![DATADOG logo]

Datadog Launches Incident Management to Unify Disparate Data, Documentation and Collaboration During Incident Response

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Datadog's new product empowers DevOps teams and security engineers to collaborate in real time to fix incidents faster

NEW YORK--(BUSINESS WIRE)--Aug. 11, 2020-- Datadog, Inc. (NASDAQ: DDOG), the monitoring and security platform for cloud applications, today announced the launch of Incident Management. This new product streamlines on-call response workflows for DevOps teams by unifying alerting data, documentation, and collaboration in a centralized pane of glass. Accessing this disparate information from a single location saves DevOps and security teams significant time while they troubleshoot issues and outages.

A performance or security incident can lead to degraded user experience, lost revenue, and damage to a company's reputation. Every minute that an incident is occurring further increases the number of affected users and transactions. Currently, on-call engineers and security teams who respond to incidents rely on multiple pieces of data and documentation living in disconnected tools which must all be evaluated simultaneously. Datadog Incident Management brings data, documentation, and collaboration together in a single location which all engineers and security team members can jointly work from. This vastly reduces the time needed to repeatedly query multiple systems for data, as well as the time to "onboard" a new team member coming in to help.

"Managing incidents across disparate tools for alerting, communicating, tracking, and investigating makes it difficult to both solve a problem while it's happening and conduct a post-mortem to prevent it from happening again," said Marc Weisman, Vice President, Product at Datadog. "With these new Incident Management features now available alongside our powerful tools for alerting, monitoring, and collaboration, Datadog customers can manage and resolve incidents in a single, unified platform, saving time when it matters."

"At Olo it's critical to always have our finger on the pulse of our systems in order to keep restaurants up and running," said Greg Shackles, Vice President, Technology at Olo. "While Datadog is already an important part of that, the release of integrated Incident Management can further improve our team's ability to respond quickly and effectively, in those times it matters most."

"effx provides users the context and contributing factors of an incident in real-time," said Joey Parsons, Founder & CEO at effx. "We're excited to partner with Datadog for Incident Management to provide further insight into managing incidents that can potentially impact just one or thousands of microservices."

Datadog Incident Management will help teams manage and respond to incidents by allowing users to collect issue signals from across Datadog data sources and declare incidents directly from anomalous graphs or alerts. Incident responders will then be able to document a timeline of each incident and record incident follow-up tasks. The collaboration and data for each incident will be saved in an incident history for post-mortem review and analysis.

Additionally, Datadog is releasing the following capabilities to support the Incident Management workflow:

- **Mobile App:** An Android and iOS application for interacting with Datadog monitors, dashboards, etc, on the go, now generally available.

- **ChatBot:** A chat integration with Slack for managing incidents and accessing Datadog data in chat-workflows.

- **Collaborative Notebooks**: Improvements to Datadog Notebooks for real-time collaboration, including presence detection and live updates without refresh.

According to 451 Research, "As the world moves essentially entirely away from physical commerce to digital due to the coronavirus outbreak, the pressure on digital properties to perform well escalates. Businesses require monitoring tools to alert them when problems are occurring and assist in quickly identifying the root cause of issues. They will rely on incident management and ticketing tools, as well as adjacent collaboration tools, that ensure they can resolve performance problems before they cause a loss of customers – and revenue." [1]

Datadog Incident Management is now available in beta within the Datadog platform. For more information please visit: https://www.datadoghq.com/blog/incident-response-with-datadog

[1] COVID-19: Keeping the lights on when digital is all that's left, 451 Research, Nancy Gohring, April 10, 2020

About Datadog

Datadog is the monitoring and security platform for cloud applications. Our SaaS platform integrates and automates infrastructure monitoring, application performance monitoring and log management to provide unified, real-time observability of our customers' entire technology stack. Datadog is used by organizations of all sizes and across a wide range of industries to enable digital transformation and cloud migration, drive collaboration among development, operations, security and business teams, accelerate time to market for applications, reduce time to problem resolution, secure applications and infrastructure, understand user behavior and track key business metrics.

Forward-Looking Statements

This press release may include certain "forward-looking statements" within the meaning of Section 27A of the Securities Act of 1933, as amended, or the Securities Act, and Section 21E of the Securities Exchange Act of 1934, as amended. These forward-looking statements reflect our current views about our plans, intentions, expectations, strategies and prospects, which are based on the information currently available to us and on assumptions we have made. Actual results may differ materially from those described in the forward-looking statements and are subject to a variety of assumptions, uncertainties, risks and factors that are beyond our control, including those risks detailed under the caption "Risk Factors" and elsewhere in our Securities and Exchange Commission filings and reports, including the Quarterly Report on Form 10-Q filed with the Securities and Exchange Commission on August 10, 2020, as well as future filings and reports by us. Except as required by law, we undertake no duty or obligation to update any forward-looking statements contained in this release as a result of new information, future events, changes in expectations or otherwise.

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