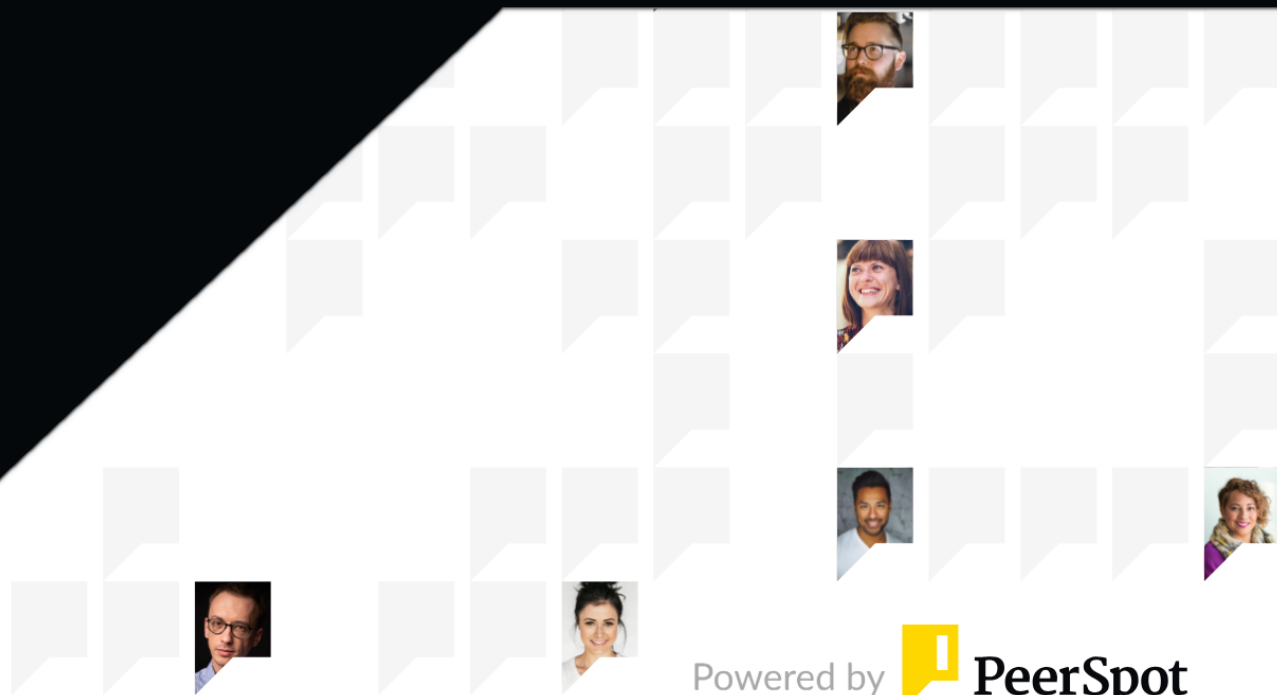




SolarWinds Incident Response

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



SolarWinds Incident Response

SolarWinds Incident Response Recap

Squadcast enhances incident management by providing centralized notifications and alert escalation. Its integration capabilities and user-friendly design improve response times, impacting MTTR and MTTA positively. Organizations use Squadcast to streamline incident responses and maintain system thresholds efficiently.

Squadcast is an effective platform for incident management, offering features like multiple notifications via phone, email, and SMS for quick alert responses. Escalation policies and maintenance window suppression help reduce alert noise. Its integration capabilities with Prometheus and AWS improve service management, ensuring alerts are timely acknowledged and routed to the appropriate teams. Users find Squadcast's interface support for incident management and reporting beneficial. Suggestions for improvement include simplifying the interface, enhancing alert handling, and clarifying documentation.

What are the standout features of Squadcast?

- **Notifications:** Receive alerts via phone, email, and SMS for fast response.
- **Escalation Policies:** Customize how alerts escalate for efficient handling.
- **Integration:** Seamless integration with Prometheus, AWS, and other tools.
- **Routing:** Direct alerts to relevant teams with tagging for focused responses.
- **Maintenance Window:** Suppress alerts during maintenance to reduce noise.

What benefits should users consider in reviews?

- **Improved Response Times:** Faster alert acknowledgment impacts MTTR positively.
- **Team Efficiency:** Enhances incident routing and management.
- **Service Management:** Integrations with monitoring tools streamline operations.
- **Alert Reduction:** Maintenance suppression lowers alert noise.

In the tech sector, organizations rely on Squadcast for monitoring and threshold breaches. Integrating with Prometheus and Alertmanager, it serves as a central alert system. Notifications trigger via various channels to ensure rapid incident response. This setup helps tech teams maintain performance metrics effectively.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“When we receive alerts in a timely manner, we can proactively monitor our systems without downtime, maintaining system health with proper alerts, and within the time frame, we can take the necessary action to resolve those alerts, helping to delay major incidents and achieving uptime above 99.9% and 99.2%.”



HemantKumar7

Senior Site Reliability Engineer at a tech vendor with 501-1,000 employees



“A significant return on investment has been seen because incidents can be tracked timely and actions can be taken that minimize downtime.”



Deep Chandra

Senior DevOps Engineer at a computer software company with 501-1,000 employees



“Squadcast has impacted our organization positively by reducing more time and by making sure our solution runs faster.”



Benjamin Ongutoye

DevOps Engineer at ZuriChat

- ✓ “Squadcast has positively impacted the organization with its notification feature that allows receiving a call in case an alert is missed from the UI, enabling timely action, which helps in resolving issues within the minimum time frame and prevents more production issues.”



Arun-Sharma

SRE Manager at a media company with 1-10 employees

- ✓ “Squadcast helped us build a better product by improving both response time and reliability.”



Michael Gabriel

Works at a consultancy with 11-50 employees

- ✓ “Squadcast has positively impacted our organization because we are timely getting alerts, and based on those alerts, we can take the required actions, so if there is any burning security alert, we can timely act to avoid production downtime, which results in a return on investment, and there are many transactional costs involved in it, so by reducing the downtime of the system, we are able to save revenue loss from the client side.”



Apurv Vaish

Software Development Engineer 1 at a tech vendor with 501-1,000 employees



“Squadcast notifications have helped me resolve issues faster because they notify me as soon as an issue happens, and then I go and fix it before it gets escalated to further sections.”



Komakech Ivan

Founder & Director at Appnomu Business Services

What users had to say about valuable features:

“The best features Squadcast offers are the great UI and the metrics I get for alerts, particularly MTTR. What I appreciate most about the UI and alert metrics is how intuitive it is. For first-time users, it is also beneficial as people are able to understand and use it easily.

Squadcast has positively impacted my organization by helping with incident management and enabling alerts to be responded to more quickly. Management has improved overall, and the people on call are now more responsive since using Squadcast..”

Validated user

Devops Engineer at a tech vendor with 51-200 employees

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“My best feature of Squadcast is the real-time response notifications that get sent to me whenever there is an issue. For example, if I get reassigned to resolve an issue, I receive notifications in real time, and this has helped me to stay productive and save more time.

Squadcast notifications have helped me resolve issues faster because they notify me as soon as an issue happens, and then I go and fix it before it gets escalated to further sections.

Squadcast has positively impacted my organization by helping us to resolve more issues and solve more bugs in our code and infrastructure by analyzing what goes wrong in real time, then providing us with a stable solution for our clients.

Since using Squadcast, we have seen little or no downtime of our infrastructure. It is always up and running because anytime an incident happens, that is when we get notification and resolve it. Downtime has been reduced by approximately 15%..”

Komakech Ivan

Founder & Director at Appnomu Business Services

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“The best features Squadcast offers include reports and filtration, as well as the user summary which we get at the end of the week, daily, and monthly report. That is the best thing I can see in Squadcast.

“The reports and filtration features help me analyze how many alerts were triggered, how much the SLA was hit, and how much actual time my team and I took to resolve that particular issue.

“The notes and the takings section in Squadcast is really nice; we can tag the users there and notify them. Another feature is about adding predefined notes so that the assigned user can review them and take necessary actions if the service owner is not available.

“Squadcast has positively impacted my organization by significantly limiting production incidents compared to before; after using Squadcast, we are much more aware of particular incidents happening with the production server. I do not have the exact numbers with me, but Squadcast has helped us reduce production incidents by around 25 to 30%..”

Validated user

[Read full review](#) 

Senior Software Engineer at a tech vendor with 501-1,000 employees

“The best features Squadcast offers for me would be the API integration. I am able to create my own solution and my own incidents using the API of Squadcast. I am able to integrate it into my existing tool so that Squadcast can run the backend.

“Another feature would be the professional user interface. I am easily able to navigate what features I am looking for, the reports, and the alerts from one dashboard. For me, that is a win.

“The third would be about pricing. The pricing of the solution is very affordable, at \$29 per month. That is a good option for me, which has more features like alerting through SMS, through voice, and notification workflow worldwide.

“The integration with our tool to get alerts is straightforward, with no headache and no complexity.

“Squadcast has impacted our organization positively by reducing more time and by making sure our solution runs faster. The ability to have incident watchers that can watch incidents that happen in real-time and then give us an alert has also helped us to always resolve issues as soon as they happen. That has helped us to create a stable solution for our enterprise clients..”

Benjamin Ongutoye

DevOps Engineer at ZuriChat

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“The best features that Squadcast offers for our team include email, SMS, and over the phone notifications, and apart from it, we can maintain escalation policies based on different microservices teams, and we can also add route rules; for instance, if a service alert is related to Team A, we can directly route the alert to Team A, which helps in managing alerts in Squadcast. We can make the service on maintenance mode if we have any planned activities, and we can deduplicate alerts to suppress the noise by adding deduplication rules, while also being able to track activities related to alerts and adding primary analysis over Squadcast note of the particular incident.

“Our team uses deduplication and routing features effectively, as deduplication is essential because during a shift if four thousand to five thousand alerts are triggering, it is a lot of noise, so to reduce that noise, we have created a deduplication rule by adding a rule in Golang, and apart from it, we have suppression rules, resulting in a lot of noise being reduced after deduplication, allowing the team to handle critical alerts by removing such noise.

“Squadcast has positively impacted our organization because we are timely getting alerts, and based on those alerts, we can take the required actions, so if there is any burning security alert, we can timely act to avoid production downtime, which results in a return on investment, and there are many transactional costs involved in it, so by reducing the downtime of the system, we are able to save revenue loss from the client side.

“As for specific metrics, we commit to a 99.99 SLA, and by receiving timely alerts, we have saved multiple productions, leading to significant revenue savings..”

Apurv Vaish

Software Development Engineer 1 at a tech vendor with 501-1,000 employees

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“Squadcast offers multiple features, including the ability to create escalation policies. When working with twenty or more teams, twenty escalation policies can be created and alerts can be routed to a particular microservice team based on the escalation policy. The shift roster of the SRE team can be managed because they work in different shifts, and their roster can be managed inside Squadcast. Alerts can be deduplicated inside Squadcast, which suppresses a lot of noise.

Deduplication is one of the multiple features inside Squadcast that helps reduce noise from false alerts. Additionally, routing and deduplication rules are available, as well as suppression rules. For example, if planned maintenance is occurring, alerts can be suppressed during that time window. Rosters can be managed, escalation policies can be created, notes can be added inside Squadcast incidents, and the tool can be integrated with numerous tools using webhook API integration.

All of the features are relied upon, but the roster is mandatory, and escalation policies are important. Squadcast's routing feature is relied upon primarily. Labels inside the alerts allow alerts to be routed to the respective microservices team based on those labels, which is something the team relies on.

Squadcast has positively impacted the organization by allowing timely receipt of alerts. Based on those alerts, notifications are received via email, SMS, and phone calls, so the SRE team responds according to the severity of the alerts. Numerous labels exist inside the incident, which allows timely actions to be taken based on the label, whether critical or warning, helping minimize downtime by responding promptly to particular incidents.

By taking timely actions on alerts, MTTR and MTTA have been improved, which minimizes downtime and allows for effective incident response..”

Deep Chandra

Senior DevOps Engineer at a computer software company with 501-1,000 employees

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Other Solutions Considered

We did not evaluate other options before choosing Squadcast; we primarily considered cost and found Squadcast to be much more affordable than PagerDuty.

Apurv Vaish

Software Development Engineer 1 at a tech vendor with 501-1,000 employees

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“Other options have not been evaluated; the search for an incident management tool led to Squadcast. Numerous tools are available, but based on price perspective and use cases, Squadcast fit the organization well, which is why it was chosen..”

Deep Chandra

Senior DevOps Engineer at a computer software company with 501-1,000 employees

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“Before choosing Squadcast, I evaluated multiple incident management tools, and after looking at other options, we switched to Squadcast because it is within budget and contains multiple features..”

Manish-Kumar

Site Reliability Engineer at a tech vendor with 501-1,000 employees

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“Before choosing Squadcast, different tools were evaluated, but compared to others, Squadcast was found to be quite reasonable with a multitude of features, which is why it was chosen..”

Arun-Sharma

SRE Manager at a media company with 1-10 employees

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“I cannot say for sure if we purchased Squadcast through the AWS Marketplace because it was our manager that handled that part. Our part is more like integration and monitoring using it..”

Michael Gabriel

Works at a consultancy with 11-50 employees

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“I previously used PagerDuty before switching to Squadcast because it offers various features such as alert suppression based on payload uniqueness and the ability to set multiple escalation policies and create tags to route alerts to the correct microservices. Cost comparison showed that Squadcast is not as expensive as PagerDuty.

I evaluated other alternatives to PagerDuty, though I cannot recall the names of the other options we reviewed..”

HemantKumar7

Senior Site Reliability Engineer at a tech vendor with 501-1,000 employees

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ROI

Real user quotes about their ROI:

“Using Squadcast, we have reduced the number of employees needed to oversee production incidents, which has saved us money and especially time, and it has helped us maintain the confidence our customers have in us..”

Validated user

[Read full review](#) 

Senior Software Engineer at a tech vendor with 501-1,000 employees

“I have seen a good return on investment. If you can resolve issues in your environment without any production incidents, it directly impacts revenue. By taking timely actions, you can address issues without revenue loss, which is definitely a return on investment..”

HemantKumar7

[Read full review](#) 

Senior Site Reliability Engineer at a tech vendor with 501-1,000 employees

We have seen a lot of ROI from Squadcast, as timely actions on alerts lead to revenue savings, especially if your environment is going down without alerts; with timely notifications, you can fix issues and mitigate the impact on your production environment, which also helps in managing transactional costs and reducing the number of employees needed to tackle alerts promptly.

Apurv Vaish

Software Development Engineer 1 at a tech vendor with 501-1,000 employees

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“I have seen a return on investment with Squadcast because if any alert triggers and is taken seriously, we have severity levels based on criticality and warning, allowing us to acknowledge alerts and take timely action, directly helping to reduce production incidents impacting revenue..”

Manish-Kumar

Site Reliability Engineer at a tech vendor with 501-1,000 employees

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“We have been able to save time around 28%.

“We have seen a return on investment by 32% and fewer employees are needed because the tool has a lot of AI automation..”

Benjamin Ongutoye

DevOps Engineer at ZuriChat

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“A significant return on investment has been seen because incidents can be tracked timely and actions can be taken that minimize downtime. On the customer side, there are financial transactions involved, and continuous downtime could result in a loss of revenue for both the client and the organization. If many transaction-related costs are encountered and a lot of downtime occurs in the production environment, it leads to definite revenue loss. Using Squadcast allows incidents to be tracked and timely actions to be taken, which minimizes downtime and leads to substantial cost savings related to revenue..”

Deep Chandra

Senior DevOps Engineer at a computer software company with 501-1,000 employees

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Use Case

“My main use case for Squadcast is alert management and incident response. I use Squadcast to get all my alerts in one place, and then I use it to send notifications to my channel. I also have on-call engineers in place so that when a particular alert is triggered, they are notified and can check what the issue is..”

Validated user

Devops Engineer at a tech vendor with 51-200 employees

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“I primarily use Squadcast for monitoring purposes, and alerts are received inside the incident management tool where rosters are created based on rotation schedules. Based on the rotation and escalation policies, alerts are redirected to different microservices according to the escalation policy. Additionally, the SRE roster is managed within Squadcast, which contains multiple shifts, so the roster is created according to shift timings..”

Deep Chandra

Senior DevOps Engineer at a computer software company with 501-1,000 employees

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“My main use case for Squadcast is ensuring that I have what we call a tracing of issues in my code, and that is basically what I use it for majorly. For example, in incident responses, I can detect what the issue in my code is and then get more visibility into the incident and provide a solution to solve it.

I am able to integrate Squadcast into our back-end code, and anytime we have a crash, Squadcast is able to create a report and give it to me in real time so that I can fix it before it goes further.

Another way I use Squadcast is in mobile incident management in our mobile application where we can use Squadcast on Android and iOS to detect issues, collaborate, and take responses on action quickly and efficiently..”

Komakech Ivan

Founder & Director at Appnomu Business Services

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“My main use case for Squadcast is to handle incident production incidents that we are facing in the applications, and to assign it to the users who are the relevant use case for that particular incident. We assign that alert to that user, monitor how the alert is acknowledged, when it was acknowledged, and the resolution part as well.

“For instance, in recent days, we got an alert from Squadcast that the CPU of one of our applications is experiencing a sudden spike, and the application was restarted. It was a production server, so we quickly analyzed what went wrong, and due to the incident, we were able to reduce the downtime of our application and solve it on time.

“Squadcast helps us manage all our applications, monitor how each of our applications are working in production, and how we are triggering the alerts on time so that we can mitigate the risk. This is the major use case we use Squadcast for..”

Validated user

[Read full review](#) 

Senior Software Engineer at a tech vendor with 501-1,000 employees

“My main use case for Squadcast is in two different ways. I use it for on-call management, whereby I'm able to schedule calls and do the escalations, as well as live call routing to agents. That is the first use case that I use Squadcast for.

“Secondly, I use the enterprise incident management that gives us a preview of how our platform is, the incident that happens, and exactly how we are able to use the Terraforms and the API to see exactly anything that goes wrong in real-time.

“For example, I use Squadcast to integrate with our API. Anytime the APIs are not running, Squadcast is able to provide an incident alert that the API is not running. We solve the issue before a customer can.

“Another way I use Squadcast would be the reliability AI. We use the solution to have our AI run faster and resolve incidents faster without the human input..”

Benjamin Ongutoye

DevOps Engineer at ZuriChat

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“Our main use case for Squadcast is for alerting purposes, where we have set up alerting in our prod and non-prod environment, and we are getting alerts for infra and application-level alerts into Squadcast management tool, and we manage SRE shift rotations in Squadcast.

“A quick specific example of how Squadcast helps with alerting or SRE shift rotations in our environment is that we have a rotation every month, so we have set up a roster inside Squadcast, and based on the roster, the person who is in the shift gets the alert notification with the help of Squadcast's roster.

“Our main unique use case is receiving sets of alerting and alert notifications based on the incident trigger to Squadcast. Apart from this, we have set up multiple use cases inside Squadcast, such as setting up services based on our environment, and we have integrated Squadcast with the help of webhook API with other tools like Prometheus and Grafana. We have set up deduplication rules and suppression rules, so if there's a maintenance of any tool and we know that we are getting alerts during that time frame, we have suppressed the alerts during that window with the help of Squadcast incident management tool..”

Apurv Vaish

Software Development Engineer 1 at a tech vendor with 501-1,000 employees

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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.

“My experience with pricing, setup cost, and licensing is that it is very budget-friendly with annual licensing, and there is not much setup cost involved..”

Manish-Kumar

[Read full review](#) 

Site Reliability Engineer at a tech vendor with 501-1,000 employees

“It was not difficult for our team to onboard and start using Squadcast; I think it is mainly because the people involved are engineers who are used to that. So it was easy.

The learning curve for Squadcast for new team members is easy; I remember in my own case when I started using it, having not used it before, I did not find it difficult to use or even do the integration, so it was straightforward..”

Michael Gabriel

[Read full review](#) 

Works at a consultancy with 11-50 employees

Customer Service and Support

“The customer support is excellent. You can directly raise a customer ticket and have a call with the customer team to resolve queries in a minimal time span..”

HemantKumar7

Senior Site Reliability Engineer at a tech vendor with 501-1,000 employees

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“It was fine; but in our case, I do not think we have a lot of communication with customer support because it was not necessary. Most of the time, the integrations and everything was going well, so we did not have a reason to escalate any complaints. But for customer support, I would say it was good, although I do not have a lot of interaction with them personally..”

Michael Gabriel

Works at a consultancy with 11-50 employees

[Read full review](#) 

Other Advice

“My advice for others looking into using Squadcast is that if someone needs an affordable incident management tool, they should definitely consider Squadcast for its low pricing and multiple features. I would rate this review a nine out of ten..”

Apurv Vaish

Software Development Engineer 1 at a tech vendor with 501-1,000 employees

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“I advise others looking into using Squadcast that it is a great tool and we can totally rely on Squadcast to trigger the alert on time. I would rate Squadcast a nine on a scale of one to ten. I choose nine because it is helping us manage production incidents proactively, which has helped the organization mitigate issues earlier so our clients are not hampered anymore, and I give it a nine, not a ten, because of the improvements I mentioned earlier..”

Validated user

Senior Software Engineer at a tech vendor with 501-1,000 employees

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“My advice for others looking into using Squadcast is that if you are looking for a scalable incident management tool, you should definitely go for Squadcast because it offers numerous features including escalation policies, routing, tagging, and note addition inside incident management, and also includes a maintenance mode with a variety of features. I would rate this product nine out of ten..”

Manish-Kumar

Site Reliability Engineer at a tech vendor with 501-1,000 employees

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“Squadcast AI governance and security are very positive. It has never done any negative effect on our operations.

Squadcast AI capabilities provide accurate and reliable output, as it is more reliable. It provides accurate responses as fast as you hit a prompt.

Squadcast is more affordable and has good pricing, so it is a good tool to go for if you want to manage instant responses in real time. I would recommend it.

We are customers using Squadcast solution. I gave this review a rating of 10..”

Komakech Ivan

Founder & Director at Appnomu Business Services

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“I would rate Squadcast eight out of ten.

I chose that rating because if Squadcast addresses the points I have mentioned, including eliminating manual intervention for resolving alerts and enabling

deduplication across services, I would rate it ten out of ten.

My advice for others looking into using Squadcast is that they should definitely consider it. You will find multiple features within budget, and it improves your system health by timely monitoring and receiving alerts. Receiving alerts leads to improvements in MTTR and MTTA, allowing you to resolve issues with minimal service impact..”

HemantKumar7

Senior Site Reliability Engineer at a tech vendor with 501-1,000 employees

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“I would give Squadcast a rating of ten out of ten.

“I choose ten out of ten because it is more scalable.

“Squadcast's AI capabilities are secure and the governance is positive.

“Regarding Squadcast's AI capabilities, it is more reliable and easy.

“If anyone is looking to solve incidents as soon as possible and to get alerts, then Squadcast is the right tool and I would recommend it..”

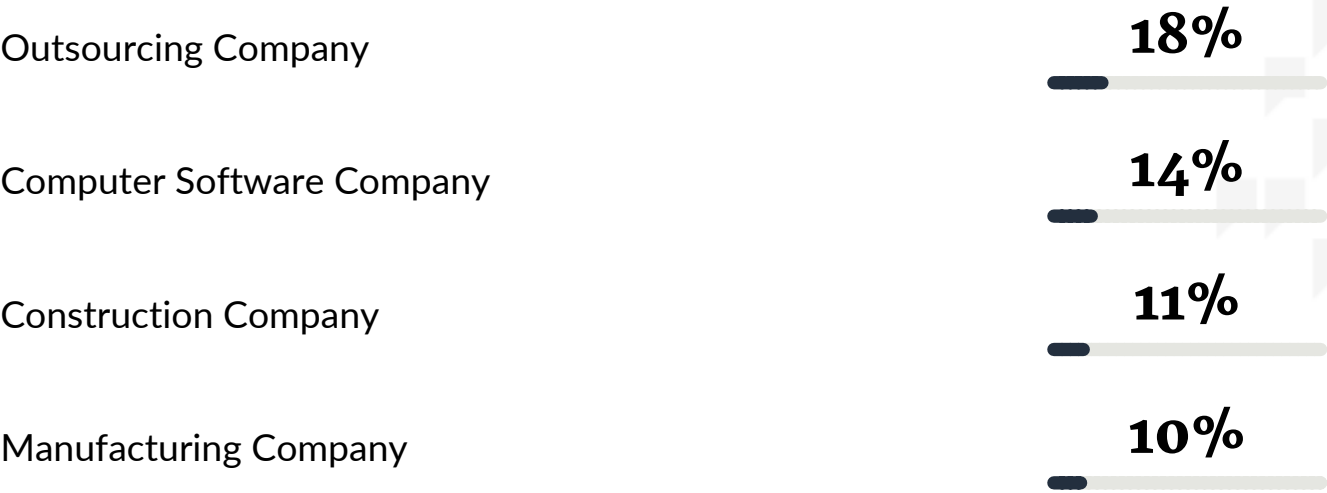
Benjamin Ongutoye

DevOps Engineer at ZuriChat

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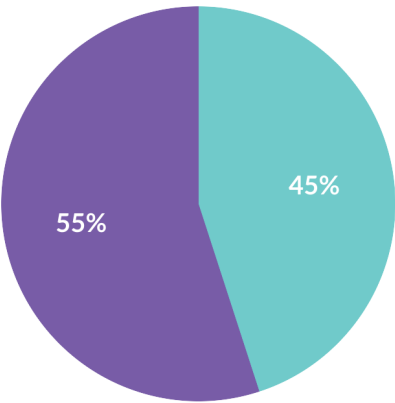
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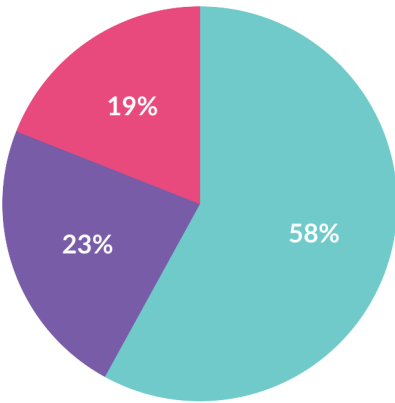


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

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