

ZABBIX

Modernizing Public Service Monitoring with Zabbix and Prodemge

A case study



Client

INDUSTRY

GOVERNMENT

HEADCOUNT

OVER 600 EMPLOYEES

LOCATION

MINAIS GERAIS, BRAZIL

By monitoring more than 7,300 assets and collecting 865,000 items in real time with Zabbix, the Minas Gerais State Information Technology Company ([Prodemge](#)) repositioned monitoring as a pillar of IT governance, reducing incidents by 20%, strengthening contractual oversight, and consolidating a management model based on data and operational efficiency.

Challenge

Prodemge is the public IT company responsible for supporting the digital systems and services that drive the Government of Minas Gerais in Brazil. Its operations cover essential areas such as healthcare, education, public safety, finance, and infrastructure, ensuring that public policies reach citizens quickly, securely, and efficiently.

Monitoring such a wide variety of IT environments and systems was becoming increasingly complex for Prodemge. The lack of a single source of information and real-time visibility made it difficult for teams to respond quickly to demands for innovation and improvements in digital services. This was an untenable situation, as monitoring supported a variety of strategic processes. It was therefore necessary to reposition monitoring as a central element of the company's technology governance, aligning processes, service performance, and institutional strategy.

Solution

The decision to adopt Zabbix was made in 2023, when the tool was already present in part of the company's infrastructure. In December of the same year, Target Solutions, a Zabbix Certified Delivery Partner, won the public bid and was contracted to begin the project. The implementation was structured around five main pillars:

Assessment and architecture.

Integrations with cloud systems, container environments, legacy networks, and external services all needed to be mapped in order to guarantee security and compliance with public sector regulations.

Installation and configuration.

More than 7,000 assets began being monitored, with around 20,000 items collected in real time. A total of 29 dashboards were developed, organized by technical areas, service layers, and criticality.

Internal training.

Teams underwent training throughout 2024, focused on daily use of Zabbix, environment administration, and indicator analysis.

Integrations.

Zabbix was integrated with data visualization tools, databases, authentication systems, LDAP, corporate email, CMDB, service desk manager, the government network portal, service ticketing systems, change management modules, inconsistency detection tools, and internal APIs. Alerts began being sent via email, Telegram, and SMS, ensuring fast and traceable responses.

IT service management.

One of the main advancements was IT service monitoring, especially the national identity card (CIN) service. This included monitoring the application URL, blockchain, and servers. This model was also applied to other critical state services, including public safety and education.

Results

Currently, Prodemge's production environment is 100% covered by Zabbix and includes 7,301 monitored hosts, 865,000 collected items, and 159 customized templates. Since implementing Zabbix, there has been an approximately 20% reduction in the number of opened incidents, mainly due to the mitigation of false positives, in addition to significant time savings in incident handling and event visualization by analysts and technicians.

Another concrete example occurred in the digital identity card service, where Zabbix identified connectivity failures in external integrations. After architectural adjustments, availability increased from 34% to 99% within one month. With greater system integration and consistent data usage, Zabbix has taken on a central role in Prodemge's technical and administrative routine, modernizing infrastructure and ensuring greater system availability for the population.

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for government institutions

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