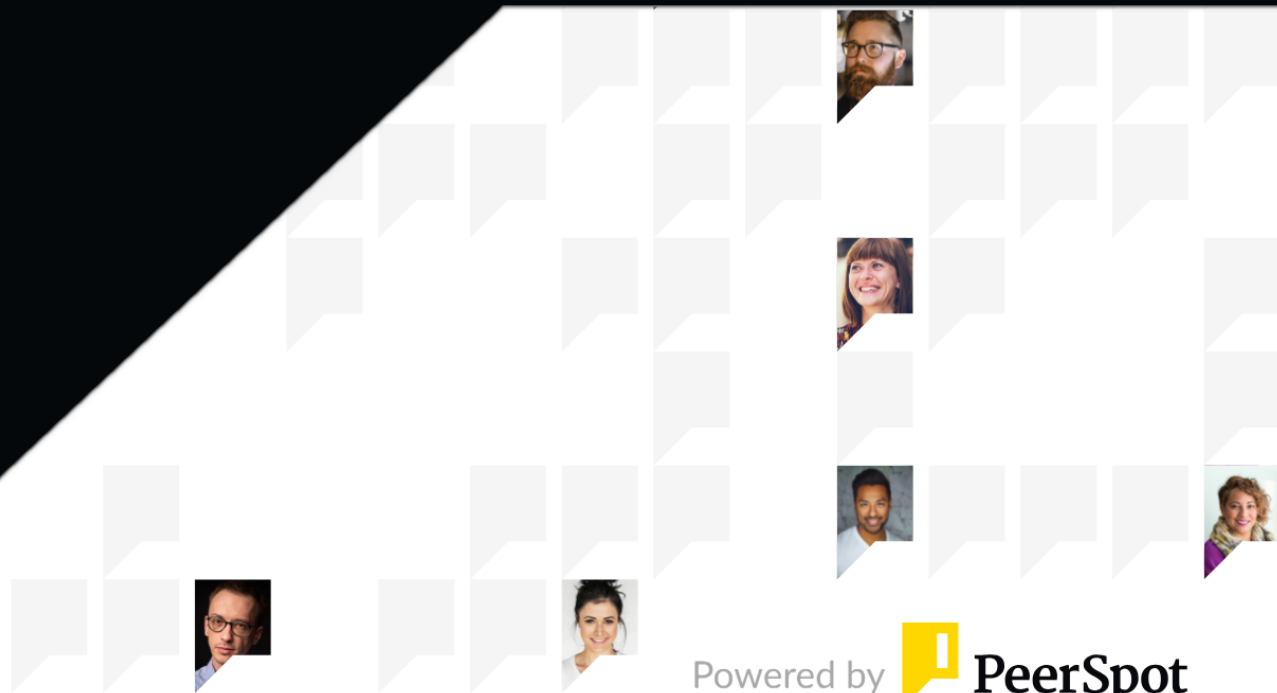


aws marketplace

FireHydrant

Reviews, tips, and advice from real users



Powered by  PeerSpot

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Product Recap



FireHydrant

FireHydrant Recap

FireHydrant is a comprehensive incident management and response tool that also assists with disaster recovery and business continuity planning. It allows teams to efficiently handle incidents, track progress, and communicate effectively during critical situations. With seamless integration with other tools and platforms, FireHydrant enhances collaboration and ensures smooth incident response workflows. Users appreciate its intuitive interface, extensive documentation, reliable integrations, and efficient team collaboration capabilities, simplifying and streamlining the incident management process.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Automated workflows save our team time by handling repetitive tasks, sending notifications, and assigning responsibility automatically.”



Nicholas Mwirabua

Software Quality Assurance Analyst at KCB Bank Group



“I believe one of the biggest impacts FireHydrant had on my organization was identifying ownership across services and products and then being able to track execution.”



Travis Edgar

Manager, Platform Engineering at ECi Software Solutions



“FireHydrant had a great impact on my organization, given we were using it consistently across all the incidents that we had.”



Mohamed Haidara

Senior DevOps - AI Platform Engineer at a outsourcing company with 51-200 employees

What users had to say about valuable features:

I think the best features FireHydrant offers are the fact that the tool itself is completely moldable in a way where I could modify the transposers to allow me to integrate anything and everything with it.

The fact that the transposers existed was really what stood out to me in that they allowed me to integrate different systems. Instead of being shoehorned into a list of specific platforms, I could add anything I wanted. They're simple JavaScript. Take an input, massage its output, trigger the automations. .”

Travis Edgar

Manager, Platform Engineering at ECI Software Solutions

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“I believe one of the best features FireHydrant offers is the Slack integration, which was really helpful, and on top of that, it was able to create Zoom bridges and a few other things that I do not recall anymore.

“The Slack integration in particular improved our team's workflow during incidents, as Slack was our main communication tool. From Slack directly, we were able to tag some specific messages inside the incident Slack channel, and FireHydrant was able to gather the relevant Slack messages inside the incident. We were able to generate nice reports based on the conversation happening in Slack..”

Mohamed Haidara

Senior DevOps - AI Platform Engineer at a outsourcing company with 51-200 employees

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“The best features FireHydrant offers are incident management, automated workflows, real-time team coordination, incident timelines, and post-incident reviews.

“Automated workflows save our team time by handling repetitive tasks, sending notifications, and assigning responsibility automatically. They have reduced human error, improved response times, and let engineers focus on resolving incidents instead of manual coordination.

“It also provides clear incident tracking and useful post-incident reviews..”

Nicholas Mwirabua

Software Quality Assurance Analyst at KCB Bank Group

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Other Solutions Considered

“Before FireHydrant, we primarily used PagerDuty and Slack for incident alerts and team coordination. We switched to FireHydrant for its centralized incident management, automated workflows, and improved post-incident reviews, which helped streamline our response processes more efficiently..”

Nicholas Mwirabua

Software Quality Assurance Analyst at KCB Bank Group

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ROI

Real user quotes about their ROI:

“We've seen a clear return on investment through faster incident response and reduced manual coordination. We've been able to save around 10 to 30 minutes per incident through automation and streamlined communication, improving our engineering productivity overall..”

Nicholas Mwirabua

Software Quality Assurance Analyst at KCB Bank Group

[Read full review](#) 

Use Case

My main use case for FireHydrant is automating incident response.

I used FireHydrant to automate incident response by leveraging its integration capabilities, as well as its customization capabilities to allow me to plug in my existing observability and telemetry tooling, and then configure the platform to respond based off of the incoming telemetry. That telemetry was then used to route between various teams and products inside of the enterprise to better response and to ideally remediate automatically if possible. .”

Travis Edgar

Manager, Platform Engineering at ECI Software Solutions

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“My main use case for FireHydrant is incident response, alerting, and coordinating teams during incidents, which helps us resolve issues faster, track incidents, and improve post-incident reviews.

“FireHydrant helps me coordinate teams during incidents by centralizing incident updates, assigning roles, and keeping engineering and operational teams aligned. For example, when we experienced a production outage, we used it to coordinate responders, track progress, and share updates, reducing confusion and helping us resolve or restore services much faster..”

Nicholas Mwirabua

Software Quality Assurance Analyst at KCB Bank Group

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“My main use case for FireHydrant was incident management, where it was plugged into our monitoring tool, DataDog. From that, we were able to trigger alerts that go into Slack channels, and from Slack channels, we can trigger and create incidents in FireHydrant. FireHydrant later helps us manage the whole incident lifecycle, including mitigation, the process, and it will also create the Zoom bridge and all of that.

“FireHydrant helped me manage the incident lifecycle by providing multiple statuses for the incidents. If I recall correctly, there are incident created, mitigated, resolved, and other statuses. During the incident resolution process, we are basically reporting back our process into FireHydrant, which records that. Later, we use all this data to generate the post-incident review document, so this was one way we used FireHydrant.

“We were also using FireHydrant Terraform provider to create all the necessary resources inside FireHydrant itself, which was something really valuable for us. Given that I am a senior DevOps engineer, I was managing the platform for multiple teams by mainly providing some Terraform modules that the team could use to create their services inside FireHydrant and to manage the whole incident lifecycle..”

Mohamed Haidara

Senior DevOps - AI Platform Engineer at a outsourcing company with 51-200 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.

“It was relatively easy to deploy FireHydrant in my environment because the initial setup and integration required some configuration, but the process was straightforward.

“The configuration process was straightforward overall. Setting up incidents, workflows, alert notifications, and team roles required some initial adjustment, but the platform was flexible.

“FireHydrant integrates well with other AWS services I use, especially connected to monitoring and alerting tools, where it helps us coordinate incident response and keep teams more informed..”

Nicholas Mwirabua

Software Quality Assurance Analyst at KCB Bank Group

[Read full review](#) 

Customer Service and Support

“For the few times that I've reached out to customer support, they've been very helpful and responsive overall, providing useful guidance when we needed our issues solved. They've been very proactive and helpful overall.

“I would rate the customer support an eight out of ten..”

Nicholas Mwirabua

Software Quality Assurance Analyst at KCB Bank Group

[Read full review](#) 

Other Advice

“I rate FireHydrant four out of five.

“I chose four out of five because of its effective incident management, automated workflows, and team coordination, although it could improve further with more advanced analytics, integrations, and dashboard customization.

“The AI outputs are generally useful for summarizing incidents and identifying patterns, but they should be reviewed by engineers for more accuracy.

“My advice for others looking into using FireHydrant, based on my positive experience, is to evaluate its integration, pricing, and workflow customization options before committing, and to start with a few key workflows to measure response times and expand your team as you become more comfortable with the platform..”

Nicholas Mwirabua

Software Quality Assurance Analyst at KCB Bank Group

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FireHydrant is deployed in my organization as a hosted solution by the vendor.

I can't recall which cloud provider FireHydrant used for hosting.

“I would advise others looking into using FireHydrant to really think through the cultural impact a tool like that can have on the teams. Some teams can be very possessive and resistant to change as they might be a little more legacy in design. Other teams can be quite adoptive of it because it helps them protect the customer experience.

“FireHydrant's AI capabilities in terms of governance and security are fine. However, FireHydrant's AI capabilities need to be treated with scrutiny regarding

accuracy and reliability of output, and for the provider to be able to instill absolute trust in the user base is very difficult. I would think that allowing the platform to grow with human in the loop feedback with the goal of reducing that feedback over time because it got it right is the right approach.

“I give FireHydrant an eight out of ten because it was recently acquired, and when a product is acquired, it brings in some potential concerns. I haven't seen how the acquisition has affected the product as I'm no longer with the company. .”

Travis Edgar

Manager, Platform Engineering at ECI Software Solutions

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“My advice to others looking into using FireHydrant is to properly define your services inside FireHydrant, ensuring that everyone follows the same processes and workflows to avoid inconsistencies between teams and services.

“I did not use FireHydrant AI capabilities, so I have nothing to add regarding its governance and security.

“I have not used the AI capabilities, so I have nothing to add regarding its accuracy and reliability of output.

“FireHydrant was deployed in our organization in a public cloud environment.

“We were using [AWS](#), specifically the SaaS version of FireHydrant.

“We did not purchase this via the [AWS Marketplace](#).

“I would rate FireHydrant around eight on a scale of one to ten because I think it is a great tool that does its job really well..”

Mohamed Haidara

Senior DevOps - AI Platform Engineer at a outsourcing company with 51-200 employees

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Top Industries

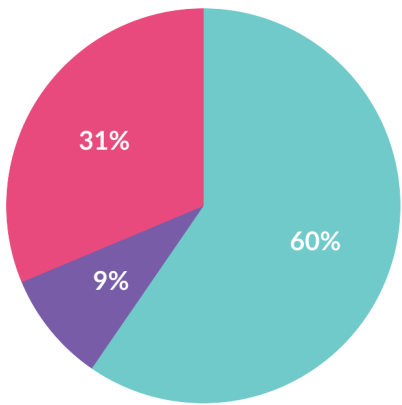
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Company Size

by reviewers

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 Large Enterprise  Midsize Enterprise  Small Business

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