciliation

PagerDuty, Inc.

## Reconciliation of GAAP to Non-GAAP Data

(in thousands, except percentages and per share data) (unaudited)

	Three months ended April 30,		Year ended January 31,		
	2025	2024	2025	2024	2023
<b>Free cash flow and free cash flow margin</b>					
Net cash provided by operating activities	\$30,670	\$28,647	\$117,891	\$71,974	\$16,980
Purchases of property and equipment	(441)	(457)	(2,791)	(2,164)	(4,637)
Capitalization of software costs	(1,243)	(1,092)	(6,686)	(5,384)	(3,836)
<b>Free cash flow</b>	<b>\$28,986</b>	<b>\$27,098</b>	<b>\$108,414</b>	<b>\$64,426</b>	<b>\$8,507</b>
Net cash used in investing activities	\$(1,682)	\$(2,821)	\$(19,968)	\$(30,525)	\$(86,165)
Net cash (used in) provided by financing activities	\$(3,955)	\$(6,261)	\$(116,138)	\$51,600	\$(6,413)
Revenue	\$119,805	\$111,172	\$467,499	\$430,699	\$370,793
Operating cash flow margin	26%	26%	25%	17%	5%
<b>Free cash flow margin</b>	<b>24%</b>	<b>24%</b>	<b>23%</b>	<b>15%</b>	<b>2%</b>

Note: Certain figures may not sum due to rounding.

PagerDuty