

aws marketplace

Rootly

# Reviews, tips, and advice from real users



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# Contents

- Product Recap..... 3 - 4
- Valuable Features..... 5 - 8
- Other Solutions Considered..... 9
- ROI..... 10
- Use Case..... 11 - 12
- Setup..... 13
- Customer Service and Support..... 14
- Other Advice..... 15 - 16
- Trends..... 17 - 18
- About PeerSpot..... 19 - 20

# 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:

- ✓ “Rootly is very valuable, especially because it's very cost-effective, very easy to use, and it has a very proactive and supportive customer support team.”



**HarryJude**

Manager at teshama

- ✓ “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 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 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

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“Slack-based workflow in Rootly helps my team during incidents by simplifying incident management and workflows, easing writing post-mortems, supporting planned maintenance, and offering valuable team support for migration and training. It's streamlining our incident management process overall, and having everything automated and flexible is extremely valuable through automations.

“The best features Rootly offers are all-in-one incident management and an intuitive user-friendly GUI.

“I find the user interface highly intuitive because it's very easy to customize and navigate, even for new users, hence making the learning curve very comfortable and smooth.

“Rootly is very valuable, especially because it's very cost-effective. It's also very easy to use, and it has a very proactive and supportive customer support team.

“I have seen a return on investment as Rootly has made interactions smoother and more efficient. The speed of Rootly makes my work more productive..”

**HarryJude**

Manager at teshama

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“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

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# Other Solutions Considered

“I previously used incident.io and also PagerDuty.

“I switched from incident.io and PagerDuty to Rootly because of its pocket-friendly price. It's also very easy to learn and use, especially because of the online content. Additionally, support was one of the major issues I encountered, and the support of Rootly is very proactive and responsive, so it's able to handle a lot of issues instantly..”

**HarryJude**

Manager at teshama

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# ROI

Real user quotes about their ROI:

“I have seen a return on investment as Rootly has made interactions smoother and more efficient. The speed of Rootly makes my work more productive. Rootly has helped us standardize our incident management practices within Slack, which is our primary means of communication..”

**HarryJude**

Manager at teshama

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# Use Case

“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

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“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

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“My main use case for Rootly is incident management, and I really appreciate how it enables a seamless Slack-based incident management process through its custom workflows and actions.

“Rootly is an all-in-one incident management product that not only helps with scheduling but also running planned maintenance windows, which I find very valuable.

“Rootly has helped us standardize our incident management practices within Slack, which is our primary means of communication. It reduces context switching and lets operation engineers stay focused on actual issues rather than bouncing between multiple tabs trying to find the right one..”

**HarryJude**

Manager at teshama

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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.

“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

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“It was very easy to deploy Rootly in my environment.

“My experience with the configuration process for Rootly was straightforward, but the initial setup was a bit time-consuming. However, thanks to Rootly team's significant assistance, it was made easy..”

**HarryJude**

Manager at teshama

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# Customer Service and Support

“Rootly team has been very proactive and extremely helpful regarding a specific bug or feature issue I've experienced. They're also quick to respond and offer a solution to us to resolve issues instantly. The learning curve and the initial setup might be time-consuming, but it is worth it.

“Customer support for Rootly is very quick to respond to any of our queries and they offer instant solutions, so they are very helpful..”

**HarryJude**

Manager at teshama

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## Other Advice

“My advice for others looking into using Rootly is that it's a good tool because I use it for logging issues, which creates a separate space and a Slack channel for interacting with multiple stakeholders and team members across teams. Rootly has helped us standardize our incident management practice within Slack, which is a great means of communication. It also helps us to stay very focused, and it's easy to use and enables quick, reliable escalation when we need them.

“Rootly is a good tool because I use it for logging issues, which creates a separate space and a Slack channel for interacting with multiple stakeholders and team members across teams. Rootly helps us to stay very focused, and it enables quick, reliable escalation when we need them.

“I have additional thoughts about Rootly; I appreciate that everything is stored in one place and integrates easily with all our existing tools. The workflow feature enables the automation of many tasks, eliminating manual steps, helping ensure consistency of our processes, and allowing us to quickly respond to changes.

“I would rate this review an 8 out of 10..”

**HarryJude**

Manager at teshama

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“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

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by visitors reading reviews

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30%

Comms Service Provider

7%

Transportation Company

7%

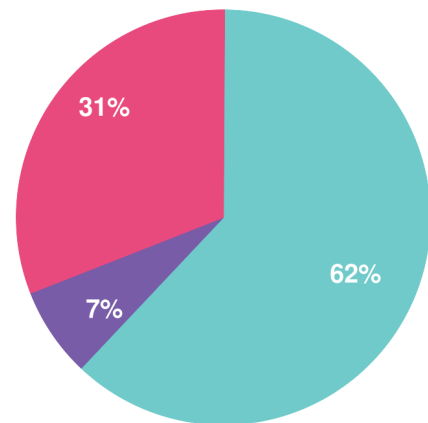
Wholesaler/Distributor

6%

# Company Size

by reviewers

by visitors reading reviews



Large Enterprise

Midsize Enterprise

Small Business

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## PeerSpot

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

[reports@peerspot.com](mailto:reports@peerspot.com)

+1 646.328.1944