
OpsGenie migration FAQ

Short answers to the questions teams ask most when they move off OpsGenie.

UPDATED OCTOBER 2026

The shutdown

When does OpsGenie shut down?

OpsGenie shuts down on April 5, 2027. Atlassian stopped selling it on June 4, 2025. After the shutdown date, access ends and data that has not been migrated is deleted. See [Atlassian's licensing page](#).

Do I have to move to Jira Service Management?

No. Atlassian offers [Jira Service Management](#) as its migration path, but you can move to any tool. If you choose another tool, export what you need from OpsGenie and rebuild it there before April 5, 2027.

What happens to my data when OpsGenie shuts down?

You lose access, and Atlassian deletes the data that has not been migrated. Users cannot log in or retrieve anything, and the OpsGenie mobile app stops working. Export your schedules, escalation policies, and alert history before the shutdown date. See [what happens when OpsGenie is turned off](#).

Will my integrations keep working until then?

They work until OpsGenie is turned off, and then they stop. The OpsGenie REST API keeps responding until April 5, 2027. Plan to point your monitoring tools at Spike well before that date. See the [integration guide](#).

Your data and setup

What can I export from OpsGenie?

You can export your teams, users, schedules, escalation policies, routing rules, and alert history through the OpsGenie REST API. Integrations, chat connections, and each person's notification rules cannot be exported, so you set those up again in Spike. See the [migration checklist](#).

How long does a migration take?

Most teams finish the basic setup in an afternoon, then run both tools side by side until they are confident. Run both until you have covered a full on-call rotation. HitPath, one of our customers, ran both for about a month. See the [parallel run plan](#) and [HitPath's story](#).

How do I set up my OpsGenie schedules and escalation policies in Spike?

You build them in the Spike dashboard, or as code. In the dashboard, templates give you a working schedule or escalation policy to adjust. For code, use the [Terraform provider](#) or the [Spike API](#), or ask an AI assistant to do it through the [Spike MCP server](#). Write to support@spike.sh if you want help.

Which OpsGenie features have no equivalent in Spike?

Heartbeat monitoring is the main one, and you can send heartbeat alerts from a tool such as Cronitor or Healthchecks instead. Everything else has a Spike equivalent, and a few things work differently. See the [concept mapping sheet](#).

Which monitoring tools work with Spike?

Spike has 80+ integrations, including Datadog, Prometheus, AWS, Grafana, New Relic, Sentry, Azure, and Google Cloud. If your tool is not on the list, you can use the webhook or email integration, or write to us and we will build it. See the [integration guide](#).

Pricing and the migration offer

How much does Spike cost?

Spike costs \$7 per user per month on the Starter plan and \$14 per user per month on the Business plan. Enterprise pricing is custom. Every plan starts with a 14-day free trial, and no credit card is needed. See [pricing](#).

Is there a discount for OpsGenie users?

Yes. Teams switching from OpsGenie may qualify for [50% off their first year](#). The offer is for first-time Spike customers, and the coupon is valid for one month from the day it is issued.

Do I need to cancel my OpsGenie subscription?

Yes, cancel it once you have cut over and are confident. Atlassian allows renewals only when the term ends before April 5, 2027, and it no longer offers plan changes. Ask Atlassian about refunds or credits, because its licensing page does not cover them. See [Atlassian's licensing page](#).

Need help with your migration?

Write to support@spike.sh, or book a call with our team at spike.sh/demo, and we will help you map your setup.