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Maximize efficiency with Zabbix professional services

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What is Zabbix

Monitoring solution

- Open-source
- Universal
- Distributed
- Popular
- Flexible
- Robust
- Enterprise ready

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Customer Challenges

- Ensure system reliability and performance
- Proactive issue identification and resolution
- Optimize resource utilization
- Improve decision making with data-driven insights
- Facilitate capacity planning
- Enhance security and compliance
- Support business continuity and disaster recovery
- Streamline IT operations and workflow
- Enhance user experience
- Drive costs down

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What is Zabbix

Monitoring solution

- Open-source
- Universal
- Distributed
- Popular
- Flexible
- Robust
- Enterprise ready
- Developed by Zabbix company and backed by professional services

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Zabbix Professional Services

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Professional Training

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Professional Training

Benefits

- Teaches right approach – everyday efficiency - faster project completion time
- Less time to invest in training process
- Completeness of knowledge – no gaps
- Guaranteed result – no way to fail

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Professional Training

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Expense calculations

- Cost of professional training course
- Cost of employee not working for company at “alternative” day price €1,000 per day

Item	Unit	Price, EUR	Quantity	Amount, EUR
Zabbix Certified Specialist	course	2,200	1	2,200
5 days off work	day	1,000	5	5,000
			Total:	**7,200**

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Professional Training

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Assumptions

- 220 working days per year
- Price €1,000/day – cost of obtaining alternative resource from 3rd party
- Improvement in efficiency after attending Zabbix professional training:

Initial qualification	Efficiency improvement
Novice	200%
Beginner	100%
Intermediate	50%
Professional	25%

Professional Training

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Resulting calculations

Zabbix work, days per year	55	110	165	220
Increase in efficiency, %	Days saved, per year			
25	11	22	33	44
50	18,3	36,6	54,9	73,2
100	27,5	55	82,7	110
200	36,6	73,2	109,8	146,4

Professional Training

Result

- Fast return on investment
- Better employee satisfaction
- Lower project failure rate
- Knowledge and skills to solve challenges

Consider

- Invest into training from the very beginning
- Keep knowledge up-to-date

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Technical Support Subscription

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Technical Support Subscription

Application areas

- Lack of knowledge
- Performance issues
- Omissions/misconfigurations
- Software stack compliance alignment
- Bugs

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Technical Support Subscription

Assumptions and statistical data

- Resolution time – 2 h – 8 h – 3 d – 10 d – never. Average – 8 hours
- Price €1,000/day – cost of obtaining alternative resource from 3rd party
- Active customer – 5-25 tickets per month

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Technical Support Subscription

Return on investment

€1,000/day

x

5 tickets/month

x

12 months

=

€60,000

Technical Support Subscription

Return on investment with minimum assumptions

€500/day

x

2 tickets/month

x

12 months

=

€12,000

Technical Support Subscription

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Result

- Clear return on investment
- Better employee satisfaction: higher moral, less fatigue
- Lower project failure rate
- Meet the dead-lines
- Introduce more in less time - 22% increase in efficiency
- Insurance against corner cases and major failures

Consider

- Technical Support Subscription is an everyday tool, not only lifebuoy
- Meeting monitoring challenges brings much higher value

Implementation

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Implementation

Challenges of self-service approach

- Little to no knowledge of Zabbix
- Experience in previous solution is a limit, not a benefit
- Hard to estimate project time
- No sufficient resources
- Monitoring development is frozen

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Implementation

Risks of self-service approach

- High rate of delay or even failure
- High costs
- Bad result

Implementation

Assumptions and experience

- Project time – 50 - 200 man-days
- Implementation/efficiency of self-service approach 5-10 times lower

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Implementation

Benefits

- On-time
- No option to fail
- Right from the first time
- Faster result
- Lower costs
- Previous installation experience sharing

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Community

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