ZABBIX

The ATS Group and a Large MSP

A case study

ATS GROUP
ADVANCED TECHNOLOGY SERVICES

Client

INDUSTRY
TECHNOLOGY SOLUTIONS

FOUNDED
2001

STAFF
60+

LOCATION
MALVERN, PENNSYLVANIA

One of the most critical clients of our Premium Partners at the **ATS Group** is a large MSP that acts as a service and administration platform for their own clients, providing them with hardware, software, engineers, support staff, metrics, and reporting.
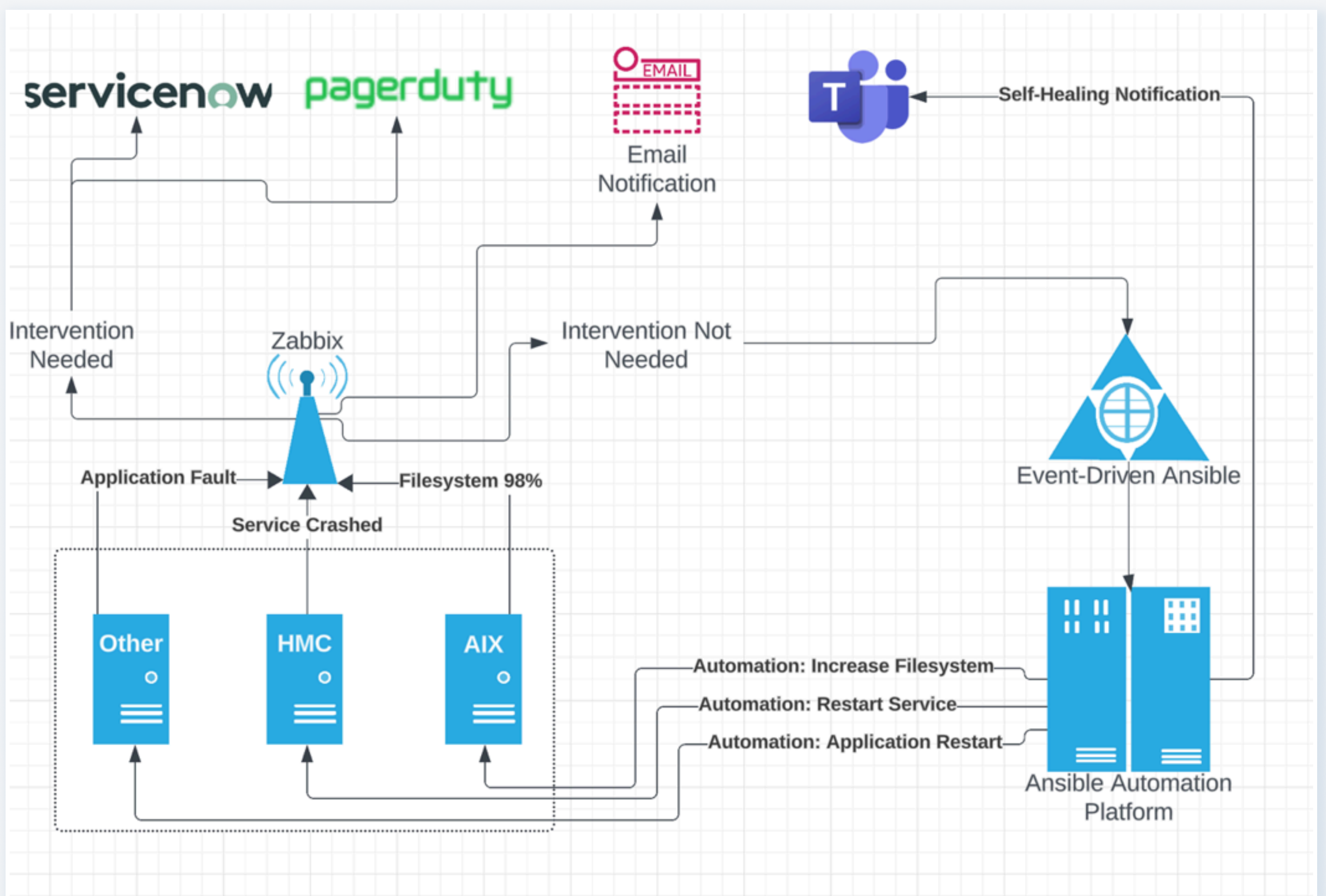
Challenge

The MSP needed a stable, high-performance platform monitoring solution that would cover all the services they provided – a single, flexible solution that could track every service was paramount, as was the ability to react to anomalies before they became serious problems.

Solution

Because of their focus on performance-based monitoring, the client went with a "hot-cold" architecture and an integration with Ansible EDA, which stands for Event-Driven Ansible. It turned out to be a true "force multiplier", as using Zabbix, Ansible, and EDA together allowed the MSP to monitor their systems, automate tasks based on real-time events, and provide immediate responses to issues without manual intervention.
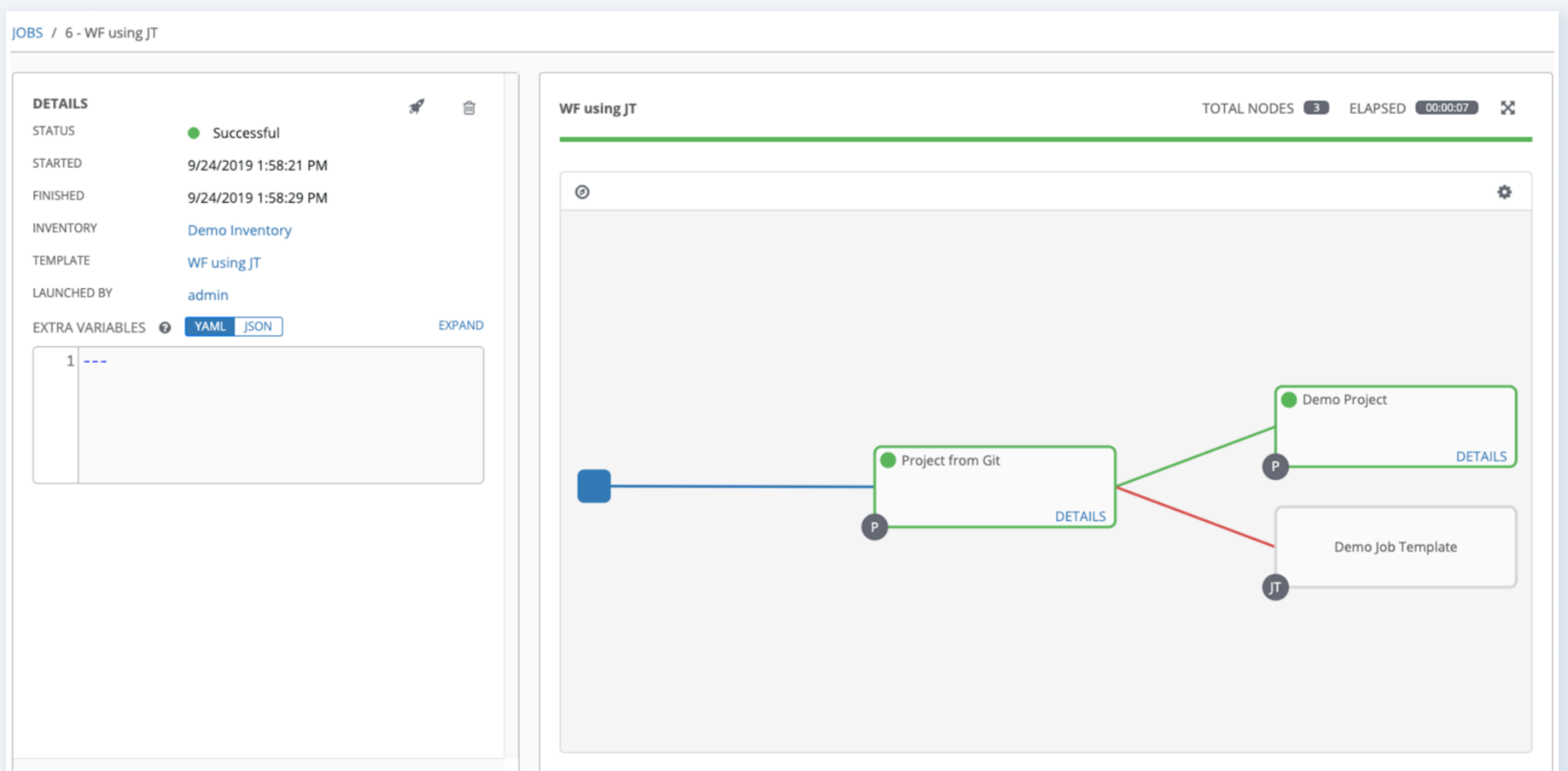
The integration was designed to sort issues by whether or not they were able to be automated. If an issue arose that required human intervention, alerts could be sent to ServiceNow via multiple channels. If human intervention was unnecessary, the issue was rerouted to Event-Driven Ansible, which runs automation on all monitored hosts.

Results

With essentially no software costs and an automation integration that can find issues and fix them independently, the **MSP was able to rapidly achieve a much higher service-to-spend ratio than they'd ever imagined possible**.

There has been a noted **increase in employee satisfaction** as well – thanks to automation, engineers no longer have to be "on call" at all hours to solve simple issues, while C-level executives have seen productivity skyrocket thanks to the joint solution's ability to find potential issues before they become real problems.

In conclusion

At Zabbix, we work hard to stay on the forefront of automation.That means constantly improving our own product while also staying on top of new technologies like Event-Driven Ansible in order to better integrate with them.

To learn more about what Zabbix can do for customers
in IT and Telecommunications

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