

# EFFECTIVE CONTROL SOLUTION

With Zabbix Monitoring Software, ITelligent Consulting Services became much more proactive in the care of company's clients systems and allowed to become more productive over all.



"Zabbix was the most suitable solution for our requirements: open source, quick and easy to get started whilst offering near limitless expansion and upgrades, easy to maintain"

Mark Rogers, Lead Architect at ITelligent Consulting Services

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ITelligent Consulting Services is an Australian company that provides IT support for small to medium businesses. ITelligent Consulting Services has implemented Zabbix Monitoring Software to resolve the issue with the control over the remote hardware and client's servers.

INDUSTRY:  
Information Technology

## OBJECTIVE

ITelligent was looking for a reliable solution that makes it possible to monitor client's servers remotely from the company's office.

## REQUIREMENTS

Monitoring solution needed to fulfill the key company's need i.e. precisely monitor situation with client's system and to know about any dropdowns before the end-user. Additionally, the system also should be cost-effective, quick and easy to implement and work with.

## APPROACH

After trying testing out Nagios, PRTG Network monitor, SolarWinds, N-ABLE and Kaseya, the testing of Zabbix Monitoring Solution went so well that the company decided not to spend more time more time investigating other products. Implementation of Zabbix Monitoring Solution took 2 hours, even taking into consideration that the person who worked on this implementation was a complete novice to Linux.

## BUSINESS OUTCOMES

- General host availability i.e. ability to know about a host outage before end-user
- Performance related data i.e. ability to notice trends in CPU/Memory, Disk and network usage that allows the company to see minor problems and prevent major issues
- Reports generating from Zabbix data for the end-users



ITelligent is an IT company, established in 2007 in Melbourne (Australia) that supports and configures IT systems for small to medium businesses. ITelligent offers a variety of support options to cater for all client needs, following their key philosophy: "We are a Customer Service Company; that just happens to fix IT Systems".

One of the key reasons why ITelligent needed and started to search for a monitoring solution was existence of numerous remote sites, most with very limited remote connectivity, thus it just wasn't feasible to see what was happening on so many remote systems and hardware at once. A simple problem of a hard disk filling up could go unnoticed, and as a result cost ITelligent hours of reactive time. "We simply had no feedback from the client's servers, all of which were remote to our office." Mark Rogers, Lead Architect at ITelligent Consulting Services.

Before choosing Zabbix Monitoring Solution, our company has compared Nagios, PRTG Network monitor, SolarWinds, N-ABLE and Kaseya. The final choice was made in Zabbix favour as the easiest of the open source products to get going in a testing phase that

