How Opsgenie compares to Jira Service Management

Atlassian acquired Opsgenie to help customers run their most critical services with alerting and on-call management. Today, we've built Opsgenie's operations capabilities into Jira Service Management, offering a complete incident management solution.

Benefits of migrating from Opsgenie to Jira Service Management

Jira Service Management offers everything you need for alerting, incident, problem, and change management.

- **Key alerting and on-call features**
  Get the same alert, on-call, and incident response features available in Opsgenie so you can keep your existing workflows and configurations.

- **Advanced IT operations management**
  Power operations workflows with AI-powered incident response and automation, and better visibility into your assets and services.

- **Comprehensive service management**
  Expand your capabilities with service request and knowledge management, including a virtual service agent. Enable collaboration across Dev, Ops, and business teams.

How Opsgenie compares to Jira Service Management

The table below summarizes differences between the capabilities available in Opsgenie and Jira Service Management. While Opsgenie offers strong alerting and on-call management features, and basic incident management capabilities, Jira Service Management is a comprehensive service management solution.

Overview of capabilities in Opsgenie and Jira Service Management		
	Opsgenie	**Jira Service Management**
Alerting & on-call management	✓	✓
Incident management	✓	✓
AIOps	✗	✓
AI-powered ITSM	✗	✓

For a more in-depth view of the features available in the various Opsgenie and Jira Service Management plans, please reference these sections in the tables below.

Alerting

AI-Ops

On-call management

Teams

Integrations

Incident, problem, and change management

Service-based organization

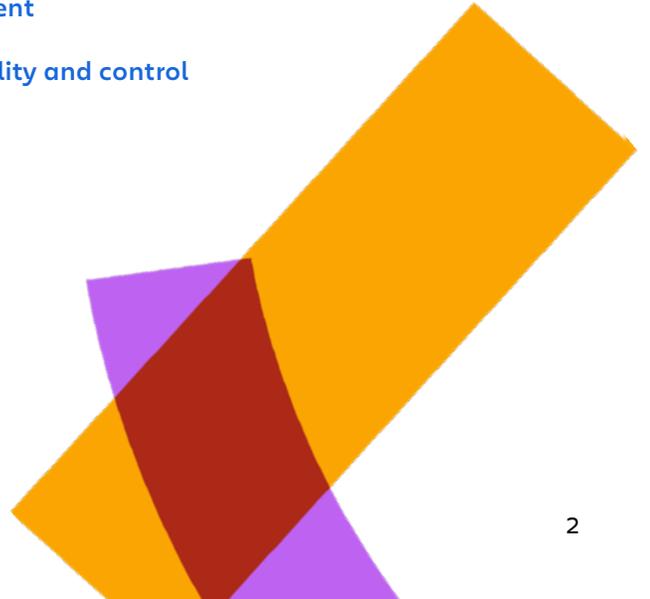Analytics and reports

Company-wide communication

Mobile app

Advanced call center

Maintenance

Access management

Enterprise scalability and control

Support

Detailed comparison

Alerting

		Opsgenie Free	Opsgenie Essentials	Opsgenie Standard	Opsgenie Enterprise	Jira Service Management Free	Jira Service Management Standard	Jira Service Management Premium	Jira Service Management Enterprise
Alerts — Receive and work with unlimited alerts. All plans include basic actions such as adding notes and updating alert statuses.	Email & mobile notifications & forwarding	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
	SMS notifications	100	100 per user	Unlimited	Unlimited	200 per month (account wide)	Unlimited	Unlimited	Unlimited
	Voice notifications	Not included	100 per user	Unlimited	Unlimited	Not included	Not included	Unlimited	Unlimited
Alert syncing with service and software projects — Automate syncing between alerts and your issues – such as incidents, service requests, and Jira tickets.	Team sync	✓	✓	✓	✓	✗	✓	✓	✓
	Global sync	✗	✗	✓	✓	✗	✗	✓	✓
Rich, actionable alerts — Improve alert information and notification process so you can take investigative and corrective actions effectively.	Custom alert actions	✗	✗	✓	✓	✗	✗	✓	✓
	Team alert / notification policies	✗	✗	✓	✓	✗	✗	✓	✓
	Global alert policies	✗	✗	✓	✓	✗	✗	✓	✓
Alert automation — Run "no-code" scripts on alerts and issues together with the A4J platform.	Automation	✗	✗	✓	✓	✗	✗	✓	✓
Advanced alert management — Enhance your alert management processes with custom user permissions and seamless integrations.	Audit logs	✓	✓	✓	✓	✓	✓	✓	✓
	Operation API's	✓	✓	✓	✓	✓	✓	✓	✓
	Heartbeat monitoring	✗	✗	✓	✓	✗	✗	✓	✓
	Global custom roles	✗	✗	✓	✓	✗	✗	✓	✓
	Role-based notifications	✗	✗	✓	✓	✗	✗	✓	✓

AIOps

		Opsgenie Free	Opsgenie Essentials	Opsgenie Standard	Opsgenie Enterprise	Jira Service Management Free	Jira Service Management Standard	Jira Service Management Premium	Jira Service Management Enterprise
AIOps — Connect Dev and IT to modernize operations and improve the flow of work.	Alert grouping	✗	✗	✗	✗	✗	✗	✓	✓
	PIR creation	✗	✗	✗	✗	✗	✗	✓	✓
	Similar incidents	✗	✗	✗	✗	✗	✗	✓	✓
	Suggestion panel	✗	✗	✗	✗	✗	✗	✓	✓

On-call management

On-call management

Create routing rules, escalation policies, and on-call schedules to direct alerts to your on-call teams.

		Opsgenie Free	Opsgenie Essentials	Opsgenie Standard	Opsgenie Enterprise	Jira Service Management Free	Jira Service Management Standard	Jira Service Management Premium	Jira Service Management Enterprise
	Escalation policies	Included	Included	Included w/ advanced escalation rules	Included w/ advanced escalation rules	300 per team	300 per team	300 per team w/ adv. escalation rules	300 per team w/ adv. escalation rules
	Routing rules	1 per team	1 per team	100 per team	100 per team	1 per team	100 per team	100 per team	100 per team
	Schedules	✓	✓	✓	✓	✓	✓	✓	✓
	Global escalations	✗	✗	✓	✓	✗	✓	✓	✓
	Global schedules	✗	✗	✓	✓	✗	✓	✓	✓

Teams

Teams

Opsgenie teams are replaced by Atlassian teams that host all your alert and on-call configurations.

		Opsgenie Free	Opsgenie Essentials	Opsgenie Standard	Opsgenie Enterprise	Jira Service Management Free	Jira Service Management Standard	Jira Service Management Premium	Jira Service Management Enterprise
	Team based organization and visibility	✓	✓	✓	✓	✓	✓	✓	✓
	Team custom roles	✗	✗	✓	✓	✗	✗	✓	✓

Integrations

Integrations

Integrate with ChatOps applications such as Slack and Microsoft Teams and hundreds of third-party monitoring and alerting tools.

		Opsgenie Free	Opsgenie Essentials	Opsgenie Standard	Opsgenie Enterprise	Jira Service Management Free	Jira Service Management Standard	Jira Service Management Premium	Jira Service Management Enterprise
	Integrations - monitoring (incoming)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
	Integrations - global	✗	✗	✓	✓	✗	✗	✓	✓
	Integrations - adv alert customization	✗	✗	✓	✓	✗	✗	✓	✓
	Integrations - bi-directional & on-prem systems (Edge Connector)	✗	✗	✓	✓	✗	✗	✓	✓
	ChatOps for alerting – Global Integrations	✗	✗	✓	✓	✗	✗	✓	✓
	ChatOps for alerting - Team Integrations	✓	✓	✓	✓	✓	✓	✓	✓

Incident, problem, and change management

		Opsgenie Free	Opsgenie Essentials	Opsgenie Standard	Opsgenie Enterprise	Jira Service Management Free	Jira Service Management Standard	Jira Service Management Premium	Jira Service Management Enterprise
Incident management Identify affected services, track related issues, and escalate them to the appropriate team for resolution. Address root causes with Post-Incident Reviews (PIRs).	Incidents	Not included	100 incidents per month	Unlimited	Unlimited	Manual	Manual	Manual, automatic, and API	Manual, automatic, and API
	Alert to incident roll up	Not included	Manual	Manual and Automatic	Manual and Automatic	Manual	Manual	Manual and Automatic	Manual and Automatic
	Incident postmortem	Not included	5 per month	Unlimited	Unlimited	Not included	Not included	Unlimited	Unlimited
	Incident timeline *Incident history in Jira Service Management*	❌	✅	✅	✅	✅	✅	✅	✅
	ChatOps Integrations for Incident Management	❌	✅	✅	✅	❌	❌	✅	✅
	Incident investigation	❌	❌	✅	✅	❌	❌	✅	✅
	Incident operations through API	❌	❌	✅	✅	❌	❌	✅	✅
Problem management Focus on identifying, analyzing, and resolving the root causes of incidents to prevent future occurrences and enhance service reliability.	Problem management	❌	❌	❌	❌	❌	❌	✅	✅
Change management Streamline the process of planning, tracking, and implementing changes to minimize risk and ensure smooth IT operations.	Change management	❌	❌	❌	❌	❌	❌	✅	✅

Service-based organization

		Opsgenie Free	Opsgenie Essentials	Opsgenie Standard	Opsgenie Enterprise	Jira Service Management Free	Jira Service Management Standard	Jira Service Management Premium	Jira Service Management Enterprise
Service-based organization Define, structure, and automate your processes and infrastructure through service organization, allowing your teams to manage them effectively.	Team-based service management	❌	✅	✅	✅	✅	✅	✅	✅
	Service health	❌	✅	✅	✅	✅	✅	✅	✅
	Service-to-service relationship	❌	✅	✅	✅	✅	✅	✅	✅

Analytics and reports

		Opsgenie Free	Opsgenie Essentials	Opsgenie Standard	Opsgenie Enterprise	Jira Service Management Free	Jira Service Management Standard	Jira Service Management Premium	Jira Service Management Enterprise
Analytics and reports Gain insights into incident response patterns and team performance to make data-driven decisions that enhance operational efficiency.	Alerts	✗	✓	✓	✓	✗	✗	✓	✓
	Notifications	✗	✓	✓	✓	✗	✓	✓	✓
	On-call analytics	✗	✗	✓	✓	✗	✗	✓	✓
	Team and user productivity	✗	✗	✓	✓	✗	✗	✓	✓
	Incoming call routing	✗	✗	✓	✓	✗	✗	✓	✓
	Global reports	✗	✓	✓	✓	✗	✗	✓	✓
	Downloadable & shareable	✓	✓	✓	✓	✗	✓	✓	✓

Company-wide communication

		Opsgenie Free	Opsgenie Essentials	Opsgenie Standard	Opsgenie Enterprise	Jira Service Management Free	Jira Service Management Standard	Jira Service Management Premium	Jira Service Management Enterprise
Company-wide communication Notify stakeholders across your organization about incidents.	Free stakeholder comms	Not included stakeholder comms	Not included	Not included	Included	Internal Stakeholders	Internal Stakeholders	Internal + External Stakeholders	Internal + External Stakeholders
	Email templates	✗	✗	✓	✓	✗	✗	✓	✓

Mobile app

		Opsgenie Free	Opsgenie Essentials	Opsgenie Standard	Opsgenie Enterprise	Jira Service Management Free	Jira Service Management Standard	Jira Service Management Premium	Jira Service Management Enterprise
Mobile app Streamline the process of planning, tracking, and implementing changes to minimize risk and ensure smooth IT operations.	Mobile App Support (iOS & Android)	Opsgenie App	Opsgenie App	Opsgenie App	Opsgenie App	Jira Mobile	Jira Mobile	Jira Mobile	Jira Mobile

Advanced call center

		Opsgenie Free	Opsgenie Essentials	Opsgenie Standard	Opsgenie Enterprise	Jira Service Management Free	Jira Service Management Standard	Jira Service Management Premium	Jira Service Management Enterprise
Advanced call center Direct calls efficiently to the appropriate on-call responders, ensuring timely support and resolution.	Incoming phone call routing (Phone number access)	Not included	Not included	1 number included: $10 per additional phone number	1 number included: $10 per additional phone number	Not included	Not included	"Bring your own number"	"Bring your own number"

Maintenance

		Opsgenie Free	Opsgenie Essentials	Opsgenie Standard	Opsgenie Enterprise	Jira Service Management Free	Jira Service Management Standard	Jira Service Management Premium	Jira Service Management Enterprise
Maintenance Schedule downtime to suppress alerts and notifications, ensuring smooth operations during planned maintenance activities.	Team and global maintenance	❌	❌	✅	✅	✅	✅	✅	✅

Access management

		Opsgenie Free	Opsgenie Essentials	Opsgenie Standard	Opsgenie Enterprise	Jira Service Management Free	Jira Service Management Standard	Jira Service Management Premium	Jira Service Management Enterprise
Access management Streamline access so you can securely authenticate your users with a single set of credentials across multiple platforms.	Single sign-on	Not included	Not included	Included	Included	Requires Atlassian Guard subscription	Requires Atlassian Guard subscription	Requires Atlassian Guard subscription	Included

Enterprise scalability and control

		Opsgenie Free	Opsgenie Essentials	Opsgenie Standard	Opsgenie Enterprise	Jira Service Management Free	Jira Service Management Standard	Jira Service Management Premium	Jira Service Management Enterprise
Enterprise scalability and control Improve enterprise scalability and control with Bring Your Own Key (BYOK) and strong security measures to ensure comprehensive data governance and protection.	Data encryption	✅	✅	✅	✅	✅	✅	✅	✅
	BYOK for new sites	❌	❌	❌	❌	❌	❌	❌	✅
	Edge encryption	❌	❌	❌	✅	❌	❌	❌	❌

Support

		Opsgenie Free	Opsgenie Essentials	Opsgenie Standard	Opsgenie Enterprise	Jira Service Management Free	Jira Service Management Standard	Jira Service Management Premium	Jira Service Management Enterprise
Support Understand the duration for retaining your alert data on our servers and methods to contact customer support.	Alert Data retention	3 months	6 months	1 year	Unlimited	1 month	1 year	3 years	5 years
	Customer support coverage	Atlassian Community	E-mail	E-mail	24/7, E-mail and chat, phone	Atlassian Community	9/5 regional support	24/7 support for critical issues	24/7 support for critical issues

Plan your migration today

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