

Switch to xMatters before Opsgenie disappears

The customer favorite for incident management solutions



Sony
Interactive
Entertainment

Sony Interactive Entertainment switches to xMatters

Sony Interactive Entertainment selected Everbridge xMatters over PagerDuty and Splunk due to superior customization and integration.

Read more about how Sony switched to Everbridge xMatters due to its superior customization options, seamless integration with existing systems, and enhanced support for evolving requirements.

www.xmatters.com/customer/sony-interactive-entertainment

Elevate your Digital Operations

The world of IT Incident Management and Digital Operations is undergoing a major shift. With Atlassian's decision to retire Opsgenie in favor of Jira Service Management (JSM), businesses relying on effective incident management must rethink their strategies. Finding solutions with the adaptability, automation, and intelligence to sustain operational excellence is now more important than ever. This is where Everbridge xMatters leads the way, providing unmatched capabilities to ensure efficient, seamless digital operations in an evolving landscape.

While Jira Service Management excels in ticketing and basic incident handling, it falls short in delivering the advanced automation and service intelligence that modern businesses demand. Without built-in automation or enriched signal processing, DevOps and ITOps teams risk slower response times and reduced productivity. At a time when agility and operational excellence are vital, organizations need a more advanced solution like xMatters to stay ahead.

Key Differentiators

- **Native Process Automation:** Automate workflows effortlessly, achieving up to a 70% reduction in Mean Time to Resolve (MTTR).
- **Service Intelligence:** Utilize actionable insights and service dependency visualization to prioritize incidents effectively.
- **Signal Enrichment:** Enhance alerts with contextual data to accelerate root cause analysis and resolution.
- **Actionable Responses:** Trigger remediation actions directly from enriched notifications for immediate issue resolution.
- **Adaptability:** Customize workflows with a low-code/no-code interface, allowing swift adaptation to business needs.



Optimize operations with Everbridge xMatters

Gain critical insights, streamline incident management, and elevate operational processes for unmatched resilience and efficiency



KNOW

Leverage Service Intelligence and Signal Enrichment to deliver comprehensive insights, enabling organizations to proactively manage incidents and maintain operational clarity.



RESPOND

Automate IT incident resolution from detection to resolution, significantly enhancing service availability and reducing manual intervention through intelligent workflows and communications.



IMPROVE

Support continuous improvement and system reliability with our highly adaptable, low-code/no-code platform, facilitating seamless integration and dynamic, effective response to evolving challenges.



xMatters earns top recognition from customers and other reputable organizations.

- 93% of G2 reviewers feel that it's easy to work with xMatters
- 92% of G2 reviewers highly value the quality of support at xMatters

Read more at:
www.xmatters.com/recognition

Feature	xMatters	Jira Service Management (Opsgenie)
Transparent Pricing	Single, all-inclusive pricing	Requires costly add-ons
Global Messaging	Reliable, built-in global coverage	None
Workflow Automation	Advanced, no-code workflow building	Basic automation only
Integration Support	50+ prebuilt, bi-directional integrations; unlimited manual integrations	Limited to Jira environment
Scalability	Seamlessly grows with organizational needs	Challenges with large-scale growth
Actionable Notifications	Enhanced with contextual data	Limited functionality
Compliance Management	Comprehensive and auditable workflows	No dedicated compliance features

Unleash the Power of AI and Automation

Choosing the right incident management solution is crucial as businesses grow and operations become more demanding. xMatters stands out with unmatched automation, intuitive simplicity, and AI-driven insights, delivering exceptional ROI. Unlike Jira Service Management or other solutions like PagerDuty, xMatters removes complexity, empowering organizations to achieve impactful results.

Why Wait?

Transform your approach to incident management with xMatters' cutting-edge automation and reliability, helping you scale smarter and more efficiently.