

aws marketplace

Squadcast

Reviews, tips, and  
advice from real users



Powered by  PeerSpot



# Contents

- Product Recap..... 3 - 4
- Valuable Features..... 5 - 12
- Other Solutions Considered..... 13 - 14
- ROI..... 15 - 16
- Use Case..... 17 - 21
- Setup..... 22
- Customer Service and Support..... 23
- Other Advice..... 24 - 26
- About PeerSpot..... 27 - 28

# Product Recap



Squadcast

# Squadcast Recap

Modern Incident Response with Intuitive Actionable Alerting and On-Call. Practice Site Reliability Engineering (SRE) through better Incident Management to proactively respond, resolve, and learn from every incident.

# 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

- ✓ “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 by providing timely acknowledgment of alerts, which improves our handling of production issues.”



**Manish-Kumar**

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

- ✔ “Squadcast has positively impacted our organization because we are confident that we will not miss any alert or system outage, as Squadcast ensures the alert reaches the person even if the SRE person is not available.”



**PiyushMittal**

Senior DevOps Engineer at Fareye

- ✔ “Squadcast has positively impacted my organization by helping with incident management and enabling alerts to be responded to more quickly.”



**Verified user**

Devops Engineer at a tech vendor with 51-200 employees

## 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..”

### Verified user

Devops Engineer at a tech vendor with 51-200 employees

[Read full review](#) 

“Squadcast's best features include the ability to add multiple persons in a shift at the same level, along with providing webhooks to receive alerts.

Squadcast has positively impacted our organization because we are confident that we will not miss any alert or system outage, as Squadcast ensures the alert reaches the person even if the SRE person is not available.

This reliability has significantly impacted our team's response time, allowing us to redirect alerts directly to the respective microservice team owners' mobile phones, thus saving time during production alerts.

Before Squadcast, we had a larger SRE team of 18 members, which we reduced to 9 after implementing Squadcast, allowing us to utilize the remaining team in other departments..”

**PiyushMittal**

Senior DevOps Engineer at Fareye

[Read full review](#) 

“I could say a lot about the best features Squadcast offers. In our use case, the features that stand out to me the most are the alerting and incident reporting because with that, we are able to know there is an issue. We go there, take a look, and if necessary, we adjust or we fix it.

I think Squadcast helps us to build a better product because of the alerting. Squadcast helped us build a better product by improving both response time and reliability.

Response time improved by up to 50%, and reliability improved too because we are able to identify something and fix it. That improves a lot too, let us say up to 60%, because our product became more scalable.

Squadcast does the job, especially alerting, reliability, and monitoring, so we can reliably use Squadcast for those things..”

**Michael Gabriel**

Works at a consultancy with 11-50 employees

[Read full review](#) 

“The best features Squadcast offers include the ability to get weekly and monthly reports by opening the incidents and applying filters. Additionally, you can create multiple escalation policies, create tags based on those policies, and route alerts to the respective teams. You can also suppress alerts during maintenance windows, which helps reduce noise from alerts.

The maintenance window suppression has helped my team significantly, especially in our production environment with numerous setups. If any maintenance is ongoing and the system is down, receiving down alerts during that window creates noise, risking missing genuine alerts for other production environments.


Regarding the features of Squadcast, I would like to add that we can insert notes within Squadcast alerts and share findings so that any senior person can directly review them and guide other team members.

Squadcast has impacted my organization positively by providing timely notifications through phone calls, SMS, and emails, enabling us to respond within that time range and maintain our system running.

When we receive alerts in a timely manner, we can proactively monitor our systems without downtime, maintaining system health with proper alerts. 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

[Read full review](#) 

“Squadcast provides numerous features, including the ability to create and add runbooks via workflow, put services in maintenance mode during maintenance, suppress alerts during scheduled maintenance from AWS, and add tags to create routes based on tags to ensure that the respective alert is automatically assigned to the appropriate team, which helps reduce noise and ensures only the responsible team receives alerts.

“The tagging and routing feature in Squadcast has made the biggest difference because with 10 to 15 teams, if all team members receive the same alert, it creates noise. Thanks to the tagging feature, alerts can be directly assigned based on labels inside the alerts to respective teams so they can take timely actions on those alerts.

“Runbooks can be added inside the alerts based on the workflow inside Squadcast.

“Squadcast has improved MTTA and MTTR because previously, resolving issues would take time, but now alerts are received within a one-minute time frame, allowing acknowledgment and timely action. 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

[Read full review](#) 

“The best features that Squadcast offers include notifications over phone, email, and SMS, which allow for multiple notifications helping us respond quickly to alerts if a Squadcast email is missed. I can directly set up escalation policies inside Squadcast and route alerts based on different microservices.

We manage around ten to fifteen microservices, making it easy to handle alerts based on escalation policies, where every week we have primary and secondary on-call persons. In the first five minutes, the primary receives the notification, and after ten minutes, the secondary receives it, escalating it through a hierarchy. Different services have different escalation policies, so when a specific service alert triggers, it routes to that particular escalation policy, helping suppress noise for the other team.

Squadcast includes numerous features such as the ability to suppress alerts based on maintenance windows, manage services for various environments, create different services, and use workflows where I can add tagging and attach my Confluence page, which acts as a runbook. There are also escalation policies, routing, tagging features, and the option to upload notes inside Squadcast alerts by taking a screenshot or writing down notes.

Squadcast has positively impacted our organization by providing timely acknowledgment of alerts, which improves our handling of production issues. The team can monitor alerts and take actions promptly, routing them to the respective team if application service requirements arise.

We measure the improvement via SLO inside Squadcast using MTTA and MTTR..”

**Manish-Kumar**

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

[Read full review](#) 

# Other Solutions Considered

“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

[Read full review](#) 

---

“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

[Read full review](#) 

---

“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

[Read full review](#) 

“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

[Read full review](#) 

# ROI

Real user quotes about their ROI:

“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**

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

[Read full review](#) 

---

“There is definitely a return on investment because by acknowledging alerts timely and taking prior action, downtime is avoided, which indirectly affects revenue, thus saving many costs..”

**Arun-Sharma**

SRE Manager at a media company with 1-10 employees

[Read full review](#) 

“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

[Read full review](#) 

---

“I think money was saved since we have seen a return on investment. Another thing is fewer employees are needed to do things because after the integration, a lot of work has been reduced; you just go there, check, monitor, and if action is needed, we take the action..”

**Michael Gabriel**

Works at a consultancy with 11-50 employees

[Read full review](#) 

# 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..”

**Verified user**

Devops Engineer at a tech vendor with 51-200 employees

[Read full review](#) 

---

“Squadcast serves as our main notification channel. As a notification channel, Squadcast has significantly helped us by implementing alerts in our production system, such as alerts for disk usage, CPU spikes, or any down alerts, which we configured on Alertmanager.

Regarding our main use case, we use Squadcast webhooks and recently created a status page using Squadcast, which includes SLA and escalation policies..”

**PiyushMittal**

Senior DevOps Engineer at Fareye

[Read full review](#) 

“My main use case for Squadcast is for incident management.

A specific example of how I use Squadcast for incident management is that we have set up Prometheus and Alertmanager, and from Alertmanager, we receive alerts over Squadcast whenever the threshold reaches.

I have integrated Prometheus and Alertmanager using a webhook inside Squadcast, so whenever the threshold breaches for an alert, it will trigger a notification inside Squadcast via email, phone, and SMS..”

**Manish-Kumar**

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

[Read full review](#) 

“My main use case for Squadcast is for monitoring. In our team, we have a group of engineers and developers, so we usually schedule monitoring with Squadcast turn by turn. Each person goes to Squadcast to monitor what is happening, take a look at the logs, information, and if there is anything that needs addressing, we do it.

It is mainly for monitoring and if necessary, taking action.

For our use case, Squadcast has what we needed; probably they could have more, but for our use case, we got what we need.

It depends on the project; I have worked with other companies that use other products too, but for this particular company where we use Squadcast, I think Squadcast was our main, our primary product for monitoring. So there was not a switch per se, but in other companies, I have worked with different, similar tools too..”

**Michael Gabriel**

Works at a consultancy with 11-50 employees

[Read full review](#) 

“My main use case for Squadcast is incident management and escalating alerts to the respective team.

A specific example of how I have used Squadcast for incident management and alert escalation is that we have integrated Squadcast with alerting tools such as Grafana, Prometheus, and Alertmanager. Whenever the threshold breaches, we receive the notification from Alertmanager to Squadcast using a Squadcast integrating webhook from inside the service. Once the threshold breaches, we get the alert and the notification for any issue in our system.

Whenever my team receives an alert, based on the severity, they will take the required action, and if it is related to the service owner, they will escalate it to the respective service according to the microservice team escalation policy..”

**HemantKumar7**

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

[Read full review](#) 

“Squadcast is used as an incident management tool where alerts are received that have been configured in Alertmanager. Whenever a threshold is breached, the alert reaches Squadcast and notifications are delivered via phone calls, SMS, and email.

“Multiple features in Squadcast help manage incidents, including the ability to create multiple escalation policies based on microservices teams. Whenever an alert triggers, it routes to the respective microservices team, which reduces noise. Team members on shift receive notifications via phone calls repeatedly if they cannot respond over Squadcast UI, allowing them to acknowledge the alert by receiving the phone call and also receive notifications over SMS.

“Squadcast is used primarily as an incident management tool with different use cases across more than 10 environments. Different services have been created and integrated with Prometheus via webhook API, and escalation policies have been created based on primary and secondary on-call rotations, so the respective team receives alerts based on the hierarchy..”

**Arun-Sharma**

SRE Manager at a media company with 1-10 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.

“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

[Read full review](#) 

---

“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 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

[Read full review](#) 

---

“On a scale of 1 to 10, I would say Squadcast deserves a seven, which is my overall review rating for the product.

My advice for others looking into using Squadcast is to go ahead and use it because it is a good product.

Squadcast is a good product for monitoring, alerting, and observation. So it is a good thing, and if you have a need for that, you can go for it..”

**Michael Gabriel**

Works at a consultancy with 11-50 employees

[Read full review](#) 

---

“I advise others looking into using Squadcast to take advantage of more features by creating escalation policies to redirect alerts to the specific service owners of the impacted service to save time.

Having used Squadcast for the last four years, I am truly familiar with it and rely on Squadcast completely for our production system and its outages. If Squadcast is down for some time, it becomes very challenging for us to check the alerts. I would rate this product an 8..”

**PiyushMittal**

Senior DevOps Engineer at Fareye

[Read full review](#) 

---

“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

[Read full review](#) 

# 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](http://www.peerspot.com)

## PeerSpot

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

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

+1 646.328.1944