How Zabbix is growing in Japan
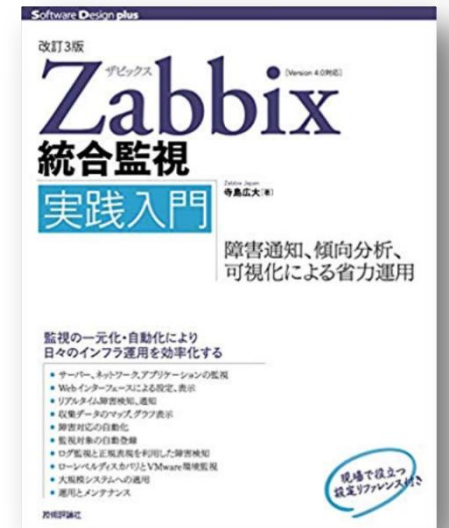
Kodai Terashima

Zabbix Japan CEO
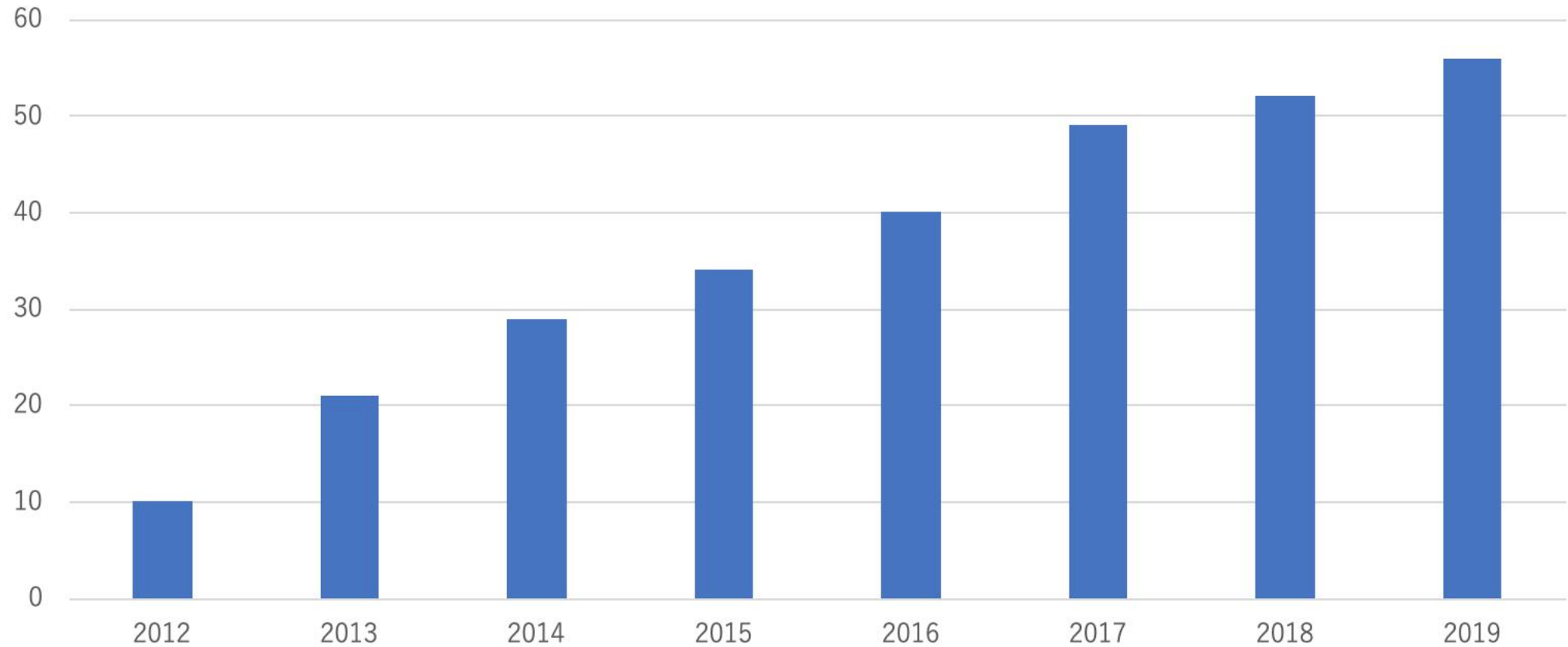
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About me

- Kodai Terashima, CEO of Zabbix Japan
- Author of Japanese Zabbix book

- 2005: Created Japanese Zabbix community
- 2011: Working at Zabbix (Latvia)
- 2012: Establish Zabbix Japan

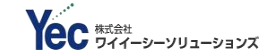Statistics of Zabbix Japan

Number of partners

Partners in Japan

Premium partner

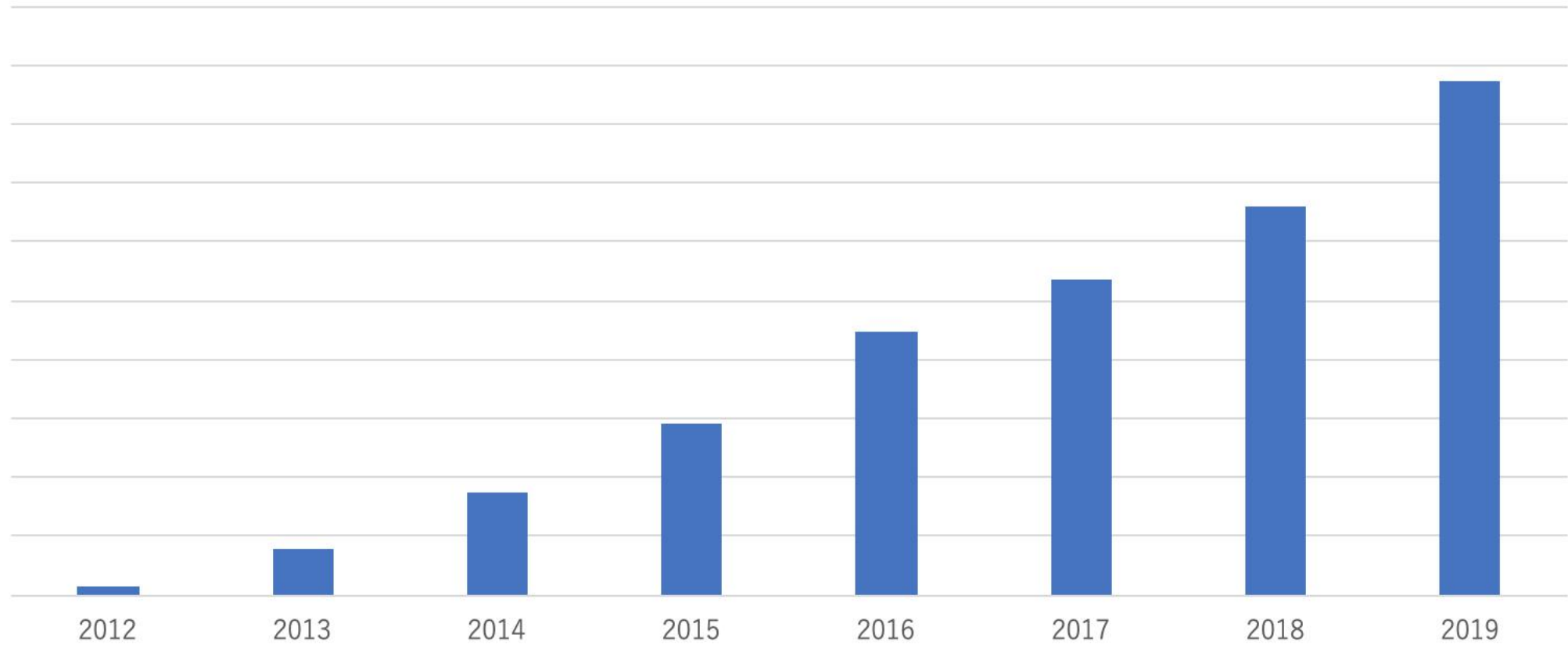超サポ 愉快カンパニー アシスト · infocom · NTT Communications / NTTコミュニケーションズ グループ NTTコム ソリューションズ · SRA OSS, INC.

Certified partner

株式会社アークシステム · IIJ Internet Initiative Japan · infosense · VINX · EQUINIX · SCSK · できるわけある NID · TECHORUS · オージス総研 · Canon キヤノン IT ソリューションズ株式会社

九電ビジネスソリューションズ株式会社 Q-DEN BUSINESS SOLUTIONS · CUBE SYSTEM · CROSS HEAD · Collabo · cybersolution, inc. · CNS Co.,Ltd. · CTC Challenging Tomorrow's Changes · Systena · 情報工房 Johokobo, Inc. · Sky365 · Stylez

Zero Networks · 大和総研ビジネス・イノベーション Daiwa Institute of Research Business Innovation · TIS TIS INTEC Group · TECHNOPRO Engineering · NISSEICOM Grow Together for Making the Future · IBM Japan Systems Engineering Co.,Ltd. · NSW · Orchestrating a brighter world NEC · Hewlett Packard Enterprise · PERSOL パーソル プロセス＆テクノロジー

Panasonic パナソニック ソリューションテクノロジー株式会社 · 株式会社 東日本計算センター East Japan Accounting Center Co.,Ltd. · FUJITSU 株式会社富士通ソフトウェアテクノロジーズ · FUJITSU 富士通ソーシアルサイエンスラボラトリ · FUTURE Architect · TBC Inc. · UNIRITA · LINK @ JAPAN · Yec 株式会社ワイイーシーソリューションズ

Reseller

CYBER Concierge · Innovation Working For You STS 株式会社 システムサポート · DATA PROCESS · neiL neiL & Company · BIRD WORKS · Plat'Home TECHNOLOGY to serve you. · ranryu

Sales growth
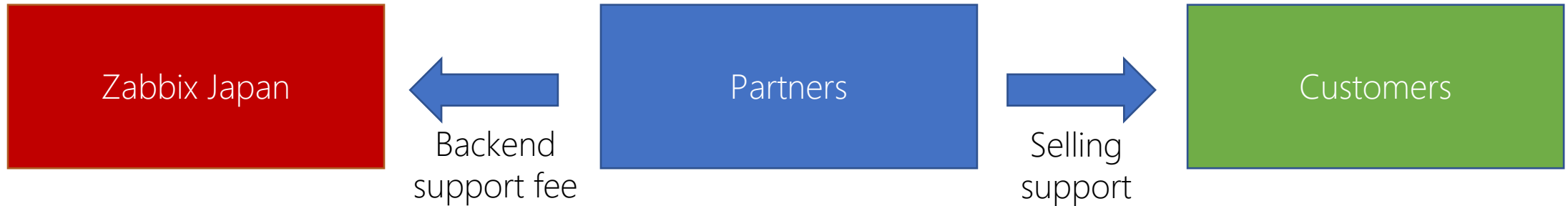
Official services in Japan

- Work with Partners
  - ✓ Our partners are system integrators
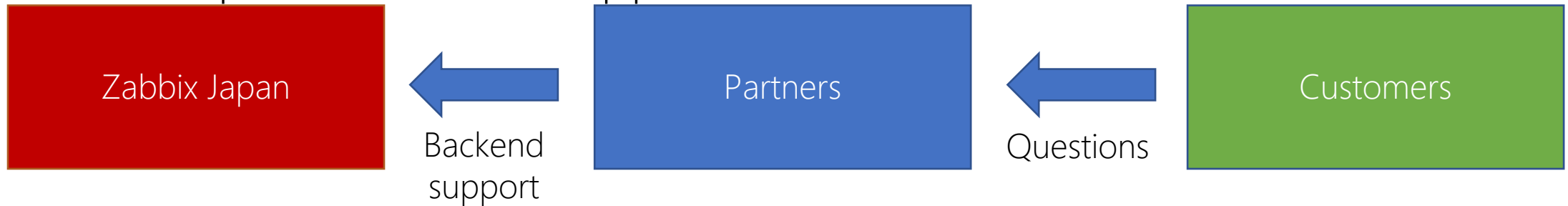 - ✓ Zabbix work for partners (Backend support & Marketing)

Services	Zabbix Japan	Partners
Partnership	✓	
Support	Backend	1st line
Training	✓ (Onsite only)	✓ (Premium partner)
Consulting		✓
Turn-Key Solution		✓
Template building		✓
Upgrade		✓
Remote Troubleshooting		✓
Integration		✓

Business & support scheme

- Zabbix Japan do not sell support services directly

Zabbix Japan	←	Partners	→	Customers
	Backend support fee		Selling support	

- Partners provide 1st line support

Zabbix Japan	←	Partners	←	Customers
	Backend support		Questions	

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Strategy in Japanese Market

- Strong relationship with Partners
  - ✓ Sales activities
  - ✓ Support work to help end-users
  - ✓ Co-marketing

- Challenges
  - ✓ Keep good Zabbix knowledge in partners
  - ✓ Update knowledge for new version of Zabbix
  - ✓ Still, hard to make business from Open Source Software

Customers in Japan

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Our Customers

- Telecommunications
- Bank & Finance

KDDI

KDDI CORPORATION

Application monitoring that takes early detection and early restoration to the limits, supporting the quality of the KDDI Cloud Platform Service (KCPS) cloud service provided by KDDI, and its other side

READ MORE

楽R天
楽 天 証 券

Rakuten Securities, Inc.

Unified monitoring across varying architectures using Zabbix: High-level service is strength of Rakuten Securities

READ MORE

MCS

Miyagin Computer Service Co., Ltd.

Implementing high-quality data center services using Zabbix at an advantageous cost

READ MORE

https://www.zabbix.com/case_studies

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Our Customers

- Government
- Education

Miyazaki Prefecture

Virtual infrastructure systems
Monitoring "thoroughly and at
low cost" QTNet supports
initiative of Miyazaki Prefectural
Government Office

READ MORE

Fukuoka University

Monitoring of more than 40,000
items with a single Zabbix Server
Zabbix supports the stable
operation of a system at a
prominent large-scale educational
facility in West Japan

READ MORE

https://www.zabbix.com/case_studies

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Our Customers

- Internet & Web service

@nifty	CyberAgent	NEXON	YUMEMI	Yec 株式会社 ワイイーシーソリューションズ
NIFTY Corporation	**CyberAgent Inc.**	**NEXON Co., Ltd.**	**YUMEMI**	**YEC Solutions**
Nifty Cloud provides monitoring for some of the world's largest infrastructures using virtualized environment monitoring functions implemented in its Development Services	Realizing the "sense of speed" demanded by CyberAgent with automation through API link	A little over three months to complete implementation;Zabbix watches over Nexon's infrastructure for optimization	Using Zabbix to implement monitoring capable of automatically supporting the flexibility provided by clouds Introducing this solution within a period of one month by utilizing the AWS monitoring template of TIS	Zabbix supports YEC Data center business foundation Based on the knowledge gained, YEC also develops support services for customers
READ MORE	READ MORE	READ MORE	READ MORE	READ MORE

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Our Customers

- And more
  - ✓ Big & major enterprise companies uses our services
  - ✓ Replace expensive monitoring software to Zabbix

- Report from IDC Japan (2016)
  - ✓ 16.2% of OSS friendly company uses Zabbix

分野	OSS	使用率
OS	Linux 系	67.3%
	BSD 系	12.9%
RDBMS	MySQL	53.1%
	PostgreSQL	35.0%
アプリケーションサーバー	Tomcat	35.6%
	JBoss	12.0%
システム運用管理	Zabbix	16.2%
	Nagios	7.1%
	Chef	3.9%
	Hinemos	1.9%
システムソフトウェア	Samba	21.4%

Why Zabbix

- It's free!
  - ✓ Easy to start to use for engineers
  - ✓ No need to get permission (for expense) from company

- Community
  - ✓ Lots of technical information on Internet
  - ✓ Community plugins & scripts
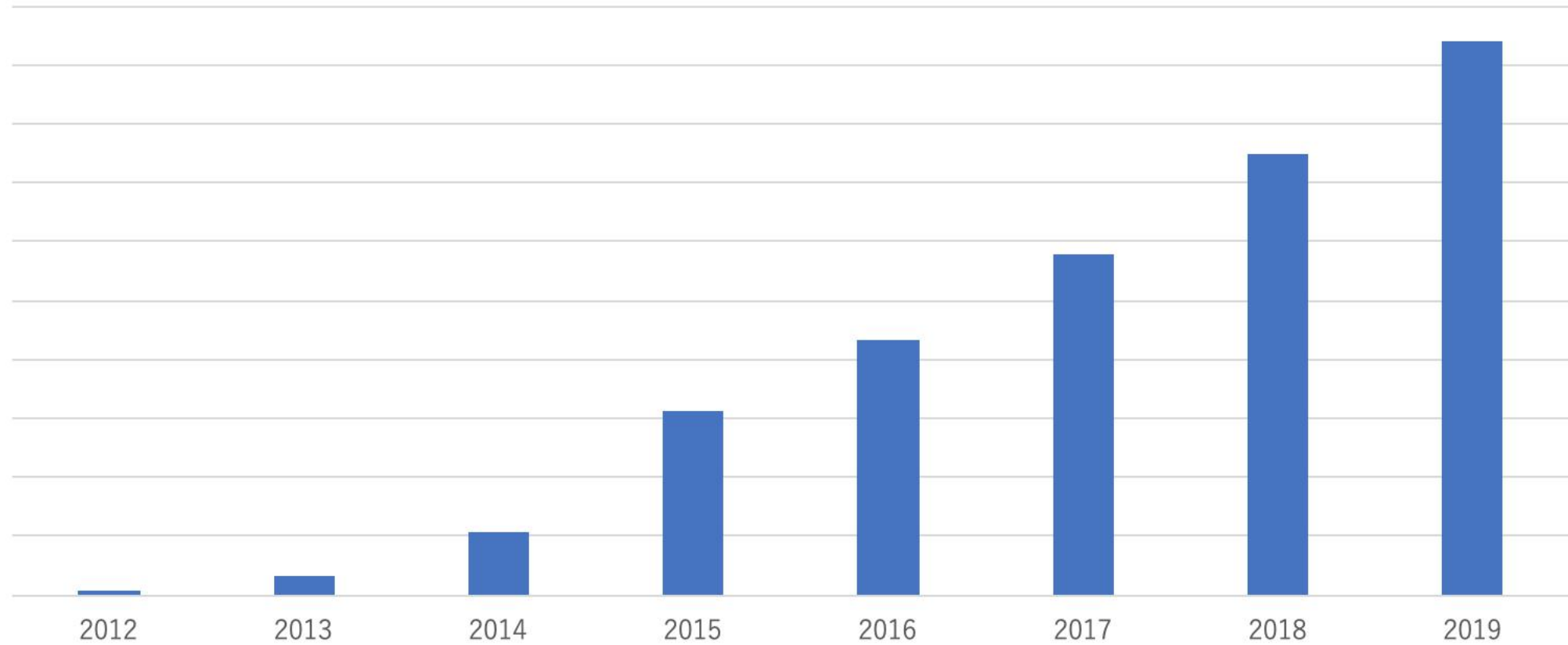 - ✓ Get community support

Why Zabbix

- Functionality & development
  - ✓ Support enterprise OSes
  - ✓ Server & Network monitoring
  - ✓ Graphs & Alerts
  - ✓ Discovery
  - ✓ All in one monitoring software

- All necessary functions are built-in
  - ✓ Possible to switch from traditional monitoring software
  - ✓ Additionaly, Zabbix is developed by company
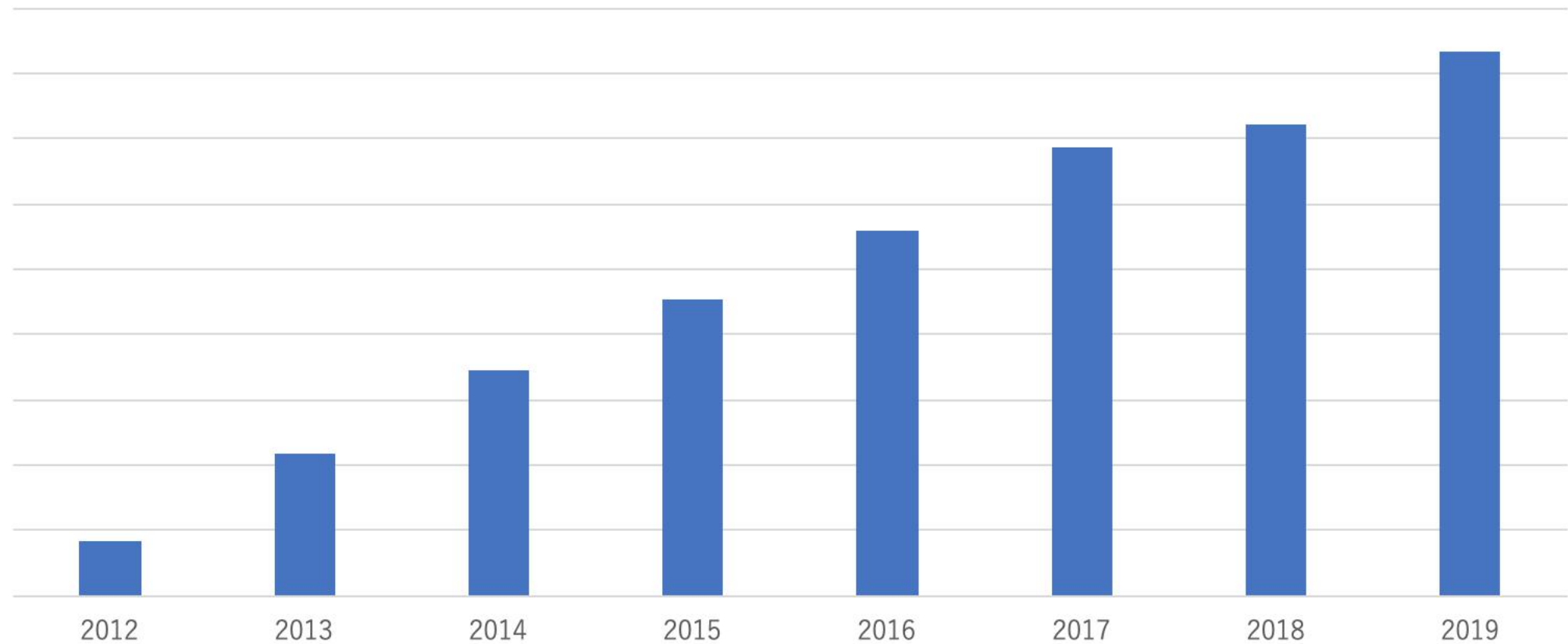
Why Zabbix

- Services
  - ✓ Official services available
  - ✓ Many partners can help installation & integration

- Can ask to someone officially if problem happens
  - ✓ Mandatory for enterprise customers
  - ✓ Nothing different from Commercial software
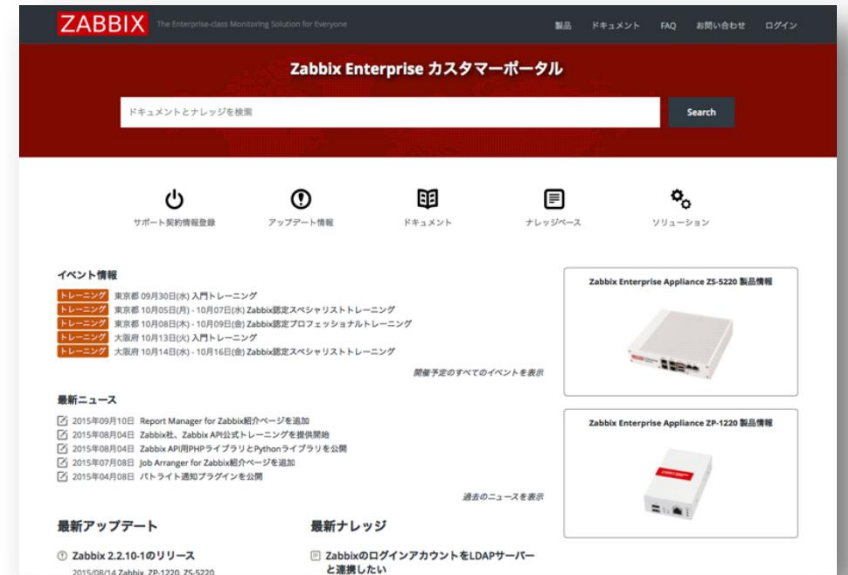
Challenges in support service

Support contracts

2012   2013   2014   2015   2016   2017   2018   2019

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Support requests

Challenges for support work

- Many customers & partners & support tickets
  - ✓ Trying to find efficient support
  - ✓ Need to store & share knowledges
  - ✓ Functionality requests around Zabbix

- Customer portal
  - ✓ Knowledge base for self support
  - ✓ Some tools requested from partners
  - ✓ Agent binaries and packages

Tools to manage & support

- Configuration backup tool
  - ✓ Backup & restore only configuration in Zabbix database

- CSV export
  - ✓ Event and History export with CSV format

- Support tools
  - ✓ Get support information with one command
  - ✓ Include system and Zabbix internal information

* Provide only for Japanese support customers

Solution for beginners

- Easy to use Zabbix
  - ✓ Performance estimate and tuning is the most difficult thing
  - ✓ Users who do not familiar with Linux and Database

- Hardware appliance
  - ✓ Zabbix installed
  - ✓ Database is tuned
  - ✓ Performance is tested
  - ✓ Easy to update

* Provide only for Japanese support customers

Activities with Partners

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Partner meetings

- Meeting with partners
  - ✓ General meeting every 3 month
  - ✓ Workshop for every Zabbix major version

Zabbix Conference Japan

- 1 day event
- More than 400 registration in 2019
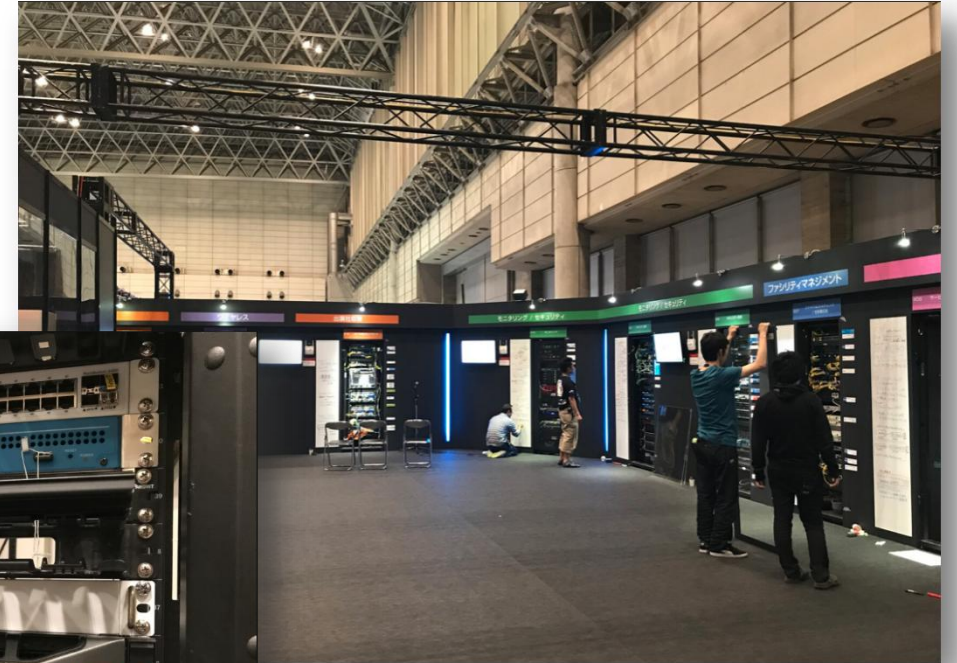- 12 sponsorship from Partners & Medias

Interop Tokyo

- Zabbix booth with 10 partners

ShowNet

- Create infrastructure for Interop by exhibitors
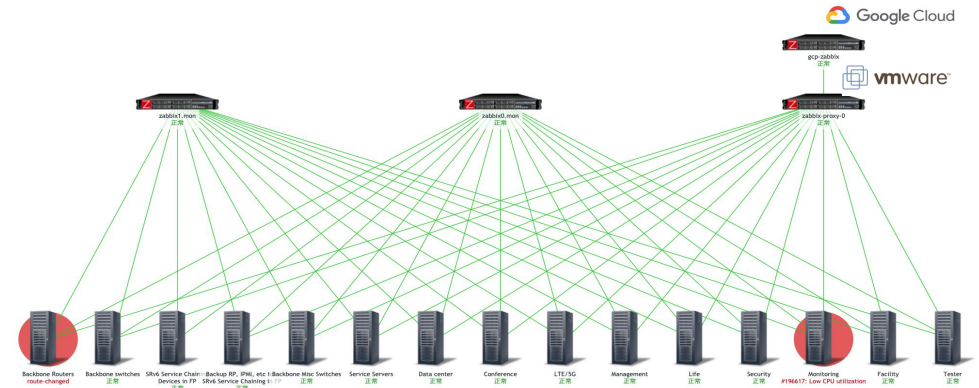 - Create Zabbix system with partners

ShowNet

- Environment
  - ✓ 3 Zabbix servers for redundancy
  - ✓ 759 Hosts
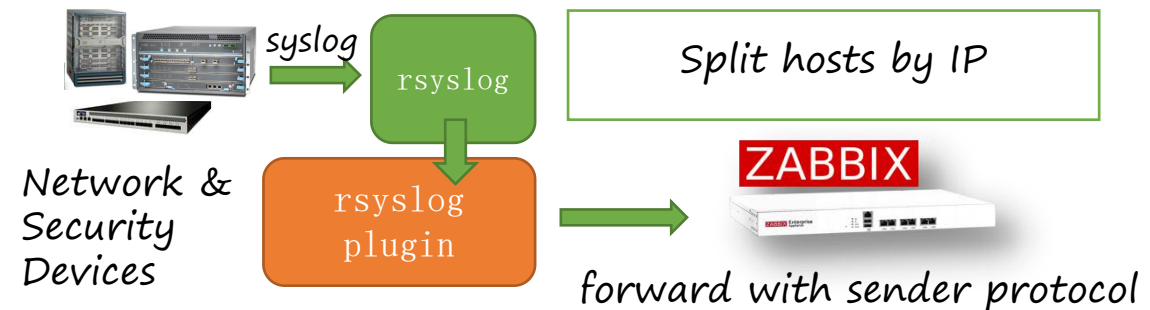 - ✓ 172,518 Items
  - ✓ 900 – 11,610 nvps

- Challenges
  - ✓ All configuration in 1 week
  - ✓ Handle tons of SNMP Trap & Syslog from devices

パラメータ	値	詳細
Zabbixサーバーの起動	はい	localhost:10051
ホスト数 (有効/無効/テンプレート)	999	759 / 23 / 217
アイテム数 (有効/無効/取得不可)	189097	172518 / 8448 / 8131
トリガー数 (有効/無効 [障害/正常])	45745	35714 / 10031 [3496 / 32218]
ユーザー数 (オンライン)	28	2
1秒あたりの監視項目数(Zabbixサーバーの要求パフォーマンス)	610.61	

Special tools for ShowNet

- snmptrap plugin
  - ✓ Simple snmptrapd handler
  - ✓ No configuration in handler

- rsyslog plugin
  - ✓ rsyslog plugin to forward with Zabbix sender protocol
  - ✓ Split syslog to hosts (by ip)
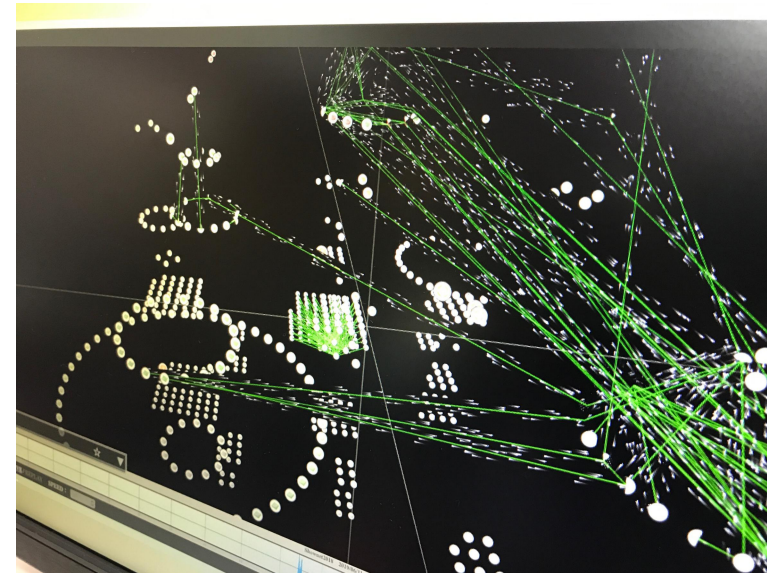 - ✓ Try to handle 1000 syslogs/sec

syslog

rsyslog

Split hosts by IP

Network & Security Devices

rsyslog plugin

ZABBIX

forward with sender protocol

Integration with Partner Solution

- 4D Visualization tool
- History and Event data from Zabbix API

We are welcome!

- Interop Tokyo 2020
  - ✓ 2020/04/13-15
  - ✓ Bigger booth

- Zabbix Conference Japan 2020
  - ✓ 2020/11/13-14 or 20-21
  - ✓ Planning 2 days, 500 registration

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✉️ **china@zabbix.com**

ℯ **www.zabbix.com/cn**
www.grandage.cn

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Thank you!

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