ZABBIX

# Achieving 100% Observability with BIND and Zabbix

A case study

bind

## Client

INDUSTRY
**FINANCIAL SOLUTIONS**

FOUNDED
**1928**

SIZE
**MORE THAN 1,000 EMPLOYEES**

LOCATION
**ARGENTINA**

Argentina's BIND Group is a diversified financial services ecosystem centered around BIND Banco Industrial, offering banking, investment, insurance, leasing, fintech, and digital payment solutions.

With roots dating back to Banco Industrial, the group has expanded into a broad portfolio of businesses designed to serve individuals, companies, and fintech partners through innovative financial products and technology-driven services.

With the help of Zabbix, BIND completely transformed its monitoring model, migrating from a third-party system with only 3,500 metrics and context-free alerts to an operation where 100% of its infrastructure is monitored.

# Challenge

BIND needed to completely overhaul its monitoring model to support the growth of its digital operations while improving visibility, operational efficiency, and business alignment. The main challenges included:

- **Limited infrastructure coverage:** Monitoring was outsourced and limited to only 3,500 metrics, preventing a comprehensive view of the company's six business lines and its entire technology infrastructure.
- **Context-free alerts:** During critical incidents, excessive alerts made it difficult to identify the root cause, delaying response times.
- **Lack of alignment between IT and the business:** Management indicators were manually compiled from multiple sources, and the monitoring platform did not reflect the priorities or SLAs specific to each business area.
- **High costs and limited scalability:** The proprietary APM solution involved high licensing costs, limited integrations, and made it difficult to expand monitoring to new services.
- **Limited autonomy and expertise:** Dependence on an external provider and limited in-house expertise reduced the organization's ability to evolve its monitoring environment according to business needs.

# Solution

The company brought monitoring operations in-house and adopted Zabbix as its central observability platform, with support from Custos Monitoring, a Zabbix Certified Delivery Partner in Uruguay.

The transformation was carried out in three phases:

- **Foundation:** Monitoring 100% of the infrastructure, migrating to Zabbix, and creating customized dashboards for each team.
- **Business Alignment:** Implementing SLAs for each business line, creating unified executive dashboards, automating KPIs, and integrating with the CMDB.
- **Intelligence:** Enhancing operations with AI, deploying a context-aware LLM to support operations, implementing intelligent alert routing through Slack, and adopting OpenTelemetry as the organization's observability standard.

# Results

The initiative transformed monitoring into a strategic business platform. Key outcomes include:

- **100% of the infrastructure monitored.**
- **More than a 90% reduction in manual monitoring and reporting tasks.**
- **Automated KPIs and real-time information available for both IT and business teams.**
- **Customized dashboards for technical teams and a unified executive view across the organization.**
- **Stronger alignment between IT and the business, with the goal of reducing MTTR from 30 minutes to less than 5 minutes through the use of AI.**
- **A projected 93% reduction in APM costs by migrating to OpenTelemetry integrated with Zabbix.**

# Conclusion

BIND's case illustrates a monitoring maturity journey that goes far beyond replacing tools. In a short period, monitoring evolved from an outsourced technical service into a strategic platform that speaks the language of the business.
The combination of Zabbix, a specialized partner, and a structured, phased approach made this transformation possible.

To learn more about what Zabbix can do
**for financial institutions**

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