ZABBIX



Corporate Network Monitoring with Zabbix

A case study

EXECON
SMART SOLUTIONS

Client

EXECON SMART SOLUTIONS

INDUSTRY
MANAGED TELECOMMUNICATIONS AND CORPORATE NETWORK SERVICES PROVIDER

FOUNDED
2002

SIZE
NATIONWIDE COVERAGE WITH PRESENCE IN 56 CITIES

LOCATION
MEXICO

With more than 24 years of experience in the market, EXECON strengthened its monitoring operation by adopting a centralized platform based on Zabbix. This allowed it to consolidate oversight of more than 20,000 sites in a scalable solution that can process about **15,000 events a day**, improving operational efficiency and optimizing the management of its own infrastructure and that of its customers.

Challenge

EXECON is a Mexican provider of managed telecommunications and corporate network services, serving some of the leading companies in the country's retail and financial sectors. As the company grew, its monitoring operation relied on seven different tools used simultaneously. This created operational complexity, integration difficulties and higher administration costs.

The main challenges were:

- Consolidate the monitoring operation on a centralized platform to efficiently manage a large-scale distributed infrastructure;
- Simplify data integration between the monitoring tools and the internal ITSM system;
- Optimize operational and licensing costs;
- Speed up provisioning for new customers and services;
- Strengthen proactive incident detection, anticipating potential impacts before they affect customer operations.

Solution

In 2023, EXECON decided to evolve its monitoring platform by adopting Zabbix, after evaluating different technology alternatives.

The decision was based on Zabbix's scalability, flexibility and integration capabilities, as well as its distributed architecture supporting multiple protocols and real-time event processing, while also optimizing costs compared with other solutions on the market. With this implementation, EXECON consolidated its monitoring into a more efficient architecture that allows it to:

- **Deploy dedicated proxies for each type of monitoring;**
- **Integrate events directly with its incident management system via webhooks;**
- **Standardize operations on a single platform.**

To strengthen operational continuity and the further development of the platform, EXECON complemented the implementation with an official Zabbix support subscription and specialized training programs for its technical team.

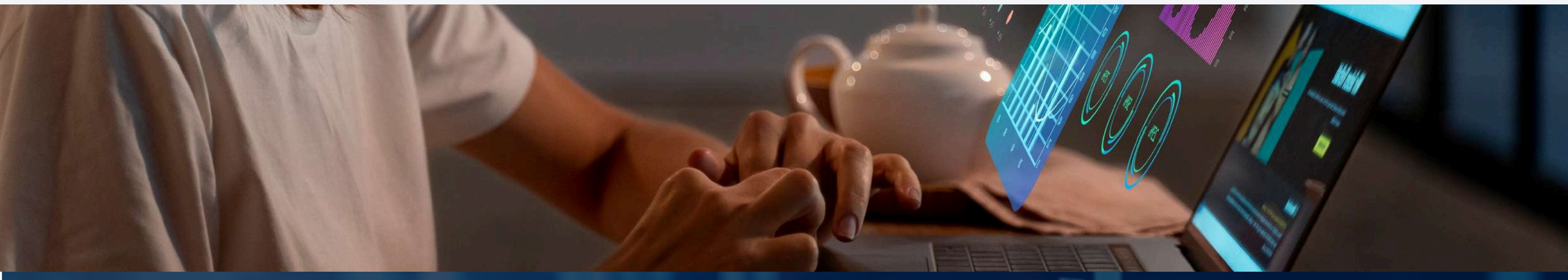
Results

Consolidating monitoring on Zabbix significantly strengthened EXECON's operation and the quality of the services it delivers to its customers. The main results include:

- **Monitoring consolidated on a single platform,** reducing operational complexity;
- **More than 20,000 sites monitored nationwide,** belonging to different customers and sectors;
- **About 15,000 events processed per day,** with better real-time analysis capabilities;
- **Unified operational visibility** through integrated dashboards;
- **Fewer false positives** and better incident response and resolution times;
- **Higher availability and reliability of the services delivered to customers;**
- **Simplified training for the technical team;**
- **Shorter provisioning times for new services.**

Conclusion

Thanks to this architecture, EXECON's technical team now has a complete view of the state of the infrastructure and the monitored services, which allows it to detect service-level incidents proactively and anticipate potential impacts before they affect customer operations.



To learn more about what Zabbix can do for different industries

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