



The Opsgenie Migration Buyer's Guide

Opsgenie Is Sunsetting.
Here's What to Do Next.

Opsgenie set the standard. For years, it helped engineering teams stay ahead of incidents with powerful alerting and reliable on-call scheduling. At FireHydrant, a Freshworks company, we've always respected the foundation Opsgenie built. It shaped how modern teams manage alerts.

Now, with Atlassian announcing Opsgenie's deprecation and pushing users toward Jira Service Management, many teams are looking for an alternative that feels familiar but doesn't limit their future. That's where FireHydrant comes in: everything you counted on from Opsgenie plus powerful workflows, AI insights, full-cycle incident management, and migration support to make the switch simple.

This isn't just about replacing a tool — it's a chance to modernize with a platform purpose-built for speed, flexibility, and collaboration.

Migration Timeline: What to Expect

With [Atlassian's Opsgenie end-of-life](#) already in motion, here's what you need to know:

JUNE 2025

Ended new Opsgenie purchases

APRIL 2027

Opsgenie hits end-of-life. Access will end, and all un-migrated data will be deleted.

The timeline may look distant, but between evaluation, migration, and onboarding, planning ahead is critical. We recommend beginning planning by Fall 2025 to ensure a smooth, risk-free transition without surprises.

How FireHydrant Compares to Atlassian's Jira Service Management and Compass

When evaluating alternatives, many teams first consider Atlassian's Jira Service Management (JSM) or Compass. While both tools are part of the Atlassian ecosystem, they weren't designed with modern engineering teams in mind. And that matters when replacing Opsgenie.

	JIRA SERVICE MANAGEMENT	COMPASS	FIREHYDRANT
Minimum Viable Plan	Premium required \$5142/agent/month Price listed as of May 22, 2026 <u>Free and Standard plans lack functionality</u> such as heartbeats, incoming call routing, alert automation, global alert policies, voice notifications, advanced incident management, and ChatOps – all required for Opsgenie parity.	No Plan reaches parity \$7.67 – \$23.96/user/month Prices listed as of May 22, 2026 Even Premium (\$23.96) lacks incident management entirely. Compass is a service catalog, not an Opsgenie replacement.	Pro \$25/responder/month Advanced features and automation Enterprise Custom Signals – separate add-on Usage-based alerting and on-call. Pay for what you use, not per seat. <u>See pricing.</u>
Vs. Opsgenie what you paid before	<u>Opsgenie was:</u> \$19.95 Standard/user/mo \$31.90 Enterprise/user/mo Prices listed as of May 22, 2026 JSM Premium is 61-158% more expensive.	Lower price, but fundamentally different product – no incidents, no on-call routing, no global escalations. Not a like-for-like replacement.	Pro at \$25/respond is comparable to Opsgenie Enterprise pricing – with Signals usage-based on top, sized to your actual needs. Comparable or better value.
Built For	IT Service Management. Broad, complex feature set – most engineering teams use a small fraction.	Service catalog and developer experience. Strong discoverability; no incident response.	Modern engineering teams. Focused on incident response and on-call; designed for service ownership and reliability.

Why FireHydrant is the Natural Next Step

Opsgenie played a pivotal role in shaping modern incident management. FireHydrant carries its best ideas forward and builds on them with smarter workflows and modern tooling.

Familiar Alerting Capabilities

Schedules, escalation policies, multi-channel notifications, heartbeat monitoring, and more.

Smart Data Modeling

We've decoupled Events, Alerts, and Incidents, reducing noise and improving visibility.

Integrated Incident Management

Response workflows in Slack and Microsoft Teams, AI-powered insights, status pages, and retros, in one platform.

Built for Scale

Trusted by companies like Twilio, LaunchDarkly, AuditBoard, Backblaze, AppDynamics, and Qlik. Our platform is built to grow with your organization and meet the demands of modern, distributed teams.

Fair, Usage-Based Pricing

Pay for what you use, rather than per user. No need to limit who's on-call.

Enterprise-Grade

Built for the scale and scrutiny of the enterprise (SOC 2 Type II, SSO, SCIM, Audit Logs, RBAC, and deep extensibility).

“Paging functionality needed to be better and tightly integrated with the rest of the platform. It's creating a unified product experience for on-call and incident management.”

Neil Laughlin, VP of SRE, AuditBoard

Evaluation Criteria: What to Look for in a Post-Opsgenie Platform

Not all alerting platforms are created equal. When replacing Opsgenie, it's worth re-evaluating what your team really needs. This guide helps you assess what matters most, and how FireHydrant delivers on the fundamentals (and then some).

CRITERIA	WHAT TO ASK	HOW FIREHYDRANT DELIVERS
Alerting Platform	Does it offer the same alerting capabilities you relied on in Opsgenie?	Yes, FireHydrant offers: - Alert routing via SMS, Slack, Microsoft Teams, email, WhatsApp, and push - Intelligent routing rules — or page teams directly - Escalation policies with round robin alerting and delays, repeats, and fallbacks - Alert grouping and deduplication - Heartbeat monitoring of your external systems - Native iOS and Android apps
Flexible Data Modeling	Can it decouple events, alerts, and incidents? Do alerts turn into incidents automatically?	In FireHydrant, only relevant events become alerts, and only meaningful alerts escalate to incidents. This reduces noise and improves triage accuracy. Teams can define rules based on criteria like severity, impacted service, or any other metadata.
All-in-One Platform	Can it manage the full lifecycle without hopping tools?	Yes, FireHydrant is built for the entire incident lifecycle. Teams get alerting, on-call management, automated incident response, status pages, retrospectives, and analytics — all in one platform.
AI	Is AI used throughout the product to provide insights and help reduce the burden on engineers?	Yes, AI helps generate summaries, transcribe meetings, update status pages, and streamline retros and timelines.
Automation	How flexible and powerful is the automation? Does it connect to all my external tools?	Yes, with rich automation logic and deep integrations, FireHydrant adapts to your workflows and connects to your broader ecosystem.
Slack and Microsoft Teams Bots	Can my team manage alerts and incidents entirely from chat? How deep is the integration?	Yes, respond, escalate, assign roles, and capture timelines entirely from Slack or Microsoft Teams, without needing to context-switch.
Extensibility	How extensible is the platform? Do users have access to APIs and Terraform Provider? Is the platform opinionated or highly flexible?	Yes, FireHydrant includes best practices and templates out of the box, while remaining flexible enough to support any workflow. With 400+ API endpoints, a Terraform provider, and robust SDKs, teams can deeply integrate FireHydrant into their environment.
Enterprise-Ready	Is it built to scale? Does it meet the security and compliance requirements of the enterprise?	Yes, FireHydrant is SOC 2 Type II compliant and includes SSO, SCIM, role-based access controls, audit logs, and more.
Pricing	Does the pricing model ensure we can have everyone we need on-call?	Yes, pricing for FireHydrant Signals is based on the number of alerts you send (rather than seats), so you never have to limit who can be on-call.

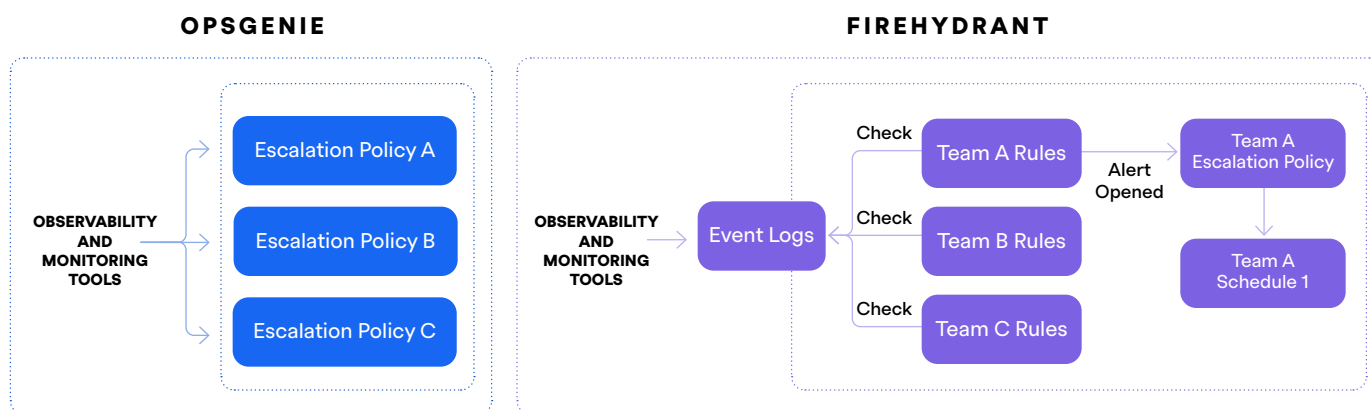
Feature Deep Dive: FireHydrant Beyond Opsgenie

Think of FireHydrant as Opsgenie, evolved: simple where it should be, customizable where it matters, and built to grow with the way your team actually works.

Flexible, Dynamic Alert Routing

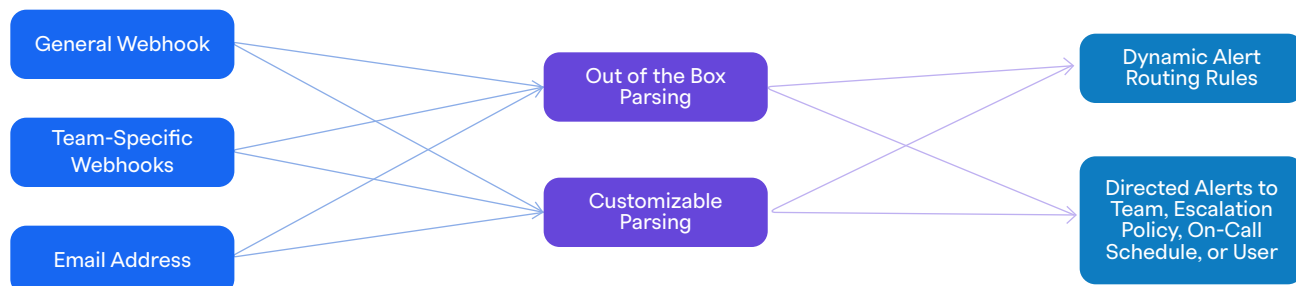
FireHydrant centralizes routing logic in one place, making it flexible and dynamic. Instead of tying routing to individual monitors, rules evaluate context, like priority, tags, or impacted services, and direct alerts to the right team, schedule, or policy. This keeps routing consistent, adaptable, and easier to manage as your environment grows.

Flexible, Dynamic Alert Routing



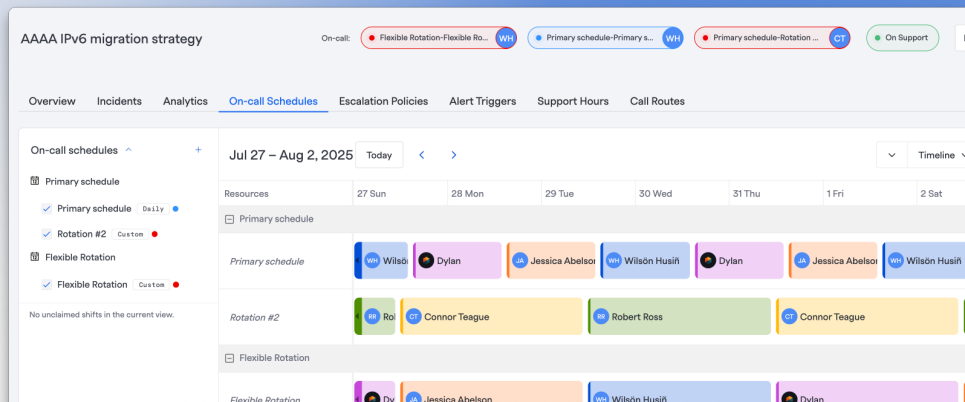
Customizable Alert Sources

FireHydrant makes it simple to bring alerts in from anywhere. Teams can plug in out-of-the-box integrations or build their own, and customize parsing so every alert delivers the right context. From there, you can either apply dynamic routing rules that evaluate factors like tags or priority, or explicitly direct alerts to a team, escalation policy, on-call schedule, or user. It's easy to set up, familiar to use, and flexible enough to grow with your environment.



Flexible Scheduling and Rotations

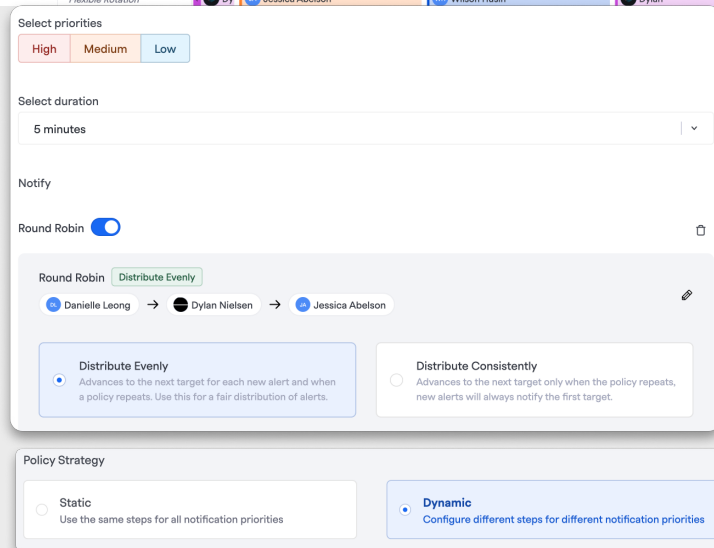
Build coverage without limits. FireHydrant allows multiple, independent rotations inside a single schedule, each with its own people, timeframes, and handoff cadence. Whether you need follow-the-sun coverage across time zones, business-hour vs. overnight shifts, or shadow responders for training, FireHydrant makes it easy to model how your team really works.



Round Robin & Dynamic Escalations

FireHydrant helps reduce fatigue and spread the load with advanced escalation options.

- **Round Robin:** Automatically rotate alerts across team members so no one shoulders the burden alone.
- **Dynamic Routing:** Send alerts based on context, so the right person gets notified at the right time.
- **Reassign with Ease:** Quickly redirect alerts when responsibilities shift.



These capabilities keep workloads balanced and responders focused.

Expanded Functionality Out of the Box

FireHydrant goes beyond the basics to make on-call easier and more reliable:

Heartbeat Monitoring

Help ensure critical systems are alive and instantly alert when they go silent.

Notification Preferences Policy

Standardize how alerts reach teams with org-wide rules and compliance visibility for admins.

Live Call Routing

Provide a dedicated number that connects end users to on-call responders directly or leave a voicemail.

Handoff Summary

Deliver automatic context in Slack at every shift change, including alerts, incidents, and dashboards.

How We Make Migration Seamless

Migrating from Opsgenie to FireHydrant doesn't have to be daunting. Whether you prefer a self-service experience or hands-on guidance from our Solutions Engineering team, you'll benefit from a proven migration process and comprehensive training built from real-world experience. From initial setup to go-live and beyond, we'll help ensure your transition is smooth, efficient, and tailored to your team's needs.

1

IMPORT & VALIDATE

Our Signals Migrator is a self-service, in-app experience that imports your existing Opsgenie configuration — including teams, schedules, escalation policies, and support hours — directly into FireHydrant. Review everything in a pending migration state, make any adjustments you need, and activate when you're ready. If you'd like additional guidance, our Solutions Engineering team is available to share best practices and help connect homegrown tools through our 400+ API endpoints.

2

TRAIN & LAUNCH

Our Solutions Engineering team provides tailored onboarding, training, and collaborative gamedays to ensure every engineer, manager, and administrator is confident using FireHydrant before go-live.

3

ONGOING SUCCESS

From shared Slack channels and dedicated Customer Success Managers to robust support SLAs, FireHydrant stays with you long after launch to help you continue evolving your on-call and incident management practices.

We're here to help!

We know migrations can feel stressful, especially when unplanned. We've helped many companies make the transition quickly and painlessly, and we're here to help you do the same.

Switching tools doesn't have to mean starting over. With FireHydrant, you'll maintain everything you loved and relied upon, but gain a lot more. FireHydrant brings you all the alerting power of Opsgenie, plus smarter workflows, AI-driven insights, and full-lifecycle incident management.

It's an opportunity to future-proof your approach to incident management — and we'll be with you every step of the way. To talk to an expert and learn more, [request a demo](#).

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FireHydrant is the leading all-in-one incident management platform that helps teams resolve incidents up to 90% faster and prevent them from happening again. From flexible alerting and powerful automation to retros and AI insights, FireHydrant brings clarity and control to every step of the incident lifecycle.

www.firehydrant.com