

**ZABBIX**

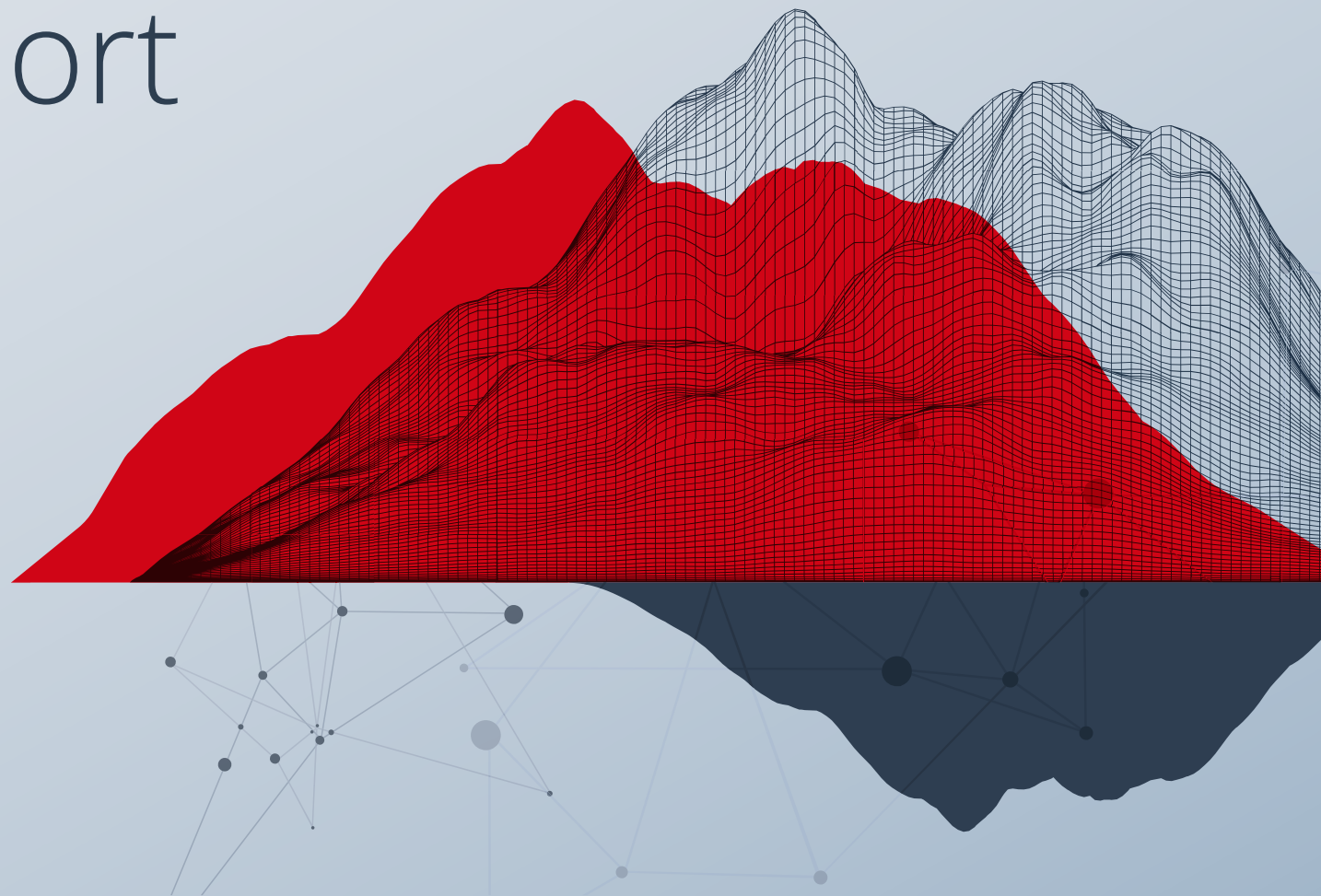
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# Flavors of Support

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Director of Business Development, Zabbix



# Zabbix Business Model

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**Why is this important?**

# Zabbix Business Model

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**1**

Create best in class monitoring solution

**2**

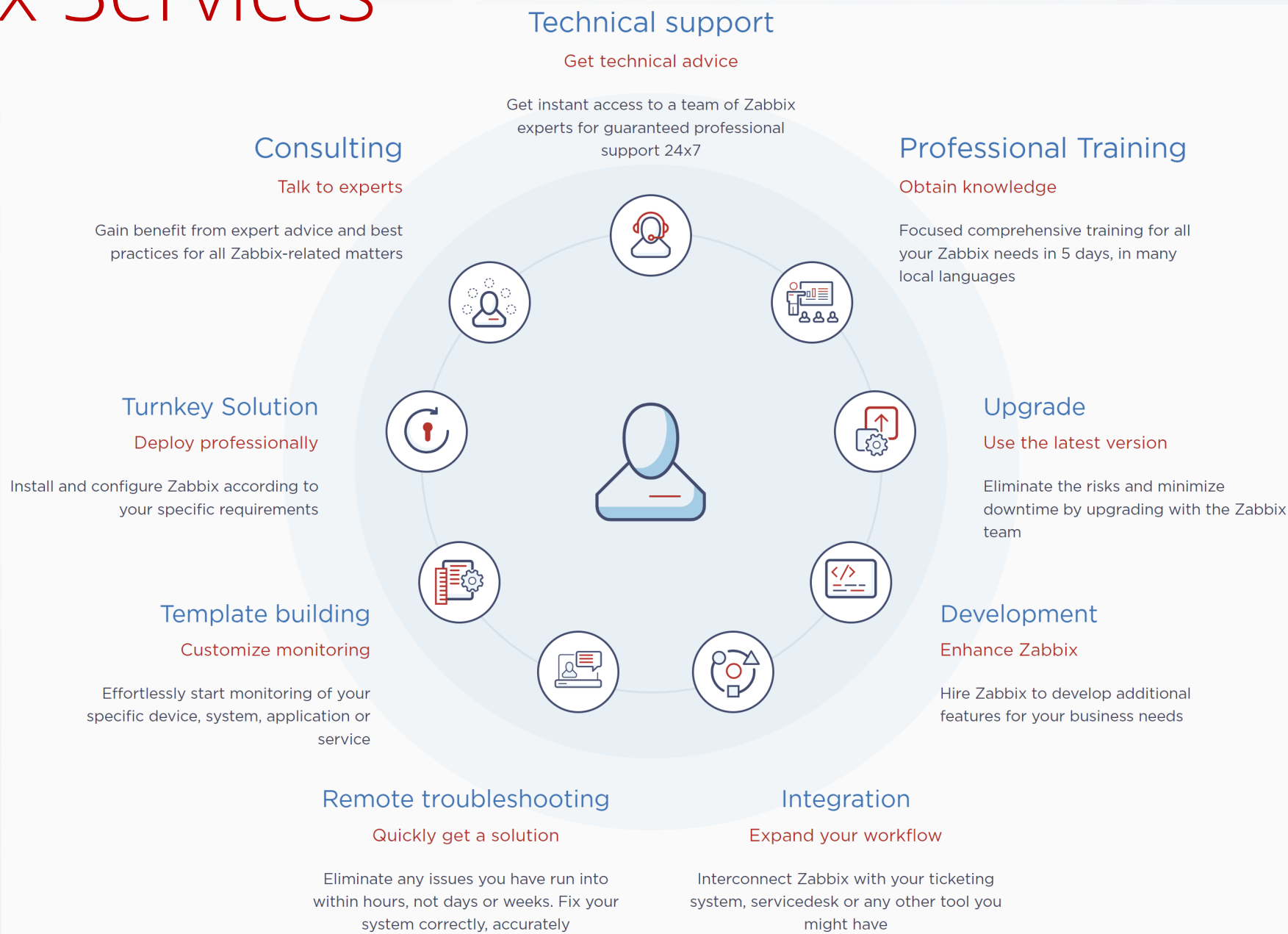
Make it widely acceptable and available

**3**

Sell professional services to interested customers

# Zabbix Services

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# Zabbix Subscriptions

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	Silver	Gold	Platinum	Enterprise <span>Best Value</span>	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?

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- 1** Who are MSP in our understanding?
- 2** Why Standard Subscription is not a good fit?

# Zabbix MSP subscriptions

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	1 000 hosts <a href="#">Get a quote</a>	2 500 hosts <a href="#">Get a quote</a>	5 000 hosts <a href="#">Get a quote</a>	10 000 hosts <a href="#">Get a quote</a>	20 000 hosts <a href="#">Get a quote</a>	50 000 hosts <a href="#">Get a quote</a>	Unlimited Global <a href="#">Get a quote</a>
Customers supported	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Zabbix servers and proxies	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Metrics included <sup>?</sup>	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Online support	✓	✓	✓	✓	✓	✓	✓
Phone call support	—	—	✓	✓	✓	✓	✓
Support availability	8x5	8x5	24x7	24x7	24x7	24x7	24x7



# Zabbix MSP subscriptions

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Initial response time 	8 hours	8 hours	4 hours	4 hours	4 hours	4 hours	2 hours
Remote troubleshooting	Option	Option	Option				
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						2	10
ZCE public by Zabbix							3
Support contacts 	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?**

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# Contact us now!

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