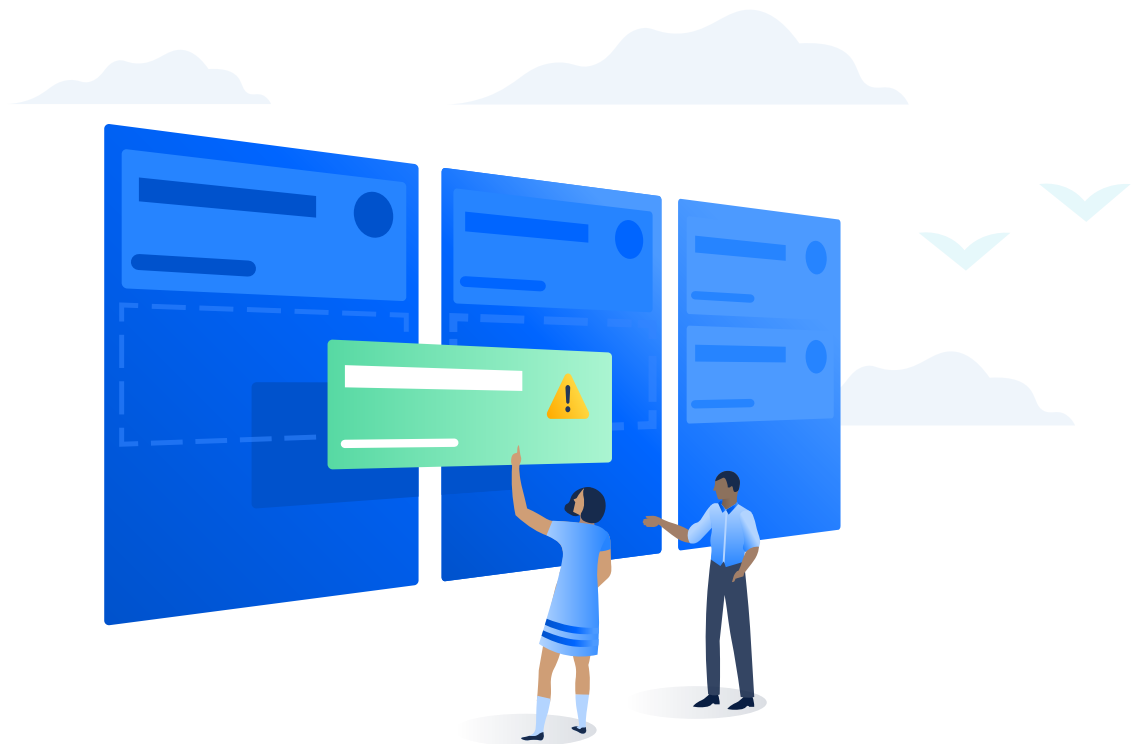




# Product Spec Sheet

# About Opsgenie

Opsgenie is a modern incident management platform for operating always-on services, that empowers Dev and Ops teams to plan for service disruptions and stay aware and in control during incidents. With over 200 deep integrations and a highly flexible rules engine, Opsgenie centralizes alerts, notifies the right people reliably, and enables them to take rapid action. Throughout the entire incident lifecycle, Opsgenie tracks all activity and provides actionable insights to improve productivity and drive continuous operational efficiencies.



# Opsgenie Enables Organizations

## Plan & Prepare

Determine who should be alerted. Use templates to prepare messaging, predefine collaboration methods, and create status pages to communicate with stakeholders.

## Automate Tasks

Opsgenie Actions enable you to automate common or repetitive tasks and free up DevOps resources for higher value work.

## Ensure Network Health

Use Heartbeat to monitor your systems and ensure their connectivity to Opsgenie.

## Centralize Alerting

Use Opsgenie's flexible rules engine to route alerts using source, content, and time to and notify responders using multiple communication channels.

## Automate Incident Response

Execute system commands directly from the Opsgenie interface.

## Collaborate Effectively

Work seamlessly across chat environments or through Opsgenie's native video conferencing bridge and built-in war room.

### On-Call Management

Opsgenie makes on-call management easy. Build and modify schedules and define escalation rules within one interface. Your team will always know who is on-call and accountable during incidents, and have the confidence that critical alerts will always be acknowledged.

### Security

Opsgenie edge encryption protects your sensitive information by encrypting sensitive data so that only necessary, non-sensitive information is sent to Opsgenie.

### Analytics & Reporting

Provide insights to improve your operational efficiency. With dynamic reporting powered by Looker, you can drill into any report and customize the view based on your teams needs. Additionally, our Post Incident Analysis report allows you to review incidents, and improve your incident response process.

*“ There is very little we can't do with Opsgenie, the advanced rule sets and features were not found in any other tool. ”*



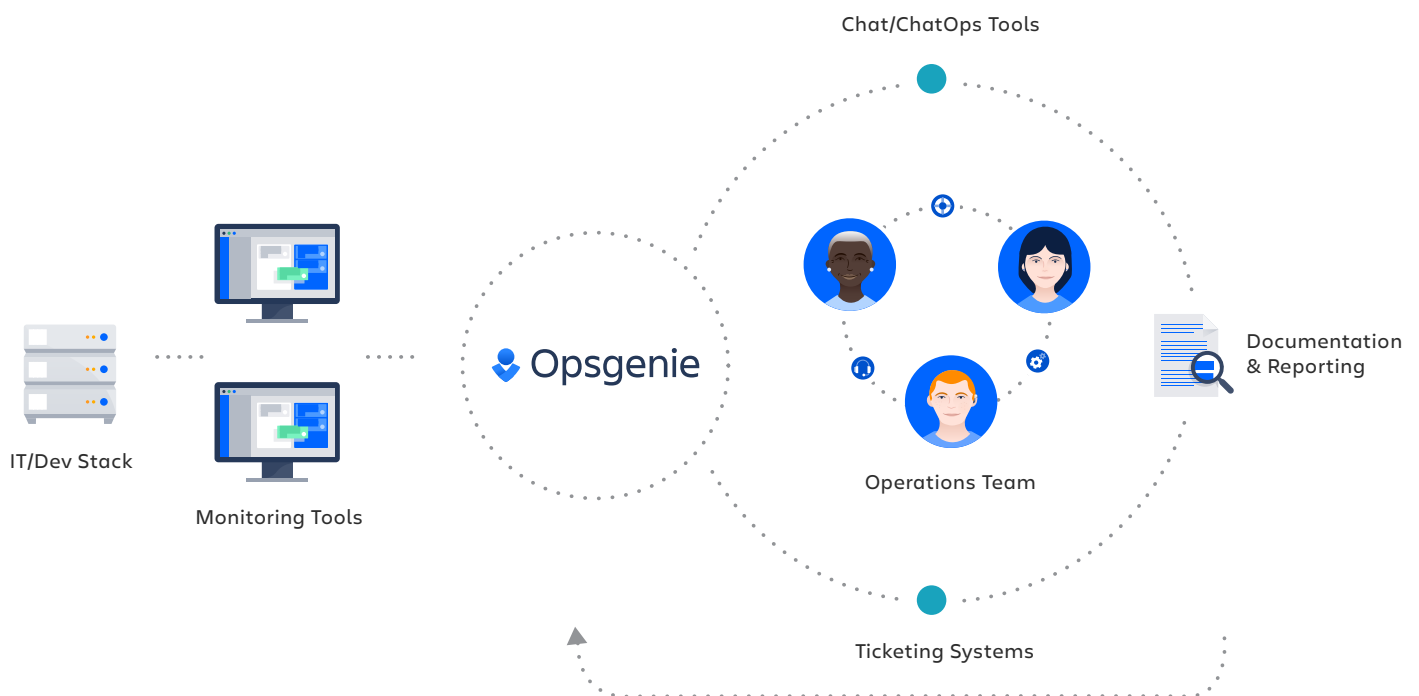
David Veits,  
Kent State University

With over 200 deep integrations, Opsgenie is focused on making it simple for our customers to connect the tools they use every day to sync alert data, and streamline their workflow. Additionally, through our integration server, Marid, customers can use custom actions to further customize and connect any tool.



# Service-Aware Incident Management

Opsgenie understands how issues impact business services and will help proactively communicate outages to all stakeholders. You can plan ahead of service disruptions and have Opsgenie send messages, create status pages, and conference bridges immediately when incidents occur.



## Incident Creation

Incident rules allow the user to dictate scenarios where alerts should be grouped and an incident should be created automatically.

## Incident Templates

Reduce Mean Time to Respond (MTTR) by using incident templates. Setup incident workflows, and communication channels for specific types of critical alerts.

## Stakeholder Communication

Instantly communicate incidents to responders and stakeholders. Opsgenie creates incident status pages and sends notifications to specific individuals on-demand, or as part of a defined procedure.

## Incident Post-Mortems

Opsgenie Post Incident Analysis reports collect the data from an incident and provides a dashboard where your team can review their response time, and improve their processes.

