



GETTING AHEAD OF THE GAME WITH ZABBIX SERVICES

ANTONS JEFREMOVS AND YURI TARASENKO



ZABBIX SERVICES – CUSTOMER JOURNEY

Deployment
& Training



Ongoing
Support



Consulting &
Additional
Services



01

TURN-KEY SOLUTION



TURN-KEY SOLUTION STEPS

- Monitoring needs identified
- Zabbix architecture designed, hardware requirements outlined
- Solution deployed
- Documentation provided



TURN-KEY SOLUTION BENEFITS

- Time saving
- Solution tailored to specific requirements
- Detailed documentation



PROJECT FEEDBACK

"Thank you for your work. It was a success and I would definitely work with your engineers again."

*Everything is working smoothly and we experienced **zero disruption** which is fantastic – just **the type of consultancy I like to deliver to my own customers**. We have addressed a big piece of technical debt in our business."*

- UK based IT services company, August 2022



02

TRAINING



CORE TRAINING

Level 1	Level 2	Level 3	Level 4
 ZABBIX CERTIFIED USER	 ZABBIX CERTIFIED SPECIALIST	 ZABBIX CERTIFIED PROFESSIONAL	 ZABBIX CERTIFIED EXPERT
Use Zabbix frontend to view information. Know potential of Zabbix.	Setup & configure Zabbix in SMBs or configure Zabbix in large companies.	Manage big, distributed, highly loaded installations in large companies.	Design & maintain highly efficient & loaded setups with expertise in API, HA/DR, DB partitioning
● Duration: 1 day	● Duration: 5 days	● Duration: 3 days	● Duration: 5 days

- Beneficial for any level of expertise with Zabbix
- Fast way to gain knowledge of the product
- Q&A with trainer

EXTRA COURSES

AUTOMATION AND INTEGRATION WITH ZABBIX API

The course is designed to provide a detailed and in-depth study of Zabbix API functionality - like import host groups, generate reports, or integrate with other systems.

● **Duration:** 1 day

ADVANCED ZABBIX DATA PRE-PROCESSING

The course will cover how to extract and transform information from different sources using Zabbix built-in functionality - without using external tools or scripts.

● **Duration:** 1 day

ADVANCED ZABBIX SECURITY ADMINISTRATION

The course will cover how to protect Zabbix internal communications and secure sensitive information like user credentials or encryption keys.

● **Duration:** 1 day

ADVANCED PROBLEM AND ANOMALY DETECTION WITH ZABBIX

The course is fully dedicated to problem detection, from creating simple triggers to using new long-term analytics functions

● **Duration:** 1 day

NEW - UPGRADE COURSES

ZABBIX CERTIFIED SPECIALIST UPGRADE

Leverage Zabbix 6.0 LTS features to get the most out of your Zabbix instance

- **Duration:** 6 hours

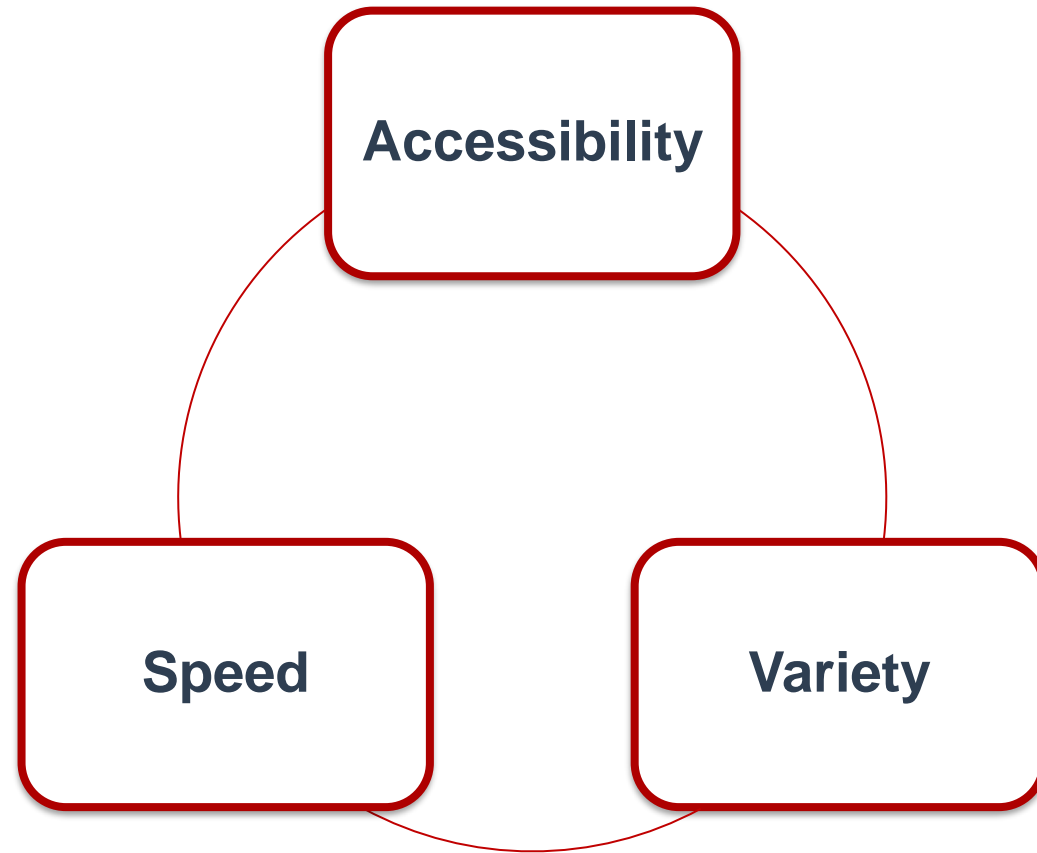
ZABBIX CERTIFIED PROFESSIONAL UPGRADE

Get up to speed with advanced Zabbix 6.0 LTS features

- **Duration:** 2 hours




TRAINING BENEFITS



TRAINING OVERVIEW

- 10 Courses
- 10 Languages
- Onsite and online
- Different time zones
- 20 Training partners globally
- Public and private options



*"Trainer's experience
and knowledge
exceeded my
expectations" (75% of
the attendees of our
Professional 6.0 course)*



03

TECHNICAL SUPPORT



SUPPORT TIERS

Option	Silver	Gold	Platinum	Enterprise Best value!	Global 1
Monitored devices and metrics	∞	∞	∞	∞	∞
Phone call support	+	+	+	+	+
Number of incidents	8	∞	∞	+	∞
Support availability	8 x 5	8 x 5	24 x 7	24 x 7	24 x 7
Initial response time	1 day	4 hrs	4 hrs	4 hrs	2 hrs
Emergency response time	-	-	90 min	90 min	60 min
Support contacts	1	2	3	7	20
Supported Zabbix servers	Priced per server	Priced per server	Priced per server	∞	∞
Support for Zabbix Proxy	-	Priced per proxy	Priced per proxy	∞	∞
Legal entities covered	1	1	1	1	5

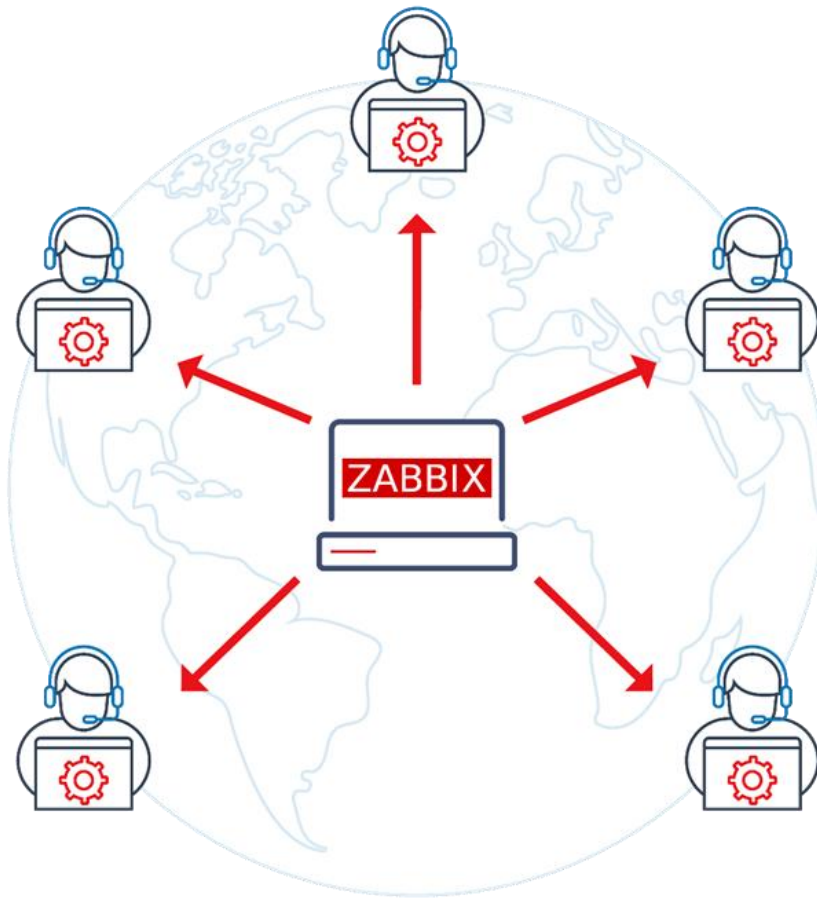


SUPPORT TICKET

- Root cause analysis
- Solution to the problem
- Guidance for future



SUPPORT PROVIDED GLOBALLY



SUPPORT RESPONSE TIME AND SATISFACTION LEVEL



Initial response time:

SLA – 4 hours

Reality – 51 minute



Emergency response time:

SLA – 90 minutes

Reality – 22 minutes



95,7% support tickets closed received positive reviews



SUPPORT FEEDBACK

"Thank you
for
checking
on the log"

"Thank you!
Great/short/
understandable
answer!"

"The Zabbix
support staff
provides **excellent**
service and
support. We were
able to fix and **find**
solutions for
problems
encountered."

"The
response
was **quick**
and
accurate."

"Muy
satisfecho
con la ayuda
recibida"

"He was
great
help!"



04

CONSULTING SERVICES



CONSULTING SERVICES

- Pay-as-you-go
- On demand
- Flexibility
- Onsite / remote



CONSULTING – REAL CASE

- 60-hour package provided to the customer
- Architecture design
- Hands on assistance with Zabbix installation
- Performance tuning
- Strategic advice from Zabbix experts



OTHER SERVICES



Upgrade



Template building



Integration



Development

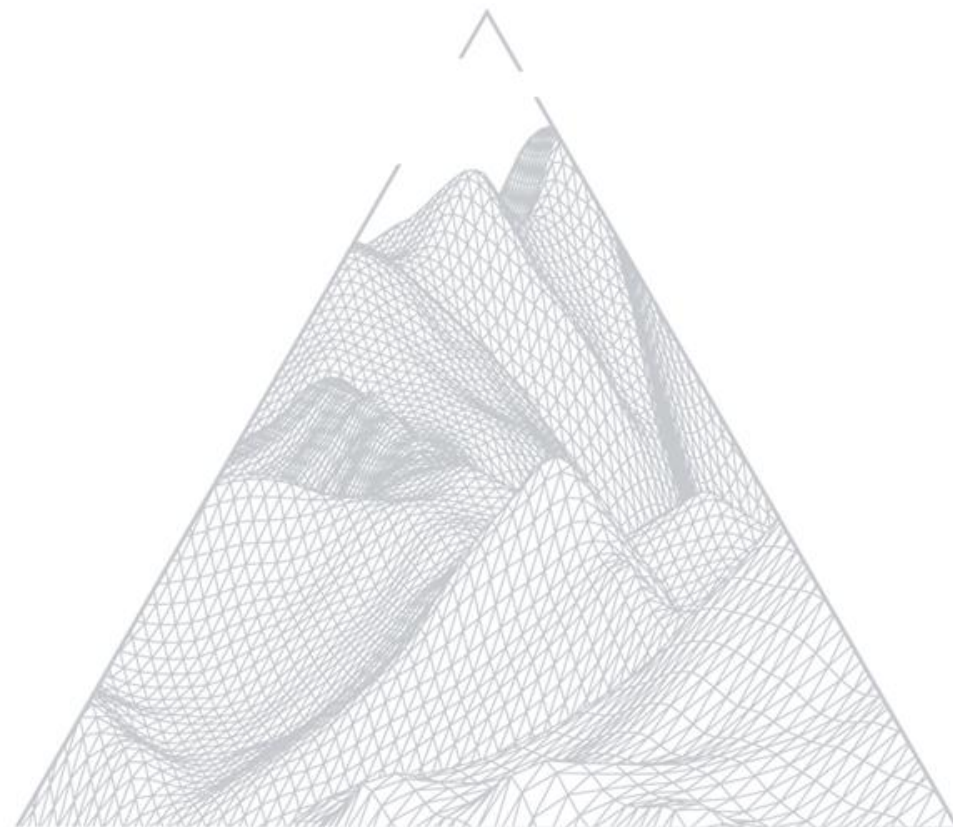


MAIN BENEFITS

- Unparalleled experience
- Proactive approach
- Quick and cost-effective services

TRUSTED BY





THANK YOU!

CONTACT US AT SALES@ZABBIX.COM

