

# ZABBIX



# Monitoring MDM Certificates with Lab9 Pro and Zabbix

## A case study



## Client

INDUSTRY

**INFORMATION TECHNOLOGY**

FOUNDED

**1993**

HEADCOUNT

**305 EMPLOYEES**

HEADQUARTERS

**KORTRIJK, ANTWERP, AND  
HASSELT, BELGIUM**

[Lab9 Pro](#) is the B2B division of Lab9, Belgium's leading Apple Premium Partner. Lab9 Pro specializes in integrating and supporting Apple systems within businesses, educational institutions, and public organizations.

# Challenge

For Apple device management, the typical customer has a few certificates issued by Apple, which require approval of the user agreement by the Apple business or school manager. Depending on the customer, the certificates need to be renewed on different dates. If the user agreement is not approved, automated device enrollment will stop working.

Lab9 Pro found themselves needing to check all certificates and user agreements for MSP customers manually, which involved an unacceptably high error rate that often caused discontinuity of the MDM system.

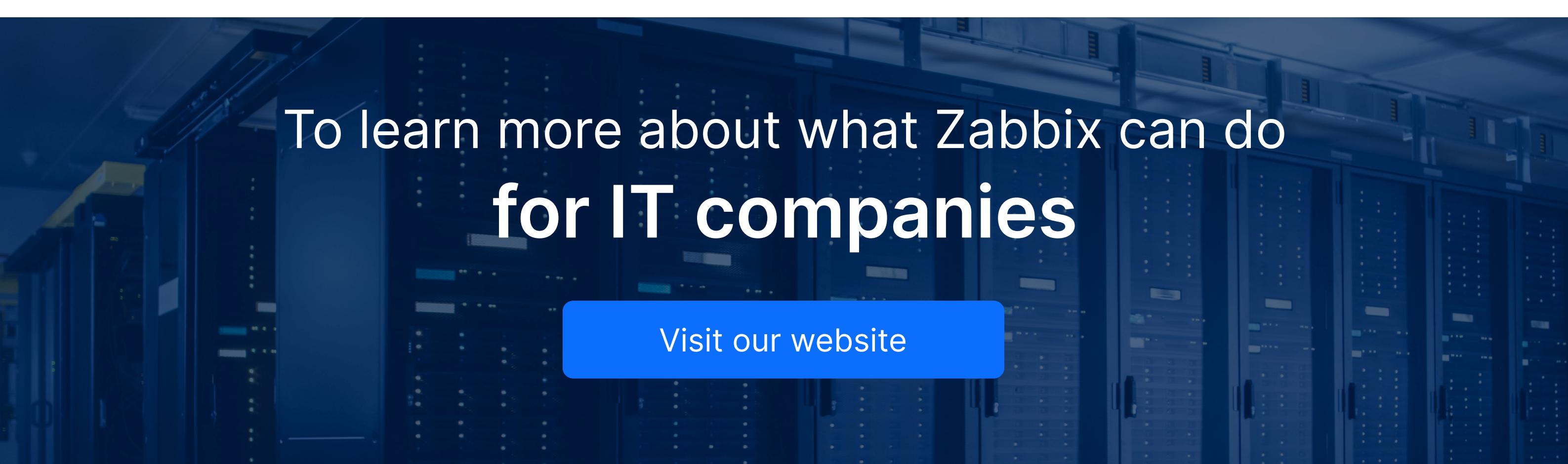
# Solution

Lab9 Pro were already using Zabbix to monitor customer environments and their own infrastructure, including storage, firewalls, switches, and more. Because Zabbix offers a wide variety of options that make it possible to monitor almost anything, it was only logical to use Zabbix to monitor the MDM certificates. Since Lab9 Pro manages multiple MSP tenants, they created a dedicated Zabbix template that includes both pre-filled and empty macros.

# Results

Whenever a certificate is nearing expiration, a problem is automatically displayed on Lab9 Pro's Zabbix dashboard, which is visible on TV screens placed throughout their office in order to make sure the entire team is aware of upcoming certificate renewals.

Since Lab9 Pro began monitoring MDM certificates with Zabbix, they have experienced zero expired certificates. Zabbix makes it possible for Lab9 Pro to keep their clients' MDM systems operational, while allowing them to either proactively inform them when certificates need to be renewed or handle the renewal process on their behalf.



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for IT companies

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