ZABBIX

Making Patient Care Easier

A case study

University of Antwerp

Client

INDUSTRY
HEALTHCARE, EDUCATION

OPENED
1979

PATIENTS CONSULTED PER YEAR
800,000 +

STAFF
4,000 (INCLUDING 642 DOCTORS)

LOCATION
ANTWERP, BELGIUM

The **Antwerp University Hospital** (UZA) is a university center known for top clinical and customer-friendly patient care, high-quality academic training, and groundbreaking scientific research with an important international dimension.

Challenge

Due to the large number of users connecting on a daily basis, the UZA's Zabbix server was set up as a virtual machine with a frontend separate from the Zabbix server and database. Splitting the frontend from the Zabbix server allows for the use of dedicated resources for the frontend and the Zabbix server.

Most of the monitoring is done by Zabbix agents on Linux and Windows. In order for the applications to see if everything is working as it should be, the team from Zabbix Premium Partner Open-Future leveraged UserParameters and database monitoring with Zabbix Agent 2. For some more specific monitoring cases, they also made use of custom SQL scripts.

Because one server can have multiple teams responsible for just the application or the OS, getting the correct information to the right team is challenging. A simple solution was the creation of different trigger actions for every team that included only the triggers that were needed.

Solution

By making extensive use of tags in Zabbix, the Open-Future team can add labels to the items and link them back to the correct user groups. This makes it easier to send the right information to the correct teams and allows them to both drastically reduce the number of actions that need to be created and simplify the actions that are created.

Results

Zabbix has proven itself as a powerful and versatile monitoring and management platform that allows for real-time insight into the performance of the UZA's IT infrastructure and applications. Zabbix's ability to collect and visualize various types of data (including network traffic, server load, application performance, and more) makes it easy to identify and resolve issues before they impact operations or patient care.

At present, Open-Future monitors about 1,400 hosts - a mix of Windows, Linux and BareMetal monitored by proxies. This allows them to monitor more than 10,000 metrics with more than 55,000 triggers to notify them in case of any potential issues. They make use of custom Zabbix templates, plugins, and scripts to gather all needed information.

Automated alerts and reporting functionality make it easy to respond quickly to incidents and issues, which reduces downtime and maximizes the availability of critical systems. This has direct benefits for the UZA's patients, as Zabbix makes sure that vital systems like electronic medical records are always available and that the quality of care is maintained at the highest level.

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in Healthcare and Medicine

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