ZABBIX



End-to-End Observability with Zabbix at Selbetti

A case study

selbetti

Client

SELBETTI

INDUSTRY
INFORMATION AND COMMUNICATION TECHNOLOGY

FOUNDED
1977

SIZE
MORE THAN 2,200 EMPLOYEES

LOCATION
BRAZIL

With more than 13,000 automated actions per month, Selbetti now automates about 64% of monitored events, reducing MTTR by up to 50% and saving more than 50 hours a month in operational activities. This evolution also had a direct business impact, with a 10% to 20% reduction in cloud costs, an SLA above 99.5% and a scalable operation that already supports more than 600,000 metrics and 8,000 assets, with continued growth projected.

Challenge

Selbetti, a **Zabbix Premium Delivery Partner in Brazil**, faced a scenario common to rapidly expanding organizations: accelerated growth, especially through acquisitions, brings significant market gains but also considerably increases operational complexity.

Along the way, the companies that joined the group brought their own environments, tools and practices, resulting in a **highly heterogeneous ecosystem**.

This resulted in a fragmented operation, marked by:

- **Multiple monitoring tools that were not integrated;**
- **Lack of standardization across environments;**
- **Low event correlation, which made analysis, root cause identification and incident response difficult.**

Heavy reliance on manual processes increased operational effort and the risk of errors, while the continuous growth of the infrastructure and of cloud adoption demanded greater scalability, cost governance (FinOps) and predictability. Beyond the technical challenges, these factors also directly affected service availability and the customer experience.

In this context, Selbetti needed to evolve from a reactive, fragmented model to an integrated, scalable and data-driven operation, able to sustain its expansion with high availability, efficiency and control.

Solution

Selbetti adopted Zabbix as its central monitoring and observability platform, **consolidating 7 different environments into a single standardized solution**.

The initiative unified different Zabbix versions and other tools, extended coverage to infrastructure, applications, databases and multiple clouds, and implemented incident automation, API integrations, self-healing, capacity management and custom dashboards for technical, management and executive teams.

In practice, this turned monitoring into a strategic layer able to:

- **Sustain the company's growth with greater control;**
- **Reduce operational risks;**
- **Increase service predictability;**
- **Connect technical data directly to business outcomes.**

Results

The new architecture delivered significant gains in efficiency and scale:

- **The operation now automates about 64% of monitored events, with more than 13,000 automated actions per month;**
- **MTTR reduced by 30% to 50%, saving more than 50 hours a month in operational activities;**
- **10% to 20% reduction in cloud costs;**
- **SLA above 99.5% and capacity to monitor more than 600,000 metrics and about 8,000 assets.**

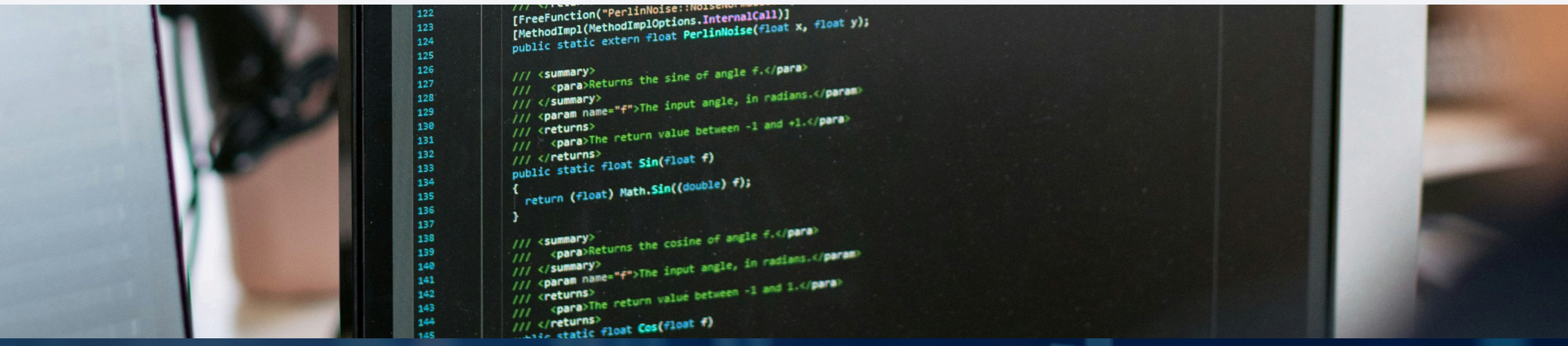
All of this sustained the company's growth without a proportional increase in operational complexity.

Selbetti's transformation marks a clear shift in operational maturity. The organization moved from fragmentation and reactivity to an operation that is:

- ✓ **Proactive and data-driven;**
- ✓ **Standardized and scalable;**
- ✓ **Directly connected to services and business outcomes.**

Conclusion

Zabbix has become a strategic platform at Selbetti, supporting operational efficiency, governance and control, data-driven decision-making and sustained business growth.



To learn more about what Zabbix can do for different industries

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