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# The case for switching from OpsGenie to Spike

A short brief you can share with your manager, your team, or whoever signs off on the move.

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## The short version

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**A move is required.** OpsGenie shuts down on April 5, 2027, and a safe migration takes weeks, so starting early lowers the risk.

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**Spike keeps what your team already uses.** Schedules, escalation policies, routing rules, and integrations all have a direct equivalent, and Spike adds status pages, AI in Slack, and an MCP server.

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**The price is per user.** Spike costs \$7 per user per month on Starter and \$14 on Business. Teams switching from OpsGenie may qualify for 50% off their first year.

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**On-call coverage stays safe.** You run Spike next to OpsGenie until you are confident, so there is no gap.

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**The next step is small.** Start a 14-day free trial, with no credit card.

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## Why move now

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**The product is ending.** Atlassian stopped selling OpsGenie on June 4, 2025, and shuts it down on April 5, 2027. Data that has not been migrated is deleted. See [Atlassian's licensing page](#).

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**A safe move takes time.** The setup takes most teams an afternoon, and a side-by-side run should last until you have covered a full on-call rotation. [HitPath](#), one of our customers, ran both tools for about a month.

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**Atlassian's path is a different kind of product.** Jira Service Management is a full IT service management platform. If your team needs on-call and incident response without the rest, a focused tool may fit better.

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## Why Spike

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**It matches how your team works today.** Rotations become layers, and escalation policies, routing rules, and integrations carry over as familiar concepts. See the [concept mapping sheet](#).

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**Status pages are included.** Every plan has a hosted status page on your own domain, so there is no separate product to buy.

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**On-call is covered end to end.** You get calendar sync, overrides, Slack and Microsoft Teams, iOS and Android apps, and Live Call Routing for incoming calls.

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**It suits DevOps and SRE teams.** There is a Terraform provider and an API, and you can manage Spike through the MCP server or ask @Spike in Slack. See the [Terraform provider](#) and the [Spike MCP server](#).

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**Help is available.** Our team helps you map your setup by email, chat, or on a call.

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**Teams have made this move.** [HitPath](#) ran both tools for a month before canceling OpsGenie. [Virtually Human](#) moved 15 engineers across 8 time zones with no disruption.

## What it costs

Pricing is per user, per month. Enter your team size to see what you would pay.

| TEAM SIZE | STARTER         | BUSINESS        |
|-----------|-----------------|-----------------|
| 5 users   | \$35 per month  | \$70 per month  |
| 10 users  | \$70 per month  | \$140 per month |
| 20 users  | \$140 per month | \$280 per month |
| 50 users  | \$350 per month | \$700 per month |

- **Starter** includes 100 phone and SMS alerts in total, and unlimited Slack, Teams, WhatsApp, Telegram, Discord, and email alerts. It suits small teams.
- **Business** adds unlimited phone and SMS alerts, multiple teams, unlimited Live Call Routing, and Jira, ClickUp, and Linear integrations.
- **Enterprise** adds SSO and a dedicated support channel, with custom pricing.
- **The migration offer** gives teams switching from OpsGenie [50% off their first year](#). It is for first-time Spike customers, and the coupon is valid for one month from the day it is issued.
- See current prices on the [pricing page](#).

## What the move involves

- 1 **Set up the basics.** Export your OpsGenie setup, and recreate your schedules, escalation policies, and integrations in Spike. Most teams finish this in an afternoon. See the [migration checklist](#).
- 2 **Run both tools side by side.** Spike receives every alert while OpsGenie keeps covering your team, until you have covered a full on-call rotation. See the [parallel run plan](#).
- 3 **Cut over and cancel OpsGenie.** Point your monitoring tools at Spike, turn off OpsGenie notifications, and cancel well before April 5, 2027. See the [integration guide](#).

# Risks, and how they are handled

| RISK                      | HOW IT IS HANDLED                                                                                                                                         |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| A gap in on-call coverage | OpsGenie keeps paging until you switch, and you compare both tools every day during the side-by-side run.                                                 |
| Setup takes engineer time | Most teams finish the basic setup in an afternoon. Templates, Terraform, the API, and the MCP server speed it up, and our team can help.                  |
| A missing feature         | Spike has no heartbeat monitoring. You can send heartbeat alerts from a tool such as Cronitor or Healthchecks instead. Everything else has an equivalent. |
| Losing OpsGenie data      | You export your teams, schedules, escalation policies, and alert history through the OpsGenie API before the shutdown.                                    |

## What to decide

- ☐ Approve a 14-day free trial, which needs no credit card.
- ☐ Name one person to own the migration.
- ☐ Choose a date to start the side-by-side run.
- ☐ Set a cutover date well before April 5, 2027.

### 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.