

# OpsGenie to Spike migration checklist

Recreate your OpsGenie setup in Spike, test it, and switch over without missing a single page. Tick each box as you go.

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## Basic settings

Everything you need to start paging from Spike.

### 1. GET READY

- ☐ **Export your setup from OpsGenie.**  
Use the REST API to export your teams ( `GET /v2/teams` ), users ( `GET /v2/users` ), schedules ( `GET /v2/schedules` ), and escalation policies ( `GET /v2/escalations` ). The dashboard export gives only an iCalendar file, so the API is the complete source.

- ☐ **List the tools that send alerts to OpsGenie.**  
Integrations cannot be exported, so note each tool and who owns it.

#### Migration offer

Teams switching from OpsGenie may qualify for 50% off their first year. The coupon is valid for one month from the day it is issued.

### 2. SET UP SPIKE

- ☐ **Create your account and invite your team.**  
Start your free trial, which lasts 14 days and needs no credit card. Ask everyone to verify their phone number and email, because Spike alerts go to verified contacts. See adding team members and checking that your team is getting alerts.
- ☐ **Add an integration for each monitoring tool.**  
Create a service, add the integration, and copy its webhook URL. See creating integrations and services.
- ☐ **Build your on-call schedules.**  
Recreate each rotation as a layer, and use slots for time restrictions. Templates are available. See creating an on-call schedule.
- ☐ **Build your escalation policies.**  
Add each schedule as a step, choose a channel for every step, and attach the policy to each integration. Templates are available. See creating an escalation policy.

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☐ **Connect Slack or Microsoft Teams.**

The OpsGenie connection does not carry over, so install the Spike app or bot and choose the channels for incident alerts. See [Slack](#) and [Microsoft Teams](#).

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☐ **Ask everyone to set their alert preferences.**

Each person chooses how they are alerted, installs the mobile app, and adds Spike's contact card so alerts get through Do Not Disturb. See [notification numbers](#).

**Automate the setup**

Build your services, escalation policies, integrations, routing rules, and schedules with the [Terraform provider](#) or the [Spike API](#), or ask an AI assistant to create them through the [Spike MCP server](#).

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3. TEST

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☐ **Test your setup.**

Send a test alert to each person (Settings, then Team, then Send test alerts), run Test Escalation on each policy, and trigger a test incident from each integration.

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4. SWITCH OVER

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☐ **Run Spike alongside OpsGenie.**

Add the Spike webhook to each monitoring tool next to the OpsGenie one, then compare each day. Every OpsGenie alert should have a matching Spike incident that reaches the right people. Fix any gaps you find.

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☐ **Cut over.**

Tell the team the date and what changes, remove the OpsGenie webhook from each monitoring tool, and turn off OpsGenie notifications. OpsGenie URLs stop working at the shutdown.

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☐ **Cancel OpsGenie once you are confident.**

Do this well before April 5, 2027.

**Keep both running for a full on-call rotation**

HitPath, one of our customers, ran both tools for about a month before canceling OpsGenie. [Read the HitPath story](#).

## Advanced settings

Add these when you need them, and skip any you do not use in OpsGenie.

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☐ **Recreate your routing rules and alert policies.**

Both become alert routing rules in Spike, and Title Remapper covers title changes. See [alert routing rules](#).

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☐ **Set repeat escalation, acknowledge timeout, and auto-resolve.**

Configure these on each integration to match what you used in OpsGenie. See [repeat escalations](#) and [acknowledge timeout](#).

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- ☐ **Create your teams.**  
Multiple teams are available on the Business and Enterprise plans.
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- ☐ **Set up Live Call Routing.**  
If you use incoming call routing, connect a Twilio or Plivo number. See [Live Call Routing](#).
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- ☐ **Connect your ticketing tools and Playbooks.**  
Connect Jira, ClickUp, or Linear, and use Playbooks in place of OpsGenie alert actions.
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- ☐ **Replace heartbeats and maintenance windows.**  
Spike has no heartbeat monitoring, so send alerts from a tool such as Cronitor or Healthchecks into a Spike integration. For recurring quiet periods, use an alert routing rule with a Time of day condition and the Ignore incident action.
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- ☐ **Export your alert history.**  
Atlassian deletes it at the shutdown, so save a copy if you need it for reports or audits.
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- ☐ **Review the first week.**  
Tune noisy integrations and acknowledge timeouts, and check the on-call shift report (available on Business plans and higher).

## Need help with your migration?

Write to [support@spike.sh](mailto:support@spike.sh), or book a call with our team at [spike.sh/demo](https://spike.sh/demo), and we will help you map your setup.