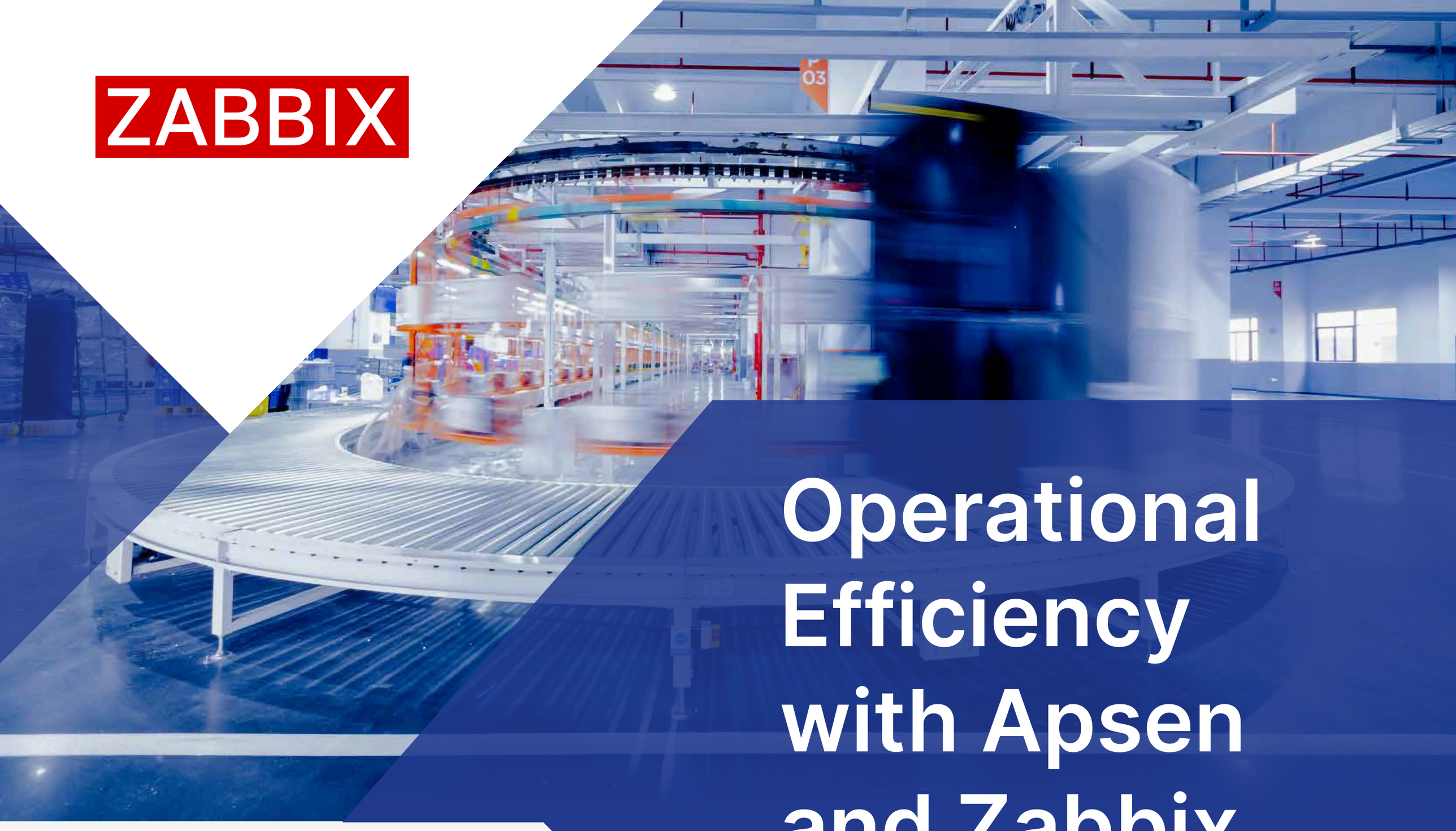
ZABBIX



Operational Efficiency with Apsen and Zabbix

A case study

APSEN

Client

INDUSTRY

PHARMACEUTICAL

FOUNDED

1969

SIZE

ABOUT 800 EMPLOYEES

LOCATION

SANTO AMARO (SP) AND VARGINHA (MG), BRAZIL

With 85% of its infrastructure in the cloud and around 800 employees accessing services simultaneously, Apsen turned to Zabbix to enhance its operational visibility. This led to a reduction of up to 40 monthly support tickets through proactive automation, aligning technology with business processes.

Challenge

Apsen faced operational difficulties due to low visibility into its IT infrastructure performance. The absence of a centralized monitoring system made it hard to identify failures and use resources efficiently, affecting critical activities such as invoice issuance, time tracking, and production order releases.

Specific issues (printer downtime, network failures, SAP instability, etc.) overwhelmed the IT team, which operated reactively and relied on manual tickets to track incidents. In this context, the company set a series of goals to overcome visibility and efficiency challenges in IT operations:

- **Increase visibility into the IT infrastructure**
- **Reduce the number of operational tickets**
- **Automate failure detection**
- **Improve incident response times**
- **Generate reliable data for strategic decisions**

These goals targeted both technical performance improvements and support for strategic decision-making.

Solution

To achieve these objectives, Apsen selected Zabbix as its integrated monitoring solution, replacing a proprietary tool that limited detailed metric analysis. Two Zabbix Server environments were implemented - one for technical infrastructure (servers, network, and telecommunications) and another for user experience. The distributed architecture via proxies allowed for the monitoring of both headquarters and remote employees.

The solution offered flexibility to customize metrics, automate routines, and integrate corporate systems such as SAP, ServiceNow, Telegram, and PagerDuty. This enabled continuous monitoring of servers, workstations, and peripherals, ensuring faster incident response and standardization of critical processes.

Results

Implementing Zabbix delivered significant results for Apsen's operations, including:

- **Reduction of up to 40 monthly support tickets through proactive automations**
- **Greater predictability in the performance of IT infrastructure**
- **Improved failure response times**
- **Support for strategic decisions regarding equipment renewal**
- **Optimization of asset and tech resource management**

Beyond the quantitative impact, the solution helped reduce incidents related to printer supplies and time clocks, improve SD-WAN network performance, and support procurement policies for laptops better suited to employee needs.

Although the current setup meets the main demands, Apsen is already planning future developments, such as integrating Zabbix with automated inventory systems, enhancing endpoint device monitoring, and expanding automations with ITSM platforms like ServiceNow. The goal is to move toward even more predictive and integrated IT asset management, strengthening the alignment between technology and business objectives.

Conclusion

Apsen's experience shows how Zabbix can go beyond traditional monitoring to serve as a multifunctional tool for the pharmaceutical industry. With proactive automations and reliable data, the company was able to reduce incidents, boost operational efficiency, and align IT and business processes in a highly regulated industry.