

ZABBIX

中国太平洋保险

# Reducing Alert Fatigue with China Pacific Insurance

## A case study



## Client

INDUSTRY

**FINANCIAL SERVICES**

ESTABLISHED

**1991**

LOCATION

**SHANGHAI**

HEADCOUNT

**94,990 FULL-TIME EMPLOYEES**

Headquartered in Shanghai, the [China Pacific Insurance \(Group\) Co., Ltd. \(CPI\)](#) is the second largest property insurance company and the **third largest life insurance company in Mainland China**. It provides integrated insurance services (including life insurance, property insurance, and reinsurance) through its subsidiaries.

# Challenge

The overall data center operation structure of the company works along financial industry lines, with a two-site, three-center operation model. The total scale of CPI's on-premises hosts is over 6,000, and the three centers add up to nearly 40,000 host devices in the production environment. The alert information provided by the mixture of cloud product components that CPI were using caused a serious case of alert fatigue for their operations and maintenance personnel, with some alerts taking as long as 4 months to process.

# Solution

The bank's cloud platforms all had their own monitoring and alerting functions, but the configuration of value threshold and notification policies was not flexible enough. Zabbix's ability to uniformly collect data while configuring triggers and alerting proved to be a game-changer. In addition, when compared to cloud vendors whose solutions require adjustments to thresholds in each product component, Zabbix proved to be a much simpler and more cost-effective way to notify operators of only the most essential alerts.



# Results

In practice, CPI found that the Zabbix multi-index combined alert function eliminates 30% of invalid alerts. Thanks to this success, CPI now plans to transfer the Zabbix Data Transmission Service to their digital twin data center, so that the inspection of physical facilities and the impact analysis of the application system can be quickly displayed to their operations and maintenance personnel.

## Conclusion

The team at CPI successfully built an intelligent operation and maintenance system covering a number of key modules such as automated operation and maintenance, intelligent monitoring, logging platforms, and container platforms – all with Zabbix at the core.

They are currently exploring the cutting-edge integration of monitoring systems with LLMs, further advancing intelligent monitoring and observability solutions in the process.

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