ZABBIX

Entelgy

Distributed Monitoring with Zabbix and Entelgy
A case study

Client

INDUSTRY
DIGITAL TRANSFORMATION AND IT SERVICES

ESTABLISHED
2001

LOCATION
HEADQUARTERED IN SPAIN WITH A PRESENCE IN 6 COUNTRIES ACROSS EUROPE AND LATIN AMERICA

Entelgy is an international consulting and technology firm specializing in cybersecurity, digital transformation, and advanced IT operations. They help organizations implement scalable, distributed monitoring architectures that ensure reliability, visibility, and performance across complex infrastructures.

Challenge

Since 2018, Entelgy has relied on Zabbix as its primary monitoring tool to provide large multinational clients with full visibility into the health and performance of their services and infrastructure.

As both the infrastructure and the management of the monitoring platform itself grew in complexity, the need emerged for a unified, centralized view capable of integrating the monitoring of all customer environments.

These customers span a wide range of industries and represent some of the most prestigious global organizations, covering everything from a leading video streaming platform operating across South America to mining corporations, global banks and financial services providers, major chemical and construction firms, the stock exchange of one of the world's largest financial centers, and Spain's largest internet service provider.

To meet this growing challenge, Entelgy turned once again to Zabbix — this time to build a centralized monitoring layer on top of its distributed infrastructure.

Solution

For each client, Entelgy deploys a dedicated Zabbix server with its own database and built-in redundancy to ensure reliability and scalability. Each monitored environment tracks over 50,000 individual metrics, covering everything from service availability to infrastructure performance. When any of these metrics indicates a potential issue, a Zabbix action is automatically triggered to notify the operations team responsible for that specific client environment, ensuring rapid incident resolution.

To maintain full visibility and ensure that every monitoring platform across is operating correctly, Entelgy leverages several key features of Zabbix:

- **Remote monitoring capabilities**
- **Automated alerts and incident management.**
- **An open source ecosystem**
- **Secure access and client segmentation**
- **Custom branding for client environments**

Zabbix provides Entelgy with a unified, fully open-source monitoring solution that covers both client environments and internal systems — enabling faster response times, reduced operational complexity, and full control across distributed infrastructures.

Results

By leveraging Zabbix for distributed monitoring, Entelgy and its clients have achieved significant operational and strategic benefits, including:

- Improved reliability and service continuity, enabled by proactive detection of infrastructure issues across multiple client environments

- Increased operational efficiency, driven by automated alerts, ticket creation, SLA tracking, and real-time mobile notifications

- High monitoring granularity, with a one-minute update interval for most collected metrics

- More than 1,000 automated tickets generated monthly, fully integrated with ticketing systems using native Zabbix capabilities

- A comprehensive backup system for both client devices and Zabbix databases/configurations

- Centralized visibility across all platforms through a unified monitoring layer that aggregates hundreds of thousands of metrics

- Secure and segmented access, enabled by LDAP and SAML integrations and role-based access control

- Enhanced client experience and branding with each Zabbix instance customized to reflect the client's corporate identity

- Continuous innovation supported by a fully open-source ecosystem

- Proven scalability thanks to Zabbix's ability to adapt to complex, multi-tenant enterprise environments

Conclusion

At Entelgy, Zabbix is not just the tool of choice — it's the single, unified platform used to monitor the infrastructure of every client, as well as our own internal systems. By standardizing on Zabbix across all layers of operation, we have eliminated the need for additional monitoring tools, significantly reducing complexity, operational overhead, and costs.

This unified approach allows their teams to work more efficiently, respond faster to incidents, and continuously improve service quality — all while maintaining full visibility and control over distributed environments. With Zabbix at the core, Entelgy delivers reliable, scalable, and cost-effective monitoring at every level.

To learn more about what Zabbix can do
for IT companies

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