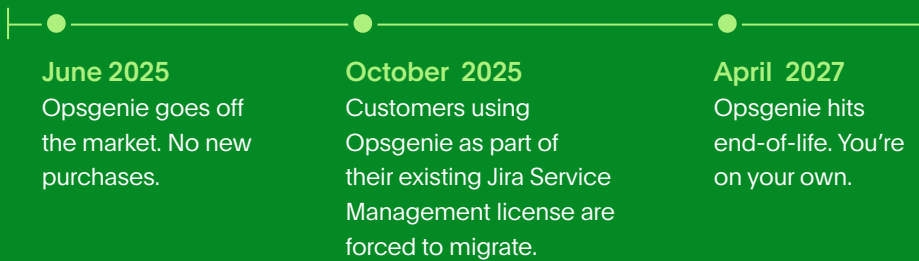


Post-Opsgenie survival guide for choosing your next incident management platform

Don't settle for good enough. Get an incident management platform that's built for what's next.

The clock's ticking on Opsgenie. What's your move?

Atlassian officially called it: **Opsgenie is reaching end-of-life**. No more innovation. No new features. Just a slow crawl toward maintenance mode—and then the plug gets pulled.



That may sound like a while, but when you factor in vendor selection, migration, and onboarding, the window is already closing.

For teams that depend on Opsgenie to manage critical incidents, this is more than just a product update. It's a strategic fork in the road. Do you settle for basic, bolt-on replacements—or take this opportunity to upgrade to a modern, enterprise-grade platform?

How you respond now will shape how your team handles disruption for years to come. You need a solution that's proven, scalable, and built to grow with your business—not one that cracks under pressure.

It's important to remember that you're just not buying software—you want a partner who's invested in your success and is there for you as you take on the challenges of digital transformation.

This guide walks you through your options, outlines the real risks of going with immature tools, and shows what to look for in a platform that doesn't just help you react—but helps you stay ahead.



Current market landscape – too many choices. Not all created equal

When a platform sunsets, vendors rush to fill the gap. But not all replacements are created equal—and choosing the wrong one can put your operations (and your reputation) at risk.

Let's break down what's out there—and what's missing.

Option 1

Atlassian Jira Service Management (JSM) and compass

Atlassian wants you to believe that JSM and Compass are natural next steps. But under the hood, they're stitched-together tools with serious limitations:

- JSM is a basic ticketing system with alerting bolted on—not a purpose-built incident management platform.
- You'll need the JSM Premium plan (\$47.82/user/month) to unlock on-call, incident response, monitoring and chat integrations, stakeholder communications, and AI-powered functionality.
- Compass, another Atlassian tool, isn't a 1:1 replacement either—more of a branding shuffle than a capability match.
- Migrations between Atlassian products are notoriously painful—just ask the customers venting on [community forums](#).
- Mandatory maintenance windows introduce real operational risk when uptime matters most.
- Limited integration flexibility can slow teams down and add friction to modern environments.

Meanwhile, [PagerDuty recently updated our pricing plans](#) to ensure that every customer gets access to full incident management capabilities without costly upsell tiers or compromises.

Option 2

Single-purpose incident management tools

Single-purpose incident management tools may have slick user interfaces with chat-first capabilities, but when the pressure's on, these tools just don't cut it for enterprise-scale incident response.

- No incident prevention or learning workflows—only basic postmortems (if that).
- No built-in AIOps (including event correlation and noise reduction capabilities)—you'll need to patch in third-party tooling.
- Alerting and on-call are afterthoughts, often tied to Slack with no public SLAs.
- Fragmented features mean you're juggling multiple tools, data sources, and workflows.
- Unproven reliability and **Slack outages** mean major blind spots.

At a time of industry consolidation and long-term viability of startups in question, can you really trust this cohort of limited tools to handle your most time-sensitive, mission-critical work, when the stakes are high and downtime isn't an option?

Option 3

End-to-end incident management platform

Incident management platforms like PagerDuty provide support across the entire incident lifecycle end-to-end, from detection and mobilization through resolution and learning. Going beyond just alerting or coordination ensures that your teams are learning from existing incidents and creating an invaluable feedback loop for continuous improvement. Whether that's more automation or removing friction from processes, this ultimately leads to developing more resilient operations. Opsgenie customers opting to go this route can skip the pain of double migrations and overhead of stitching together disjointed tools and workflows altogether, since choosing a unified platform that handles end-to-end incident management can save time and money in the long run.

PagerDuty was built for resilience at an enterprise scale. With public 99.9% web availability SLAs and native AIOps, it's the only platform that unifies enterprise-grade alerting, response, prevention, and learning. This isn't just about swapping one tool for another. It's a chance to upgrade how your organization handles disruption, from the first alert to the final postmortem.

Evaluation criteria – what organizations should consider

If all you needed was another alerting tool, this would be easy. But the reality is, incident management today touches everything—customer experience, developer velocity, operational resilience, and even brand reputation.

So what separates quick-fix tools from true enterprise solutions? Here's what to prioritize:

Criteria	What to ask
Purpose-built incident management that grows with you The platform should be designed for organizations serious about operations—and it needs to scale, not break when you need it most.	<ul style="list-style-type: none">• Does it only support part of the incident lifecycle?• Can it handle thousands of services across multiple teams and time zones?• Does it support automated handoffs and global coverage?• Is it designed to handle massive complexity, not just a few Slack channels?
Automated for proactive response When incidents happen, speed and a consistent and auditable approach matter.	<ul style="list-style-type: none">• Does the platform offer automated remediation to resolve issues before they impact your services and customers?• Does automation reduce downtime and free up your teams to focus on innovation?• Does it use machine learning to spot issues before they escalate?
Unified, integrated platform Avoid operational overhead with a solution that brings everything together in a single place.	<ul style="list-style-type: none">• Does your platform work with what you already use or against it?• Does it integrate with your tools to make one another more efficient and effective?• Does it support multi-channel response? Complete reliance on one mode of communication or another puts you at risk—you want redundancy.
Proven reliability Your incident management platform should solve problems, not become one.	<ul style="list-style-type: none">• What are their published SLA's? Check for enterprise-grade reliability, published SLAs, and architecture that won't fail when others do.• Look online to see if there is a history of maintenance windows causing issues - your incident management solution has to have your back (and work) when you go down. Otherwise, what's the point?

With these criteria in mind, the differences between patchwork alternatives and purpose-built platforms become impossible to ignore.

PagerDuty: Built for what's next

PagerDuty transforms incident management by automating manual tasks and streamlining operations. Our enhanced Professional and Business plans now include comprehensive incident management tools in one integrated platform—helping teams focus on innovation rather than firefighting. Whether you're new to PagerDuty or returning after a few years, here's what you've missed—and what you'll gain.

1 Comprehensive incident management, built for complexity, not just alerts

PagerDuty covers the full lifecycle—not just detection. From spotting issues early to learning from every incident, it's got everything your team needs to stay ahead and keep operations running smoothly.

- Unified chat experience in Slack and Teams with built-in automation
- Structured incident types, tasks, roles, and workflows for guided remediation
- Audience-specific stakeholder communications to foster trust and collaboration
- Seamless handoffs, escalations, and retrospectives

Unlike Opsgenie's team-based model, PagerDuty's service-based architecture instantly maps incidents to business impact and ownership, giving teams clear visibility and accountability in one view.

2 AI-powered automation that drives real outcomes

We've built AI into the core of our platform—not bolted on as an afterthought. PagerDuty's AI-powered capabilities include:

- Noise reduction to prevent unnecessary disruption and remove alert fatigue
- Event correlation to detect patterns and surface root causes faster
- Automated diagnostics and remediation that trigger without human intervention
- GenAI-powered capabilities that accelerate every step of the response

PagerDuty delivers AI-powered capabilities natively—like noise reduction, automated diagnostics, and remediation, and intelligent routing that learns from your systems over time.

3 700+ integrations that just work

Whether you run Jira Cloud, Jira Data Center, AWS, ServiceNow, or a mix of all the above—PagerDuty fits right in. Our platform integrates deeply across your stack so you can unify workflows without forcing process changes.

Enjoy the same seamless experience you loved with Opsgenie's integration with Jira Service Management. Thanks to the **bidirectional Jira integration**, our platform automatically synchronizes updates, ensuring timely visibility and collaboration between incident response and ITSM—keeping your teams effortlessly aligned.

4 Enterprise-grade reliability

Some tools require maintenance windows. PagerDuty never has—and never will. Our zero scheduled downtime architecture and 99.9% web availability SLAs mean we're there when you need us most.

PagerDuty is trusted by government agencies, financial institutions, and Fortune 100 companies for a reason. With **FedRAMP Low authorization** and robust enterprise controls, we are committed to helping our customers meet their security and compliance requirements.

Here's how your choices stack up:

Evaluation Criteria	Capability	PagerDuty (Starting at \$21/ user/month)	JSM Standard (\$19.05/agent/ month)	JSM Premium (\$47.82/agent/ month)	Single-purpose tools (Varies)
Purpose-built incident management that grows with you	Basic incident response (Basic alerting, on-call schedules, escalation policies)	Yes	Yes	Yes	Yes
	End-to-end incident management	Yes	No PIR, stakeholder comms, etc.	No	No
	Multi-channel experience with mobile app, chat, web, API	Yes	No chat	Gaps in the mobile app experience	Gaps in the mobile app experience
Automated for proactive response	AI-powered automation	Yes	No	Yes	Yes
	Basic event orchestration	Yes	Only alert automation triggers	Partial (rule-based automated actions triggered by alert events available)	No (limited to alert routing)
Unified, integrated platform	700+ out-of-box integrations (including monitoring and chat)	Yes	No	No	No
Proven reliability	Enterprise-grade reliability (99.9% web SLA)	Yes	No	Yes	No
	No scheduled maintenance windows ever	Yes	No	No	Depends on vendor

Migration made simple: Switch without the stress

Migrating off a tool like Opsgenie can feel like a big lift—but it doesn't have to be disruptive. In fact, with the right plan and the right platform, this transition can become a launchpad for stronger operations, tighter workflows, and long-term agility.

Other vendors may promise 'one-click migrations' but it's never that easy. PagerDuty's platform and migration services are built to help teams move quickly and confidently, without starting from scratch or sacrificing visibility.

Here are the phases of a successful migration:

Phase 1

Assess, plan, and set up

- Before you can move forward, you need to know exactly where you stand.
- Get your users, teams, and services set up so you're ready to handle incidents like a pro.

Phase 2

Lock it down, connect, and power up

- Keep your environment safe and sound with secure authentication to ensure only the right people have access.
- Turn on your integrations - bring your tools together and make PagerDuty your command center for incident management.
- With streamlined workflows, AIOps features, and status updates, you'll turn chaos into control.

Phase 3

Test and tune, onboard and train

- Put your setup to the test, onboard your teams, and make sure everything's running like clockwork.
- Provide your teams with everything they need to hit the ground running. With tailored onboarding and hands-on training, they'll be production-ready and confident on-call.

Phase 4

Track progress, measure results, and keep moving

- You've done the work. Now it's time to monitor, measure, and make sure you're getting the results you expect.
- With the right strategy and support, your Opsgenie migration becomes more than a lift-and-shift—it's a chance to modernize your stack and unlock long-term gains.

Key dates you can't afford to ignore

Atlassian's end-of-life timeline for Opsgenie is already in motion. The deadline may seem far off, but migrations take time. The sooner you start planning, the easier it will be to ensure a smooth transition.

Here's what you're up against:



Ready to migrate? Let's make it happen

Making the move off Opsgenie isn't just necessary—it's an opportunity.

An opportunity to modernize your operations. To eliminate silos. To stop firefighting and start orchestrating. And most importantly, to choose a platform that actually grows with your business.

We've helped countless teams—just like yours—make the switch from Opsgenie to PagerDuty.

If it's been a few years since you last looked at PagerDuty, now's the time to see what's changed. And if you've never tried it? You're about to experience a serious upgrade.

Ready to see what's possible?

Contact us to talk with an expert today to map out your seamless migration strategy. Or if you prefer to explore on your own, **start a free trial** and see what's possible with the full platform in your hands.

Don't settle for "just enough." Let's build something better together.

About PagerDuty

PagerDuty, Inc. (NYSE:PD) is a global leader in digital operations management, enabling customers to achieve operational efficiency at scale with the PagerDuty Operations Cloud. The PagerDuty Operations Cloud combines AIOps, Automation, Customer Service Operations and Incident Management with a powerful generative AI assistant to create a flexible, resilient and scalable platform to increase innovation velocity, grow revenue, reduce cost, and mitigate the risk of operational failure. Half of the Fortune 500 and nearly 70% of the Fortune 100 rely on PagerDuty as essential infrastructure for the modern enterprise. To learn more and try PagerDuty for free, visit www.pagerduty.com.