ZABBIX



Impact of Monitoring on the Availability and Security of Public Services

A case study

INSS

INSTITUTO NACIONAL DO SEGURO SOCIAL

INDUSTRY
FEDERAL AGENCY (GOVERNMENT)

FOUNDED
1990

COVERAGE
MORE THAN 1,600 BRANCHES

LOCATION
BRAZIL, HEADQUARTERED IN BRASÍLIA

The National Social Security Institute (INSS) is a federal agency under the Ministry of Social Security, responsible for paying social security benefits to about 39 million beneficiaries, according to the Social Security Statistical Bulletin. Its mission is to recognize people's entitlement to these benefits, ensuring speed and convenience for its users and strengthening social oversight.

Challenge

INSS runs more than 1,600 physical branches across the country, providing vital services to the population, in addition to systems hosted in the cloud.
Zabbix has long been part of this infrastructure, adopted gradually as new employees brought their own expertise. Today, it is used to monitor the network, identify unauthorized devices and send automatic alerts to platforms such as Teams. This proactive approach replaced the old manual way of reporting issues, speeding up incident response and strengthening the image of INSS.
Before monitoring with Zabbix was implemented, network failures and infrastructure problems were reported manually by local managers, which delayed the response and affected how the public perceived the agency's efficiency.

Solution

A significant problem faced by INSS is unauthorized devices being connected to the network, such as rogue routers, which pose security risks. In addition, the lack of real-time visibility into the condition of the data links of its units made it difficult for the IT team to respond proactively.
Monitor INSS, a tool developed and maintained by the General Coordination office and its technical teams, made Zabbix the main data integrator for monitoring, enabling:

- **Real-time detection:** Zabbix continuously monitors the status of the network, equipment and systems, sending automatic alerts when anomalies occur.

- **Integration with internal communication systems:** when a failure is detected, Zabbix sends alerts through platforms such as Teams, as well as emails, so that the response teams can act immediately.

- **Detection of suspicious devices:** the system is configured to detect and alert on unauthorized devices connected to the network, strengthening security against intrusion attempts.

Results

Implementing Zabbix transformed the way INSS monitors and manages its IT infrastructure.
With a proactive approach and the ability to react quickly to incidents, INSS is better prepared to provide continuous, high-quality service.
By improving its services and operations with open-source tools such as Zabbix, the agency puts secure, high-quality service for the whole population first, both in its physical branches and in digital channels, and makes sure that public resources are used more efficiently.
The key benefits include:

Proactive response: with constant monitoring, INSS has moved from a reactive stance to a proactive approach. Problems such as power outages and service interruptions are identified and handled before they significantly affect public service.

Shorter response times: automated communication has reduced the time between identifying a problem and taking the necessary administrative action, increasing operational efficiency.

More efficient resource management: the tool helps identify failure patterns, allowing the IT team to make decisions based on real evidence.



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