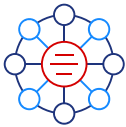**ZABBIX**

AN ENTERPRISE-CLASS OPEN-SOURCE DISTRIBUTED MONITORING SOLUTION

ZABBIX
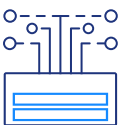# PRODUCT

Zabbix is a universal all-in-one solution that offers real-time monitoring of your entire infrastructure and is completely open-source.
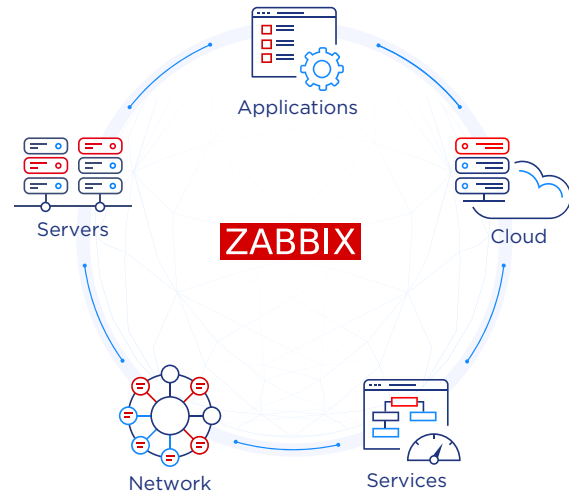
Designed with enterprise needs in mind, the software provides a comprehensive single pane of glass view of your environment regardless of its size.

With the option of deploying the platform on-premises or in the cloud you are always fully in control of your data.

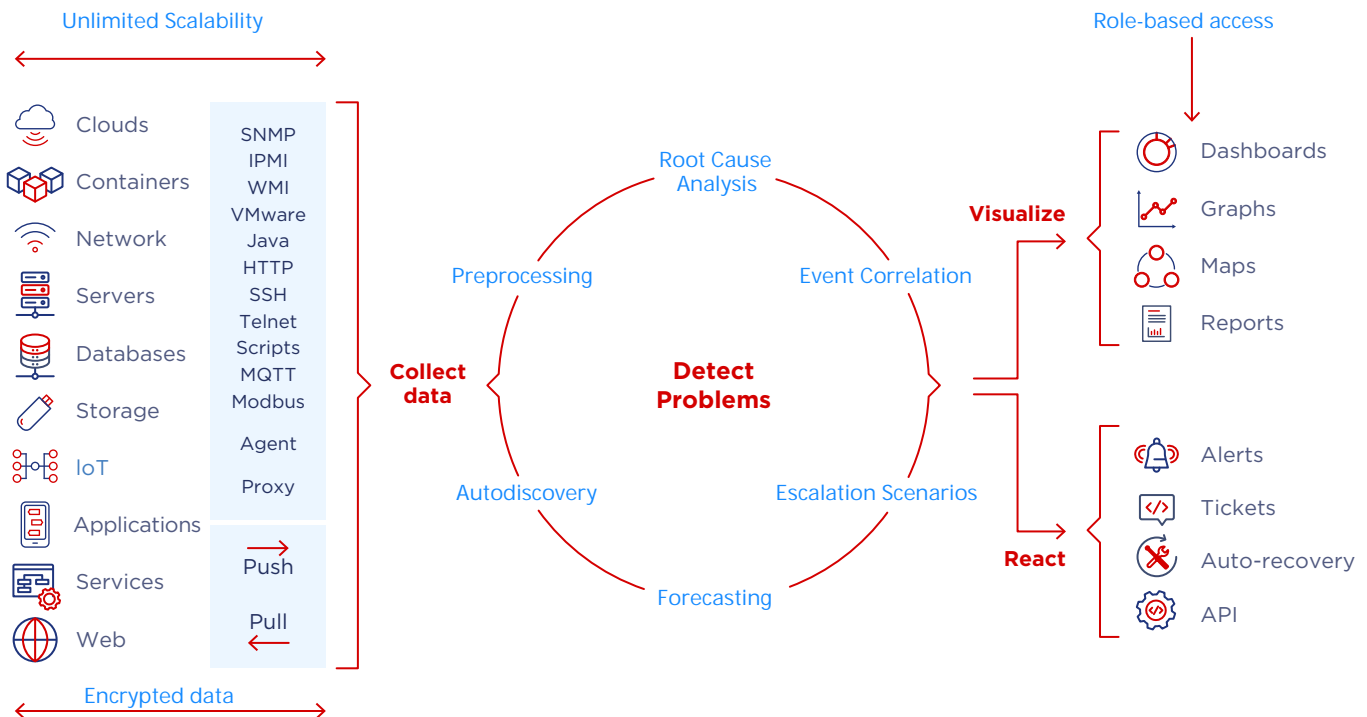Monitor all components of your system infrastructure – servers, networks, applications, virtual machines, etc.

As long as it's possible to connect to them via the Internet or internal networks, Zabbix can gather data.

Applications

Servers

ZABBIX

Cloud

Network

Services

Servises & applications			OS	Network	Hardware	Cloud resources
Jenkins	RabbitMQ	docker	freeBSD	Router	RAM	Microsoft Azure
ceph	Squid	PostgreSQL	Linux UNIX	IN 2		amazon webservices
Exchange	redis	kafka	Windows	OUT		Google Cloud Platform
php fpm	ORACLE	ClickHouse				
N	MySQL	Apache Tomcat	hp UX			
JBoss by Red Hat	vmware		solaris			
APACHE HTTP SERVER PROJECT	etcd	php	AIX			

How it works?

Once deployed, Zabbix will automatically detect problem states in your infrastructure, which you can customize specifically according to your needs. Performing constant monitoring, Zabbix notifies you and displays all the relevant information on the dashboard, or even automatically fixes the issue to save your time and resources.

Unlimited Scalability

Role-based access

Clouds
Containers
Network
Servers
Databases
Storage
IoT
Applications
Services
Web

SNMP
IPMI
WMI
VMware
Java
HTTP
SSH
Telnet
Scripts
MQTT
Modbus
Agent
Proxy

Push
Pull

Encrypted data

Collect data

Preprocessing
Root Cause Analysis
Event Correlation

Detect Problems

Autodiscovery
Forecasting
Escalation Scenarios

Visualize

Dashboards
Graphs
Maps
Reports

React

Alerts
Tickets
Auto-recovery
API

Features

- On-premise and cloud deployment versatility

- Automatic network discovery for seamless onboarding

- Agent-based and agent-less options

- Plug and play templates

- Excellent scalability and distributed monitoring

- Flexible alerting and escalation

- SAML Single-Sign-On

- Granular permissions for a multi-tenant environment

- Fully customizable UI

- IoT ready

- Webhooks and API for out-of-the-box integrations

HTTPS://WWW.ZABBIX.COM/FEATURES#SECURITY_AUTHENTICATION

Commitment

As the sole company behind the product, Zabbix provides continuous development and version updates to keep your monitoring needs satisfied.
In addition to that there are also professional services delivered directly or via an extensive range of partners to see you through deployment or migration from a legacy tool, training to get your team fully up to speed with Zabbix and 24/7 technical support available worldwide.
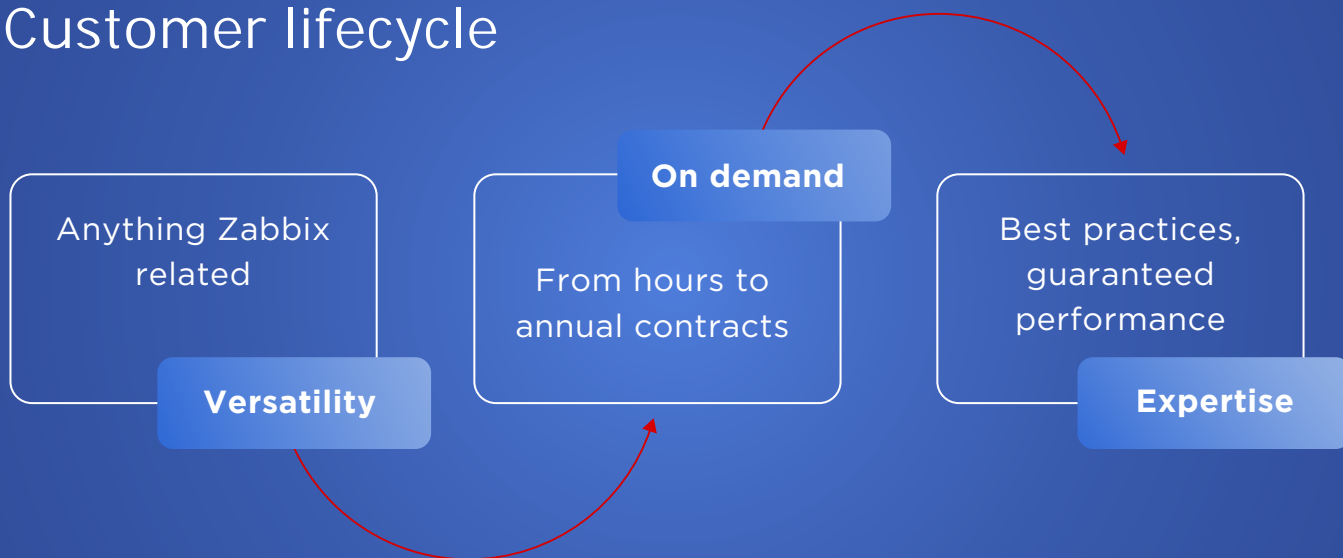
TRUSTED BY:

Customer lifecycle

Anything Zabbix related

Versatility

On demand

From hours to annual contracts

Best practices, guaranteed performance

Expertise

DEPLOYMENT

- Recommendations
- Score assessment

TRAINING

- From beginner to expert
- Extra topic-specific courses

ANNUAL SUPPORT

- **24/7 coverage worldwide**

EXTRA STUFF

- Integrate
- Troubleshoot
- Ad-hoc consultancy

TECHNICAL SUPPORT
Get technical advice

CONSULTING
Talk to experts

INTEGRATION
Expand your workflow

TEMPLATE BUILDING
Customize monitoring

DEVELOPMENT
Enhance Zabbix

REMOTE
TROUBLESHOOTING
Quickly get a solution

PROFESSIONAL TRAINING
Obtain knowledge

UPGRADE
Use the latest version

TURN-KEY SOLUTION
Deploy professionally

Zabbix technical support

Zabbix is open-source software, however, here at Zabbix, we understand that the key element of true enterprise-class software for a corporate customer is the availability of professional on-time technical support.

Zabbix offers a wide range of professional services designed to fit customers' unique business needs, requirements and complexities. By using Zabbix Professional Services customers will be provided with the right answers and solutions in the shortest time period.

It doesn't matter how big the task is, or how small – as long as it's Zabbix-related, we've got you covered. Whether you just need a brief consultation or are looking for a continuous engagement for weeks or months, Zabbix is here to negotiate and provide on-demand services.

Given that Zabbix is the company behind the product itself, with constant access to a dedicated team of developers, we can offer truly unrivaled expertise to our customers.

Zabbix offers 5 different support tiers. From simple, per-incident-based support plans up to complex support tiers that include remote troubleshooting, version upgrade, on-site training, and consulting. And rest assured, you will find a support level that meets your requirements.

Silver	Gold	Platinum	Enterprise *Best value!*	Global 1
Monitored devices and metrics Unlimited	Monitored devices and metrics Unlimited	Monitored devices and metrics Unlimited	Monitored devices and metrics Unlimited	Monitored devices and metrics Unlimited
Phone call support Included	Phone call support Included	Phone call support Included	Phone call support Included	Phone call support Included
Number of incidents 8	Number of incidents Unlimited	Number of incidents Unlimited	Number of incidents Included	Number of incidents Unlimited
Support availability 8 x 5	Support availability 8 x 5	Support availability 24 x 7	Support availability 24 x 7	Support availability 24 x 7
Initial response time 1 days	Initial response time 4 hours	Initial response time 4 hours	Initial response time 4 hours	Initial response time 2 hours
Emergency response time Not available	Emergency response time Not available	Emergency response time 90 minutes	Emergency response time 90 minutes	Emergency response time 60 minutes
Support contacts 1	Support contacts 2	Support contacts 3	Support contacts 7	Support contacts 20
Supported Zabbix servers Priced per server	Supported Zabbix servers Priced per server	Supported Zabbix servers Priced per server	Supported Zabbix servers Unlimited	Supported Zabbix servers Unlimited
Support for Zabbix Proxy Not available	Support for Zabbix Proxy Priced per proxy	Support for Zabbix Proxy Priced per proxy	Support for Zabbix Proxy Unlimited	Support for Zabbix Proxy Unlimited
Legal entities covered 1	Legal entities covered 1	Legal entities covered 1	Legal entities covered 1	Legal entities covered 5

Focus on your business and let us take care of the monitoring

THE GUARANTEED SOLUTION TO ANY PROBLEM

Since Zabbix is the company behind the product, a wide knowledge base formed during the constant company development over the last two decades allows us and our partners to find the most elegant solution to any Zabbix-related issue with the help of our developers and our team of certified engineers.

RELIABILITY

The customers can rely on us and our partners to search for the root cause of any problem in order to prevent it from happening again, as well as to provide a quick remedy and documentation pertaining to this particular use case.

24/7 availability

Support is available in different languages

No monthly subscriptions

Zabbix services are available globally

Zabbix support price depends on the number of Zabbix Server and Zabbix Proxy installations

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Integrations

Integrate Zabbix Monitoring Solution into your IT environment in accordance with corporate requirements and specifications.
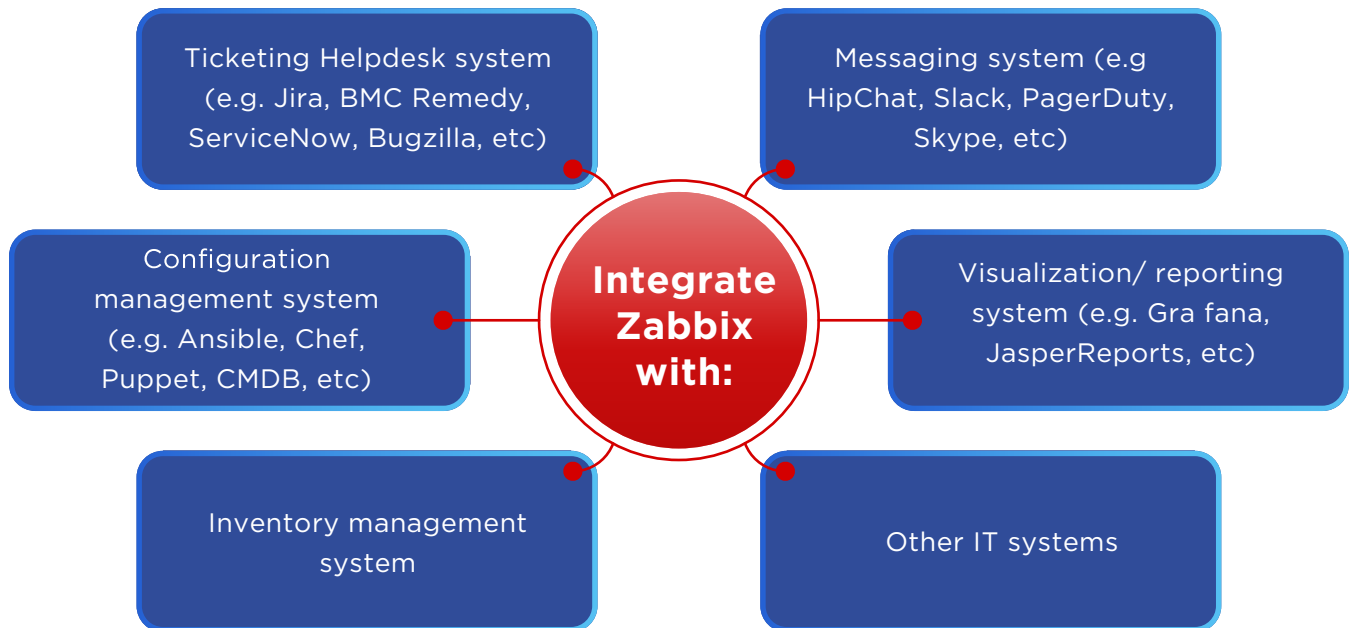
WHAT YOU GET

- 1-way or 2-way integration model (if applicable)

- Seamless integration according to industry standarts

- Integration documentation

- Set of recommendations for the optimal integration workflow

YOUR BENEFITS

- Being the author of Zabbix Monitoring solution code gives us a huge technical advantage

- Get integration services at a better price and quality compared to internal development or third party integrations

- Confidence in the integrity of your data during and after the completion of integration process

You need Integration services to:

Ticketing Helpdesk system (e.g. Jira, BMC Remedy, ServiceNow, Bugzilla, etc)

Messaging system (e.g HipChat, Slack, PagerDuty, Skype, etc)

Configuration management system (e.g. Ansible, Chef, Puppet, CMDB, etc)

Integrate Zabbix with:

Visualization/ reporting system (e.g. Gra fana, JasperReports, etc)

Inventory management system

Other IT systems

Consulting Services

Gain benefit from expert advice for all Zabbix-related matters assisting you to deliver better and faster return on your IT investments

Consulting Services

WHAT YOU GET

- Professional advice and pool of Zabbix knowledge on any Zabbix related topic

- Fully documented procedure upon task completion

- Chance to work hand in hand with Zabbix experts

- Option to pay as you go, without the need of an annual agreement

YOUR BENEFITS

- Reduce cost by finding solution for your problem in minutes/hours instead of days and weeks

- Be more agile and complete your project faster and cheaper

- Prepare for the future by electing right architecture from the very beginning

- Eliminate guesswork and most common mistakes

- Independent and objective - we are vendor-neutral

You need consulting in case:

- You are searching for the optimal way to collect metrics from specific devices, applications or services

- You would like to follow the best practices for using Zabbix

- You need professional advice on architecture design and hardware specification

- You have successfully started Zabbix proof of concept but got stuck with a minor issue

- Your Zabbix is up and running, but you prefer to keep couple of hours of professional help for peace of mind

- Your large and diverse Zabbix system requires an environment review

Turn-key solution

Designed as a complete service that allows you to get a fully pre-configured and functional Zabbix monitoring solution running on the server of your organization.

WHAT YOU GET

- Fully functional and deployed Zabbix monitoring solution

- Perfectly turned and deployed Zabbix system with instructions for future growth

- Fully documented procedure upon task completion

- Zabbix best practices in action

- Clear picture of your monitoring tools performance

YOUR BENEFITS

- Quick start to monitoring your whole IT infrastructure

- No time spent on self-study

- Your team will get "on-the-job-training" while watching our engineers do the work

When Turn-key can help you to

- Deploy Zabbix quickly and professionally

- Fine-tune your current Zabbix installation

- Install and configure a scalable solution with High-Availability in place

- Add thousands more devices to your monitoring system

- Migrate from a legacy tool to a fresh Zabbix instance

- Divide the roles within your team and apply permission patterns

HTTPS://WWW.ZABBIX.COM/TURN_KEY_SOLUTION

Template building services

Effortlessly start monitoring your specific device, system, application, or service. Apply for template building if you:

- Need to collect data from unique/legacy device or application

- Need a Zabbix-ready template for a device you manufacture

- Your current template doesn't offer the full picture of the monitored device's health

Template building services

WHAT YOU GET

- Personalized template created according to your exact requirements

- Detailed instructions how to apply your new template

- Recommendations for the optimal template structure

YOUR BENEFITS

- Save time and money on the quality assured services performed by experienced Zabbix engineers

- Rest assured that templates are fine turned to your environment ad do not overload your device and network

- Templates are designed according to Zabbix best practices (e.g. bulk data collection, dependent items, event correlation etc)

Development services

Hire Zabbix to develop additional features for your business needs. The common situations when Development Services are needed:

- You don't wish to rely on custom scripts and spend time adjusting them to a new version of Zabbix

- Introducing additional Zabbix functionality is critical to your business

- An important tender/customer requires a new feature for their next project

Development services

WHAT YOU GET

- Desired functionality supported in Zabbix out of the box

- Direct communication with Zabbix developers ensuring you get the optimal feature execution

- Possibility to get complex functionality for partial cost in terms of co-sponsoring
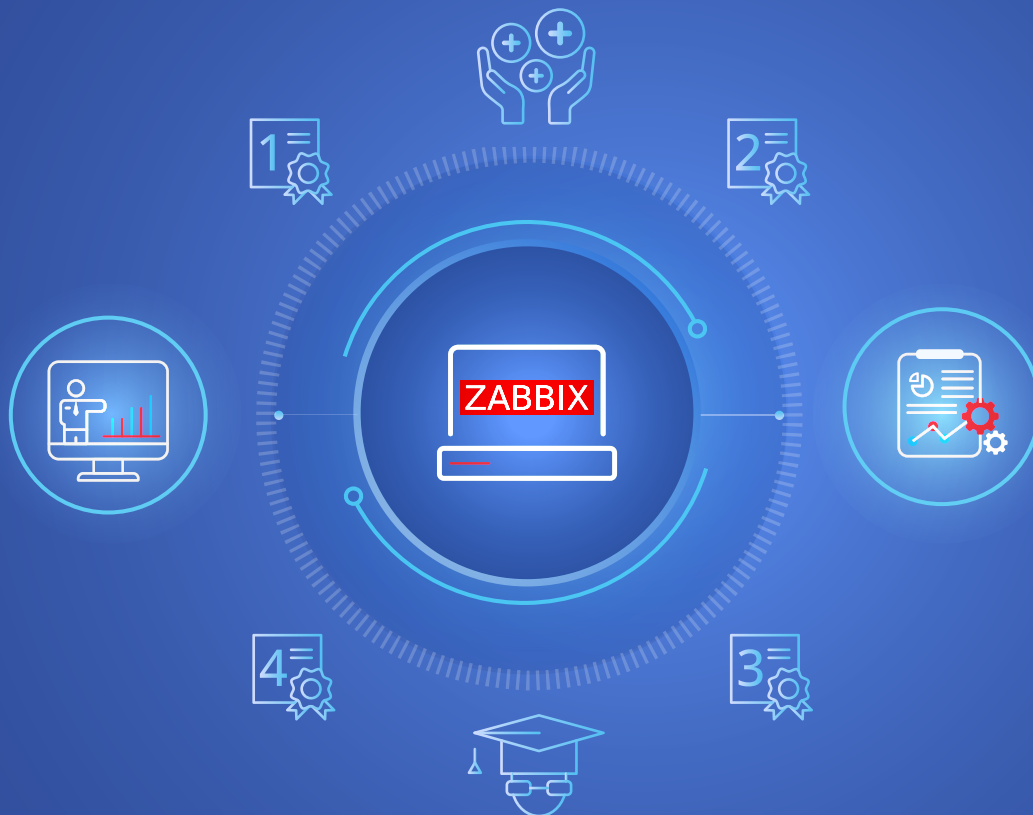
YOUR BENEFITS

- Peace of mind that the future was developed in a secure environment and was tested by the Zabbix team (no malicious code etc)

- Possibility to impact the road-map and feature specifications

- No more need for custom patch-es, meaning zero maintance of new functionality

- Supporting the open source initiative

Professional training

Zabbix offers a wide variety of courses, from one-day sessions for absolute beginners to get accustomed to definitions and help to adjust to the user interface to all the way of a week-long training to make sure that users will be ableto tackle any challenge on their own and get the advantage of using all features available.

Zabbix training program

The training programs are intended for IT administrators, auditors, system integrators, and other personnel that deal with IT infrastructure monitoring. No prior knowledge of Zabbix Software is required, but all trainees should have advanced computer literacy and knowledge of Linux OS.

Even administrators with several years of experience in Zabbix software find attending the training courses beneficial, as they are still missing out on some great features and best practices that came along just recently.

Core training courses

The multilevel training program delivers Zabbix users systematic knowledge step by step and guides them from the basics to expertise.

Courses are full of practical tasks, where each trainee installs Zabbix software and solves complex monitoring issues.

DURATION: 1-5 days

PRICES: from €550/$750

Extra courses

Extra training courses make it possible to study in depth one specific monitoring topic.

Unlike the core program? Extra courses do not have special requirements. These practical and highly intensive one-day classes are avaliable for all interested.

DURATION: 1 day

PRICES: from €490/$590

Exams

Zabbix Certificate ensures that the exam is successfully passed thus level of knowledge and practical skills of the student correspond to high Zabbix requirements. We provide an opportunity to pass the exam separetely during all Zabbix Conferences and after scheduled training sessions.

DURATION: 60 minutes

PRICES: from €50/$65

Zabbix core training courses

The multilevel Zabbix training program makes it possible to master monitoring with Zabbix from basics to expertise. Training courses are delivered by certified trainers with extensive practical experience in monitoring. The courses are built in a dialogue format - students actively participate in the process and get answers to all their questions.

Level 1

1 ZABBIX CERTIFIED USER

Level 2

2 ZABBIX CERTIFIED SPECIALIST

- Use Zabbix frontend to view information. Know potential of Zabbix.

- **Requirements:** None

  Duration: 1 day

- Setup & configure Zabbix in SMBs or configure Zabbix in large companies.

- **Requirements:** Advanced computer literacy

  Duration: 5 days

Zabbix core training courses

Level 3

ZABBIX CERTIFIED PROFESSIONAL

Level 4

ZABBIX CERTIFIED EXPERT

- Manage big,distributed, highly loaded instalations in large companies.

- **Requirements:** Zabbiz Certified Specialist exam/attendance certificate

  Duration: 3 days

- Design & maintain highly efficient & loaded setups with expertise in API, HA/DR, and DB partitioning

- **Requirements:** Zabbix Certified Professional exam

  Duration: 5 days

The Exam and Certificate

AFTER THE TRAINING, EVERY STUDENT RECEIVES:

- The Attendance Certificate
- The Zabbix Certified Certificate*

THERE ARE TWO WAYS HOW TO GET CERTIFIED:

- To attend the Certified Zabbix Training course and pass the exam
- To purchase the exam separately if you are confident in your knowledge.

*Zabbix Certificate ensures that the exam is successfully passed and the student's level of knowledge and practical skills corresponds to high Zabbix requirements.

Zabbix Extra training courses

Extra course is a practical one-day training to study in depth one specific monitoring topic. There are no pre-requirements or specific conditions – it is possible to attend one or several Extra courses, whether you are already Zabbix Certified or not.

AUTOMATION AND INTEGRATION WITH ZABBIX API	ADVANCED ZABBIX DATA PRE-PROCESSING
• the course is designed to provide a detailed and in-depth study of Zabbix API functionality - like import host groups, generate reports, or integrate with other systems.	• The course will cover how to extract and transform information from different sources using Zabbix built-in functionality - without using external tools or scripts.
• **Requirements:** None	• **Requirements:** None
Duration: 1 day	**Duration:** 1 day

Zabbix core training courses

ADVANCED ZABBIX SECURITY ADMINISTRATION

- The course will cover how to protect Zabbix internal communications and secure sensitive information like user credentials or encryption keys.

- **Requirements:** None

  Duration: 1 day

ADVANCED PROBLEM AND ANOMALY DETECTION WITH ZABBIX

- The course is fully dedicated to problem detection, from creating simple triggers to using new long-term analytics functions

- **Requirements:** None

  Duration: 1 day

Zabbix training benefits

FOR A STUDENT	FOR A COMPANY

FOR A STUDENT

- Learn from the leading trainers and experts in the field

- Obtain both theoretical and practical knowledge with real-life examples

- Discover the full potential of the Zabbix software

- Tips and tricks on how to perform monitoring tasks easier and more efficiently
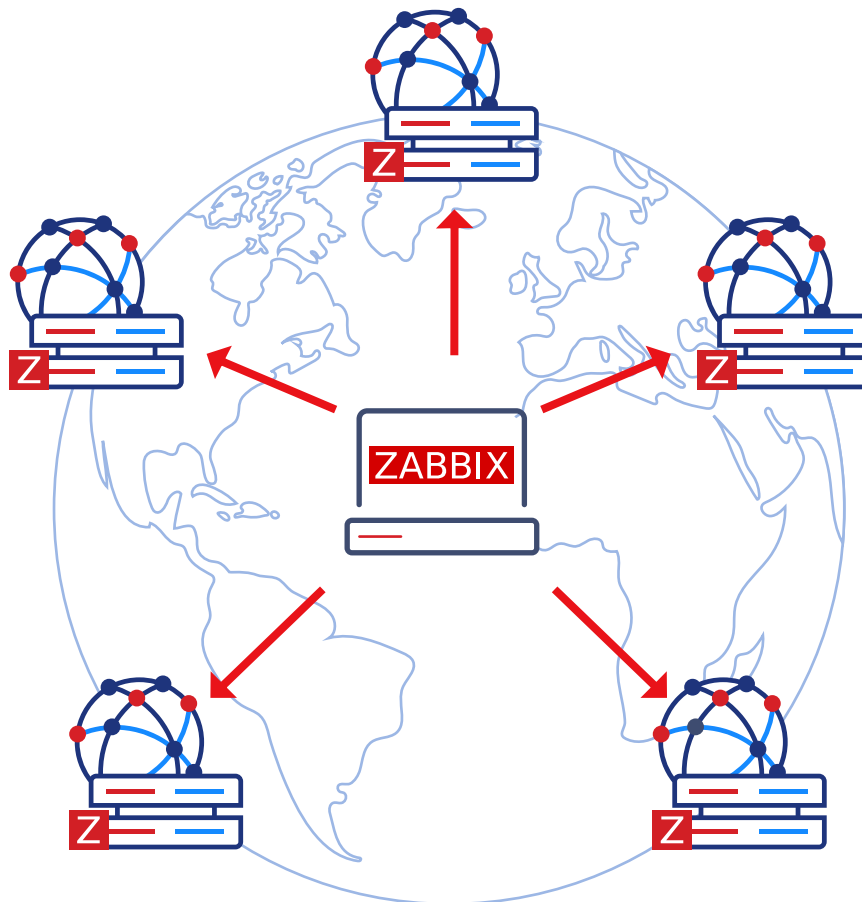
FOR A COMPANY

- A Certified Specialist who sets up the infrastructure according to the best practices

- Benefit from less time spent performing tasks

- Profit from efficient use of available IT resources regardless of the scale of the deployment

- At the end of the training course there is an exam to prove the skills and knowledge of Zabbix software.

Zabbix Partner Program is built to extend Zabbix services locally

Benefits of Zabbix partnership program

- Get recognized by potential customers and increase the visibility of your business

- Get ahead of competitors by using technical support according to a professional Service-Level Agreement

- Receive discounts on all Zabbix services (training, consulting, custom development, etc)

- Access pre-sale consulting services

- Participation in joint marketing events

Requirements

We would really appreciate seeing among our partners: hardware and software resellers, system integrators, and technology consultancy companies, though there are no severe restrictions regarding the kinds of organizations entering the Partnership Program.

Each partner program has its own qualification requirements to ensure that potential and existing customers receive a certain level of service that meets the high-quality standards of Zabbix.

ZABBIX PARTNER PROGRAM

sales@zabbix.com / www.zabbix.com

Reseller fee is €499.00 per year.

RESELLER

Promotion and re-sale of Zabbix services
Zabbix will actually provide the selected service

Reseller benefits:

- Sales commission received for services sold - from 5% up to 30%;

- 20% discount for your employee training courses;

Certified Partner fee is €4950.00 per year.

CERTIFIED PARTNER

Promotion and re-sale of Zabbix services;
The partner is officially authorized to deliver selected Zabbix services and solutions;
The partner is authorized to sell other value-added services to the customer along with Zabbix services.
Requirements: The company must have at least one Zabbix Certified Specialist in their team to become a Certified Partner of Zabbix.

Certified Partner benefits:

- Sales commission received for services sold: from 5% up to 30% for resold services and up to 60% for the services backed up by Zabbix;

- Ability to purchase and use Zabbix second-line support while providing Zabbix support services to your customers;

- Opportunity for one of your employees to attend both Zabbix Certified Specialist and Zabbix Certified Professional courses free of charge;

- 20% discount for partner employee training courses;

Premium Partner fee is €4950.00 per year*

PREMIUM PARTNER

Promotion and re-sale of Zabbix services;
The partner is officially authorized to deliver selected Zabbix services and solutions;
The partner is authorized to sell other value-added services to the customer along with Zabbix services;
Possibility to participate in sophisticated projects related to Zabbix solution implementation, integration, and support.

Requirements: The company must have at least three Zabbix Certified Specialists and one Certified Zabbix Professional in their team to become a Premium Partner of Zabbix.
*Revenue generated during the current year is more than €50,000.00

Premium Partner benefits:

- Sales commission received for services sold: from 5% up to 30% for resold services and up to 70% for the services backed up by Zabbix;

- Ability to purchase and use Zabbix second-line support while providing Zabbix support services to your customers;

- Opportunity for one of your employees to attend both Zabbix Certified Specialist and Zabbix Certified Professional courses free of charge;

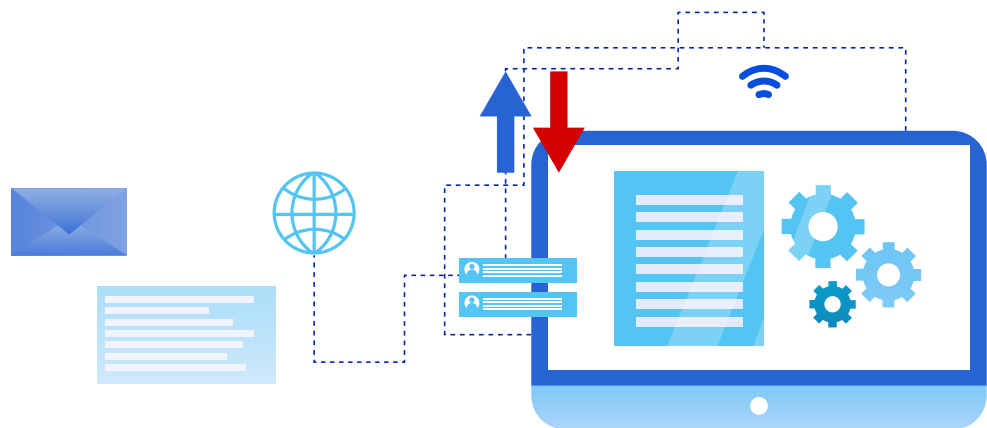- 20% discount for partner employee training courses;

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CORE BENEFITS	RESELLER	CERTIFIED PARTNER	PREMIUM PARTNER
Authorization to resell Zabbix support and services	✓	✓	✓
Authorization to provide technical support backed by Zabbix	⊖	✓	✓
Authorization to deliver Zabbix training programs through additional certification	✓	✓	✓
Discounts on Zabbix services for Partner internal use	⊖	✓	✓
Sales comission for re-selling of Zabbix services	✓	✓	✓
Special discounts for Partner employees' training	20%	2 free courses per year 20%	2 free courses per year 20%
Option to visit Zabbix office together with potential customers	✓	✓	✓
Option to invite Zabbix senior staff members to participate in meetings and presentations of Zabbix at customer location	⊖	✓	✓

SALES AND MARKETING SUPPORT	RESELLER	CERTIFIED PARTNER	PREMIUM PARTNER
Zabbix Newsletter	✓	✓	✓
Support for sales related questions	Unlimited	Unlimited	Unlimited
Resolution of customer pre-sale technical inquiries	✓	✓	✓
Co-marketing opportunities	✓	✓	✓
Acces to marketing materials	✓	✓	✓
Acces to Sales Kit	✓	✓	✓
First notification for participation in Zabbix events	✓	✓	✓
Partner logo and information on Zabbix web page	✓	✓	✓
Autorization to use Zabbix partner logo	✓	✓	✓
Autorization to use Zabbix logo	✓	✓	✓
Partner certificate	✓	✓	✓
Joint press-releases	✓	✓	✓

No Exclusive agreements

Zabbix works through an extended network of trusted partners located across the world and secures transparency via standard terms and conditions, list prices, discounts, and annual KPIs.

How you can earn money?

RESELL

Do you want your customers to get technical assistance like consultancy, implementation, integration, training, and custom development on Zabbix directly from the actual software developer? Sell Zabbix professional services and receive sales commission from 10 to 30%.

PROVIDE

Do you want to want to work with the customer directly? Provide selected Zabbix professional services like consulting, implementation, integration, and first-line technical support on your own and receive our back-up for more complex issues.

BENEFIT

Acquire very high exposure among potential customers and access to exclusive sales, marketing, and technical base provided by Zabbix professionals.

OUTRANK

Given that the total cost of ownership is much lower compared to other solutions, get ahead of many competitors with open-source and proprietary products.
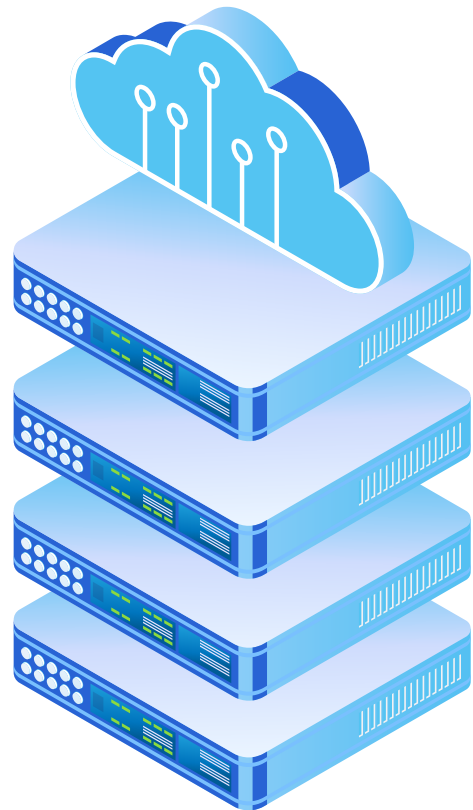
Lead registration

LEAD REGISTRATION PROCEDURE IS AS FOLLOWS:

Send us an email with:

- Company name

- Webpage

- Contact person Name and Surname / phone/ e-mail

The lead will be registered under your company name as your opportunity for six months period. Afterward, you may prolong it.

Application process

THE ENROLLMENT PROCESS IS AS FOLLOWS:

- Download and complete the Application Form

- Send it to partners@zabbix.com

- Sign the partnership agreement

- Settle the annual partnership fee invoice issued by Zabbix

- **Send to Zabbix:**

  - Company logo in a high resolution (jpg/png)

  - Short company description to put it on Zabbix Partners page www.zabbix.com/partners

  - Company's headquarters location on Google Maps (GPS)

  - One or two sentences on why you have decided to become a Zabbix partner

Application process

- ***Zabbix Certified Partner is entitled to receive two training vouchers, and there are two options on how to use them:**

  - 1st option:
    One employee of the company can attend both Zabbix Certified Specialist and Zabbix Certified Professional courses

  - 2nd option:
    Two employees of the company can attend the Zabbix Certified Specialist course

*Zabbix partner gets a 20% discount for training courses (if more than two of your employees would like to attend the Zabbix Certified Specialist or Zabbix Certified Professional courses).

Please note that the training voucher is valid for six months from the agreement signature date. The training schedule is available via the link: https://www.zab-bix.com/training .

Application process

UPON PAYMENT AND INFORMATION FROM A PARTNER RECEIVED, ZABBIX WILL:

- Issue the Zabbix Partnership Certificate

- Publish information on the Zabbix webpage (list or Zabbix Partners, map of Zabbix partners, and press release)

- Send all the marketing materials available

- Invite a partner to take part in events organized by Zabbix

- share updates and news every month at partner's meetings and via Newsletter & e-mail

Become a partner of Zabbix and get:

- Recognized by potential customers

- Participation in joint marketing events

- Discounts on all Zabbix services

- Ahead of competitors by using Zabbix technical support

- Access to pre-sale consulting services

- Partner marketing tools etc

Learn more about Zabbix

Join our events **https://www.zabbix.com/events**
Newsletters **https://sourceforge.net/projects/zabbix/lists/zabbix-announce**
Zabbix Blog **https://blog.zabbix.com/**
Zabbix Forum **https://www.zabbix.com/forum/**
Zabbix Share **https://share.zabbix.com/**
Integrations **https://www.zabbix.com/integrations?cat=applications**

USA

+1 877-4-ZABBIX

+1 877-4-922249 (toll free)

sales@zabbix.com

EUROPE

+371 6778-4742

Fax; +371 6778-4741

sales@zabbix.com

RUSSIA

+7 (495) 369-54-95

sales@zabbix.com

LAT.AMERICA

Argentina / Buenos Aires   +54 113989-4060

Brazil / San Paulo   +55 11 4210-5104

Chile / National   +56 44 890 9410

Colombia / Bogota   +57 1 3819310

Mexico / Mexico city   + 52 55 8526 2606

sales.latam@zabbix.com

CHINA

www.grandage.cn

+86 021-6978-6188

china@zabbix.com

JAPAN

+81 3-4405-7338

sales@zabbix.com