The Ultimate Guide to Incident Management Tools in 2025

Incident Management tools are a key part of your business operations. Read this guide to find out which incident management tools you should look at in 2025.

Introduction to Incident Management Tools

Incident management tools are crucial for organizations to effectively handle service outages. This guide lists available software in 2025 to help you choose the right one for your needs. We focus on tools with full incident management capabilities, excluding those solely for incident response, monitoring, or ticket management. The benefits of using an incident management tool are:

Streamlined Workflows
Automate on-call team workflows, runbooks, and alerting policies.

Enhanced Integrations
Connect with observability stacks, monitoring tools, and communication platforms.

Contextual Data
Pull data from infrastructure and applications to narrow down root causes.

Analytics & Compliance
Gain insights from analytics and generate audit trails for compliance.

Key Considerations for Choosing a Tool

- **Features:** Identify essential features, not just "nice-to-haves."
- **Cost:** Look for transparent pricing and consider future scalability.
- **Support:** Evaluate 24/7 support availability and responsiveness.
- **Reliability:** Check uptime track record and public reviews.
- **Integration:** Ensure compatibility with existing workflows and tools.

- **Scalability:** Forecast growth to ensure the tool can scale with your team.
- **Documentation:** Look for comprehensive and easy-to-follow guides.
- **Ease of Use:** Prioritize intuitive UI for crisis situations.
- **Data Security:** Verify compliance with your business's regulatory requirements.

Rising Trends in 2025

AI Ops

Growing use of AI for incident management, alert grouping, and root cause analysis, though automated remediation is still emerging.

Focused Workflows

Tools are increasingly handling the entire incident lifecycle in one place, like Slack-based platforms for seamless collaboration.

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Leading Incident Management Tools in 2025

PagerDuty
Comprehensive for large enterprises, with multi-channel alerting and on-call management.

ServiceNow
Best for organizations using ServiceNow products, offering automated ticket routing and SLA tracking.

Splunk On-Call
Ideal for teams using Splunk, featuring incident waiting rooms and a rules engine.

Grafana OnCall
Seamless with Grafana Cloud, providing open-source options, alert grouping, and escalation policies.

iLert
Suited for mid-sized Ops teams, with critical phone call routing and chatops integrations.

incident.io
Slack-first platform for managing the entire incident lifecycle within Slack.

FireHydrant
Best for SRE teams, strong in incident workflows, runbooks, and retrospectives.

Squadcast
For modern SRE/Ops teams, offering live call routing and Slack-based incident management.

Better Stack
Integrated monitoring and on-call features, including status pages and incident grouping.

Rootly
Specializes in automating workflows with playbooks and Slack-based incident management.

xMatters
Suited for Ops/SRE and IT teams, with alert correlation and regulatory compliance features.

Pagerly
Tight integration with Slack and MS Teams for managing on-call rotations and incidents.

AlertOps
For IT operations and incident response, offering dynamic alert routing and AI-based grouping.

Conclusion: Choose the tool that aligns with your team's specific needs, considering features, cost, reliability, support, integration, and scalability.

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