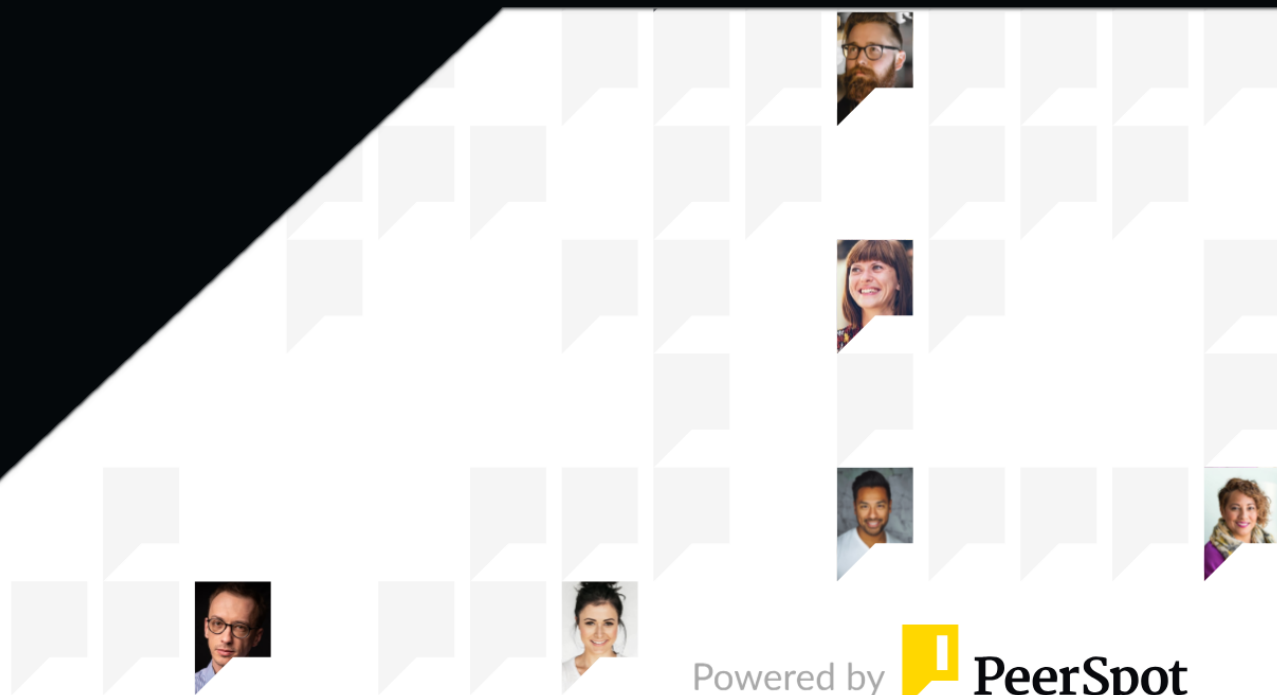


aws marketplace

Rootly

Reviews, tips, and advice from real users



Powered by  PeerSpot

Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 9

Other Solutions Considered..... 10

ROI..... 11

Use Case..... 12 - 14

Setup..... 15

Customer Service and Support..... 16

Other Advice..... 17 - 18

Trends..... 19 - 20

About PeerSpot..... 21 - 22

Product Recap



Rootly

Rootly Recap

Rootly is an essential tool for effectively addressing and managing incidents within any system or organization. With quick and reliable incident alerts, comprehensive incident management capabilities, and efficient problem-solving features, Rootly helps users to identify, prioritize, and resolve incidents, resulting in improved system reliability and reduced downtime. The solution is highly regarded for its reliability, excellent customer support, and overall value to users.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“We were missing alerts due to our legacy tool that was unable to call out engineers effectively, but now we have achieved a 100% success rate of alert delivery, which is a massive step especially when trying to fix and identify these problems.”



Matthew Taylor

Lead Dev Ops Engineer at a financial services firm with 51-200 employees



“With the strategic approach of putting everyone in a Slack group to resolve incidents, we have reduced the percentage of incidents created in a month by thirty percent during the first three months of using Rootly.”



Luis Vasconcelos

System Architect at CI&T



“Rootly has positively impacted my organization by saving time with manually adding timelines, as they are already built in when timelines are added in Slack through integration.”



Chandana G

Specilist at a tech vendor with 10,001+ employees



“Rootly has positively impacted our organization because, in comparison to ObsGenie, the tool we used before Rootly, it is much more user-friendly, including the user interface and the whole approach to alerting and routing these alerts.”



Nikolai Dvoinishnikov

Devops engineer at a tech vendor with 51-200 employees

What users had to say about valuable features:

“The best feature that Rootly offers, which I really appreciated when we onboarded Rootly, is the shadowing feature. I evaluated quite a few tools but Rootly was the only one at the time that had this, and this allowed us to onboard new engineers into the on-call rota smoothly, which was a really cool feature.

“Regarding how the shadowing feature helped with onboarding new engineers, rather than manually tweaking schedules to try to hack a way to shadow existing engineers, Rootly gave us a shadow feature which allowed us to say person X, please shadow person Y, using these times and these days, very customizable, and it allowed us to onboard people in a much more graceful manner..”

MatthewTaylor

Lead Dev Ops Engineer at a financial services firm with 51-200 employees

[Read full review](#)

“The best features Rootly offers include a very neat alert routine with quite precise rules and great entities. The precise rules and entities help me route alerts very specifically to the exact persons who are in charge and to rotate this person using on-call policies. This is implemented very comfortably in Rootly.

“Rootly has positively impacted our organization because, in comparison to ObsGenie, the tool we used before Rootly, it is much more user-friendly, including the user interface and the whole approach to alerting and routing these alerts. Every maintainer is happy using Rootly after ObsGenie.

“Since switching to Rootly, it has improved response time, and developers started really using the on-call system. Before, when we were using ObsGenie, developers did not like to use the on-call system, probably because of the user interface, as ObsGenie is not user friendly at all..”

Nikolai Dvoinishnikov

Devops engineer at a tech vendor with 51-200 employees

[Read full review](#) 

“Rootly's best features include the Slack integration, which makes it easy to create, manage, and coordinate incidents without switching between multiple tools. Automatic incident timelines, stakeholder notifications, and status updates reduce manual efforts and help maintain consistency during incidents. Postmortem template and action item tracking simplify root cause analysis documentation and ensure follow-up tasks are captured efficiently.

“Integration tools including Jira and ServiceNow help streamline the incident lifecycle. Rootly dashboard provides good visibility into active incidents, ownership, and incident metrics.

“Rootly has positively impacted my organization by saving time with manually adding timelines, as they are already built in when timelines are added in Slack through integration. I can simply pin it, which is most secure and saves time. It also improves the resolution rate by tracking all data and timelines efficiently. Around twenty-five percent of the resolution rate has improved in the last six months. Rootly has saved my team time per incident with a twenty-five percent improvement in the resolution rate..”

Chandana G

Specilist at a tech vendor with 10,001+ employees

[Read full review](#) 

“Rootly helps me handle those issues by using a predefined template to define roles inside the workflow and utilizing a basic flow, which is very short in its lifecycle.

“The most powerful feature of Rootly is its visibility; we can create a dashboard and integrate with Slack and Jira, for example, automating many steps in the follow-up process, which helps to centralize all communications around issues.

“The best features Rootly offers include communication capabilities, particularly the integration with Slack, which stands out for me because it allows for very clean and direct communication with all clients and even with the resolution area.

“The Slack integration helps my team by creating a specific resolution group and an automation channel inside Slack once an incident is opened in Rootly, ensuring that everyone knows when a new incident arises.

“It is not just a notification; we create a group where all the relevant people can help solve the issue quickly.

“The workflow capability of Rootly to create flows is another key feature for our operation, allowing us to establish specific rules for incidents in Jira or manage the metrics we need during the incident lifecycle, effectively automating many manual processes.

“Rootly has positively impacted my organization, and we have measured its impact by analyzing the number of incidents we handle over a period.

“With the strategic approach of putting everyone in a Slack group to resolve incidents, we have reduced the percentage of incidents created in a month by thirty percent during the first three months of using Rootly.

“Other positive outcomes include time savings and improvements in collaboration; the groups inside Slack enable people to communicate across different areas and work directly with client operations, creating synergy and a strong integration between teams..”

Luis Vasconcelos

System Architect at CI&T

[Read full review](#) 

Other Solutions Considered

“We previously used Jira, the Atlassian suite. We switched because if we wanted the phone feature, we would have had to upgrade the whole organization's license to a premium license and that became very costly..”

MatthewTaylor

Lead Dev Ops Engineer at a financial services firm with 51-200 employees

[Read full review](#) 

ROI

Real user quotes about their ROI:

“I am not certain about specific metrics, but we do not miss alerts anymore, so you could use that as a metric that it has effectively increased our reliability when handling incidents..”

MatthewTaylor

Lead Dev Ops Engineer at a financial services firm with 51-200 employees

[Read full review](#) 

Use Case

“My main use case for Rootly is on-call alerts. In my use case for on-call alerts, we plug into various applications using Rootly's out of the box plugins. If an alert triggers, Rootly is then responsible for alerting the engineer and it has all the paperwork as well that follows the incident..”

Matthew Taylor

Lead Dev Ops Engineer at a financial services firm with 51-200 employees

[Read full review](#) 

“Rootly is our central system for on-call and alert management. We route alerts from Alertmanager to Rootly, and after that, we route alerts from Rootly to different teams that are in charge of the services they maintain..”

Nikolai Dvoinishnikov

Devops engineer at a tech vendor with 51-200 employees

[Read full review](#) 

“My main use case for Rootly is configuring it to follow up on all incidents inside the company, especially because Farmatodo has an e-commerce platform and we definitely have a lot of technical issues, both internal and client-related.

“The main use case for Rootly was the visibility it provides, enabling us to create numerous dashboards with information related to the incident state, such as how many incidents we handled during a week or a month and the overall trends within the company.

“Everyone in the company has access to Rootly via a public URL, so all people are aware of the number of incidents by each area, which I believe is the main use case..”

Luis Vasconcelos

System Architect at CI&T

[Read full review](#) 

“I use Rootly every day to manage the end-to-end incident lifecycle. When a critical incident is reported, I create or join an incident on Rootly, assign the appropriate severity, and engage the required engineer to support the team through Slack. I use the platform to track incident updates, maintain an accurate timeline, assign responders, and send timely internal and stakeholder communications. Once the issue is resolved, we mitigate or resolve the incident.

“I use Rootly to schedule and document the postmortem, capture the root cause analysis, and action items if there are any.

“As a critical incident manager, I use Rootly to create incidents and assign the appropriate severity level. There was a recent issue with the Salesforce access application where multiple employees were unable to log in to the platform and perform their daily work. I used Rootly to create an incident and assign the appropriate severity automatically. The dedicated Slack incident channel was created automatically, which is beneficial as Rootly integrates with Slack.

“After creating the incident, I engaged the respective on-calls while tracking the investigation by maintaining a live incident timeline with updates from all the engineering teams, coordinating communication between technical teams and stakeholders, and sending timely internal and end-user communications at key milestones, including the incident acknowledgment, mitigation, and resolution or restoration times. I recorded key timestamps such as impact start, detected, mitigation, and resolution in Rootly.

“After Rootly incident was marked resolved, I scheduled a postmortem with the documentation already built into Rootly. The documentation is built in with all the details, which I filled such as root cause, mitigation, long-term fix, or permanent fix in Rootly postmortem template. Following the completion of the postmortem meeting, I went back to Rootly ticket to create action items, assign them to the owner, and assign due dates to ensure completion. Using Rootly helped keep all responders aligned in one place, reduce manual coordination, maintain a complete audit trail of the incident, and ensure the post-incident review and action items were completed efficiently..”

Chandana G

Specialist at a tech vendor with 10,001+ employees

[Read full review](#) 

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“Regarding my experience with pricing, setup cost, and licensing, we got a license for one year. Generally, it is great and the price is great, and that is the reason we chose Rootly. The only thing which is not comfortable is the change process for adding new users and licenses for them. It is not comfortable, so we decided to avoid it..”

Nikolai Dvoinishnikov

Devops engineer at a tech vendor with 51-200 employees

[Read full review](#) 

Customer Service and Support

“Rootly's customer support is great; every time we have had to use it, they have gotten in touch with us really quickly and connected us to the relevant teams to fix our problems or potentially suggest a feature for the future. I would rate Rootly's customer support a 10, as there are no issues whatsoever..”

MatthewTaylor

Lead Dev Ops Engineer at a financial services firm with 51-200 employees

[Read full review](#) 

Other Advice

“I would rate Rootly a nine on a scale of one to ten. I give it a nine because nothing is perfect and there are always improvements that can be added. We have not used Rootly's AI capabilities yet. My advice to others looking into using Rootly would be to get in contact with them and try to get a POC set up because it speaks for itself; it is a brilliant tool. I am providing an overall review rating of nine for Rootly..”

MatthewTaylor

Lead Dev Ops Engineer at a financial services firm with 51-200 employees

[Read full review](#) 

“I advise others looking into using Rootly to invest time in configuring your incident workflow, integration, and postmortem templates upfront. This will help your team to get more value from Rootly by reducing manual efforts and improving coordination during incidents.

“Rootly has been a valuable tool for managing critical incidents and problems management as well as postmortems. Its automation, Slack integration, and collaboration features have helped me streamline the incident response process. Continued enhancements to reporting, search capabilities, and AI-powered insights would make the platform even more effective. I would rate this solution an eight out of ten..”

Chandana G

Specilist at a tech vendor with 10,001+ employees

[Read full review](#) 

“Currently, I do not see any improvements needed for Rootly; I believe I have mentioned the most important features it provides for our company.

“I chose a rating of eight out of ten because applications always have room for improvement and can offer new features over time, and in my personal opinion, it is a realistic assessment.

“I did not have the opportunity to work with the AI capabilities inside Rootly, so I cannot comment on that aspect.

“Regarding the accuracy and reliability of Rootly's AI output, I provide the same response; I have never used the AI capabilities within Rootly.

“Rootly is deployed in my organization on a public cloud, specifically as a tenant in a public organization, allowing all technical team members access to their dashboards and performance, showing how many incidents occur over time.

“I am not sure which cloud provider we use because we purchased a tenant directly from Rootly.

“The communication capabilities of Rootly are its strongest point, and I believe this feature significantly improves our work by centralizing communication channels. I provided a rating of eight out of ten for this review..”

Luis Vasconcelos

System Architect at CI&T

[Read full review](#) 

Top Industries

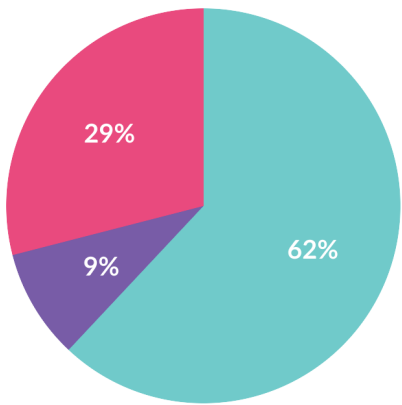
by visitors reading reviews



Company Size

by reviewers

by visitors reading reviews



 Large Enterprise  Midsize Enterprise  Small Business

About this buyer's guide

Thanks for downloading this PeerSpot report.

The summaries, overviews and recaps in this report are all based on real user feedback and reviews collected by PeerSpot's team. Every reviewer on PeerSpot has been authenticated with our triple authentication process. This is done to ensure that every review provided is an unbiased review from a real user.

Get a custom version of this report... Personalized for you!

Please note that this is a generic report based on reviews and opinions from the collective PeerSpot community. We offer a [customized report](#) of solutions recommended for you based on:

- Your industry
- Company size
- Which solutions you're already considering

The customized report will include recommendations for you based on what other people like you are using and researching.

Answer a few questions in our short wizard to get your customized report.

[Get your personalized report here](#)

About PeerSpot

PeerSpot is the leading review site for cloud, AI, and business software. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

Visit PeerSpot: www.peerspot.com

PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944