

**ZABBIX**

PREVIDÊNCIA SOCIAL  
INSTITUTO NACIONAL DO SEGURO SOCIAL - EDIFÍCIO SEDE

# Zabbix at the National Institute of Social Security (INSS)

## A case study



## Client

INDUSTRY

**FEDERAL AUTARCHY  
(GOVERNMENT)**

ESTABLISHED

**1990**

COVERAGE

**1,600+ PHYSICAL BRANCHES**

LOCATION

**BRAZIL, HEADQUARTERED IN  
BRASÍLIA**

The National Institute of Social Security ([INSS](#)) is a federal autarchy under the Ministry of Social Welfare. It is responsible for the payment of social security benefits to approximately 39 million recipients, according to the [Statistical Bulletin of Social Welfare](#).

Its mission is to promote the recognition of rights related to these benefits, which ensures efficiency, convenience, and greater public oversight.



# Challenge

The INSS manages over 1,600 physical agencies across Brazil, in addition to systems hosted in cloud environments.

Before the implementation of the Zabbix-based monitoring system, local managers had to report network or infrastructure failures manually, which led to delays in response and negatively impacted public perception of the institution's efficiency.

Zabbix was initially introduced through the expertise of individual staff members and became part of this infrastructure over time. Today, it allows for comprehensive network monitoring, the identification of unauthorized devices, and automatic alert integrations with platforms such as Microsoft Teams.

# Solution

A key challenge faced by the INSS was the insertion of unauthorized devices (such as unregistered routers) into its network, which posed significant security risks. Additionally, the lack of real-time visibility into the data link status of the branches hindered the IT team's ability to respond proactively.

The "Monitor INSS" platform, developed and maintained by the INSS General Coordination and its technical teams, established Zabbix as the primary data integration and monitoring tool. This allowed for:



## Real-time detection

Zabbix continuously monitors the status of the network, devices, and systems, triggering automatic alerts in case of anomalies.



## Integration with internal communication systems

When a failure is detected, Zabbix sends notifications via platforms like Microsoft Teams and email, enabling rapid incident response.



## Detection of suspicious devices

The system is configured to identify and alert administrators about unauthorized devices connected to the network, improving security against intrusion attempts.



# Results

The implementation of Zabbix transformed how INSS monitors and manages its IT infrastructure. With a proactive approach and improved incident response, the institution is better equipped to ensure continuous, high-quality service delivery.

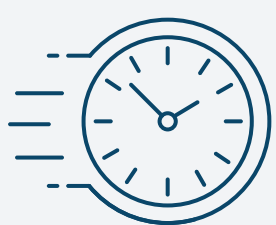
By enhancing operations with open-source tools like Zabbix, INSS reinforces its commitment to secure and efficient service delivery while promoting the responsible use of public funds.

Key benefits include:



## Proactive response

Constant monitoring shifted INSS from a reactive to a proactive stance. Issues such as power outages and service disruptions are identified and addressed before significantly affecting service delivery.



## Reduced response time

Automated communication has minimized the gap between problem detection and corrective action, improving operational efficiency.



## More efficient resource management

The tool supports the identification of failure patterns, enabling data-driven decision-making by the IT team.

## About Zabbix

Zabbix is an **enterprise-class, open-source distributed monitoring solution** designed to monitor and track the performance and availability of network servers, devices, services, and other IT resources. Zabbix also provides a wide range of commercial services such as technical support, integration, implementation, and customized development services as well as professional training.

The company's latest offering, Zabbix Cloud, offers the entire range of Zabbix features with easier deployment and management, enhanced scalability, and automatic upgrades.

## To learn more about the potential of Zabbix for government institutions

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