ZABBIX



Centralization of Monitoring and Transformation of Managed Services Delivery with Zabbix

A case study

T · · Systems ·

Client

T-SYSTEMS DO BRASIL

INDUSTRY
END-TO-END TECHNOLOGY SOLUTIONS INTEGRATOR

FOUNDED
2001 (BRAZIL)

SIZE
2,000 EMPLOYEES IN BRAZIL

LOCATION
BRAZIL

T-Systems do Brasil, a subsidiary of the Deutsche Telekom Group, serves around 800 customers in the country with nine offices and centers specializing in security and offshore delivery. With 2,000 employees, the company adopted Zabbix as its central monitoring platform to consolidate its operations and advance its managed services provider (MSP) model.

Challenge

Zabbix was introduced at T-Systems after an operational transition in 2020, when the company took over the IT operations of a customer that was already using Zabbix as its monitoring platform.

At that point, T-Systems realized that internally it was still using four other monitoring tools for the same purpose.

This diversity made it hard to standardize processes and increased technical and operational complexity. The transformation project aimed to consolidate monitoring into a single, centralized platform able to support multiple customers and hybrid environments.

Solution

The consolidation process began with proofs of concept and technical comparisons, which led to choosing Zabbix as the standard tool. T-Systems then started a plan to gradually migrate and standardize its environments, making Zabbix its official main platform between 2020 and 2021.

The company focused on a few activities to ensure a proper migration:

- **Consolidating its tools;**
- **Cross-training the teams;**
- **Creating custom templates and triggers for SAP environments;**
- **Implementing a robust multi-customer architecture.**

The project had direct support from Zabbix in training the teams and developing specific integrations, which was key to structuring a new delivery model.

This process culminated in **the adoption of Zabbix as the central platform for the managed services (MSP) offering**, which led to T-Systems officially becoming an MSP working directly with Zabbix, starting in 2024.

Results

With Zabbix established as its main tool, T-Systems achieved significant results, including:

- **More than 10,000 devices monitored;**
- **More than 50 proxies in public and private cloud environments and customer networks;**
- **Around 12,000 alerts managed per month;**
- **More than 50 customers monitored in the unified environment;**
- **High-availability backend;**
- **Real-time notifications via SMS, Teams and automated phone calls.**

In addition, there were fewer incidents, a better mean time to resolution and faster delivery of the monitored services.

Technologies monitored with Zabbix

T-Systems uses Zabbix to monitor:

- On-premises and cloud infrastructure;
- SAP systems (via RFC and Java agent);
- Legacy and modern applications;
- Databases;
- Network and security devices.

With custom dashboards and templates, Zabbix was integrated with the company's ITSM system (Service Signal), generating automatic reports tailored to each customer.

Next steps

With the architecture now consolidated, T-Systems plans to evolve its operation further.

Initiatives under way include high availability for proxies, adopting OpenTelemetry in Zabbix 8.0, using NetFlow for traffic analysis, strengthening security with multi-factor authentication (MFA), and advancing event correlation and load balancing capabilities.

All of these actions are part of an ongoing plan to evolve and improve the monitoring environment, with Zabbix as an official partner and technology support throughout the process.

Conclusion

T-Systems' experience with Zabbix shows how an open-source platform can be integrated strategically and progressively into large-scale operations. The project enabled technical reorganization, standardized delivery and the adaptation of the MSP model with flexibility and efficiency.

The journey involved technical, organizational and institutional challenges, all overcome with the support of the Zabbix community and the internal team. The case reinforces the role of Zabbix as a central tool in the digital transformation and operational excellence of T-Systems.



To learn how Zabbix is helping **MSPs** around the world deliver better services to their customers

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