

Flavors of Support

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Zabbix Business Model



Why is this important?

Zabbix Business Model



Create best in class monitoring solution

Make it widely acceptable and available

Sell professional services to interested customers

Zabbix Services

Technical support

Get technical advice

Get instant access to a team of Zabbix experts for guaranteed professional support 24x7

Professional Training

Obtain knowledge

Focused comprehensive training for all your Zabbix needs in 5 days, in many local languages

Upgrade

Use the latest version

Eliminate the risks and minimize

downtime by upgrading with the Zabbix

Consulting

Talk to experts

Gain benefit from expert advice and best practices for all Zabbix-related matters



Deploy professionally

Install and configure Zabbix according to your specific requirements















Development

team

Enhance Zabbix

Hire Zabbix to develop additional features for your business needs

Template building

Customize monitoring

Effortlessly start monitoring of your specific device, system, application or service

Remote troubleshooting

Quickly get a solution

Eliminate any issues you have run into within hours, not days or weeks. Fix your system correctly, accurately

Integration

Expand your workflow

Interconnect Zabbix with your ticketing system, servicedesk or any other tool you might have



Zabbix Subscriptions



Silver		Gold Platinum		Enterprise	Global I	
Monitored devices and metrics	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	
Phone and web support	•	•	•	•	•	
Number of support cases	8	Unlimited	Unlimited	Unlimited	Unlimited	
Support availability	8 x 5	8 x 5	24 x 7	24 x 7	24 x 7	
Initial response time	Up to 1 day	Up to 4 hours	Up to 4 hours	Up to 4 hours	Up to 2 hours	
Emergency response time	•	•	Up to 90 minutes	Up to 90 minutes	Up to 60 minutes	
Support contacts	1	2	3	7	20	
Supported Zabbix servers	Limited to 1	Priced per server	Priced per server	Unlimited	Unlimited	
Support for Zabbix Proxy	•	Priced per proxy	Priced per proxy	Unlimited	Unlimited	
Support native HA	•	Optional	Optional	•	•	

Zabbix Subscription Limitations



Emergency response time	•	•	Up to 90 minutes	Up to 90 minutes	Up to 60 minutes
Support contacts	1	2	3	7	20
Supported Zabbix servers	Limited to 1	Priced per server	Priced per server	Unlimited	Unlimited
Support for Zabbix Proxy	•	Priced per proxy	Priced per proxy	Unlimited	Unlimited
Support native HA	•	Optional	Optional	•	
Legal entities covered	1	1	1	1	5

What about MSPs?



Who are MSP in our understanding?

Why Standard Subscription is not a good fit?

Zabbix MSP subscriptions



	1000 hosts Get a quote	2 500 hosts Get a quote	5 000 hosts Get a quote	10 000 hosts Get a quote	20 000 hosts Get a quote	50 000 hosts Get a quote	Unlimited Global
Customers supported	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Zabbix servers and proxies	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Metrics included 2	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Online support	•	•	•	•	•	•	•
Phone call support	•	•	•	•	•	•	•
Support availability	8x5	8x5	24x7	24x7	24x7	24x7	24x7

Zabbix MSP subscriptions



Initial response time 2	8 hours	8 hours	4 hours	4 hours	4 hours	4 hours	2 hours
Remote troubleshooting	Option	Option	Option	•	•	•	O
Number of incidents	25	50	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
ZCU public by Zabbix	2	2	2	3	3	10	50
ZCS public by Zabbix	•	•	1	2	2	5	20
ZCP public by Zabbix	•	•	•	0	0	2	10
ZCE public by Zabbix			•	0	•		3
Support contacts 2	3	5	5	5	10	15	50



How MSP subscription different from Standard?



Which subscription should I buy?



Is MSP a partner of Zabbix?



What if I go over the limit?



Why should I purchase MSP subscription?



Where can I purchase MSP subscription?



Contact us now!

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