

ZABBIX

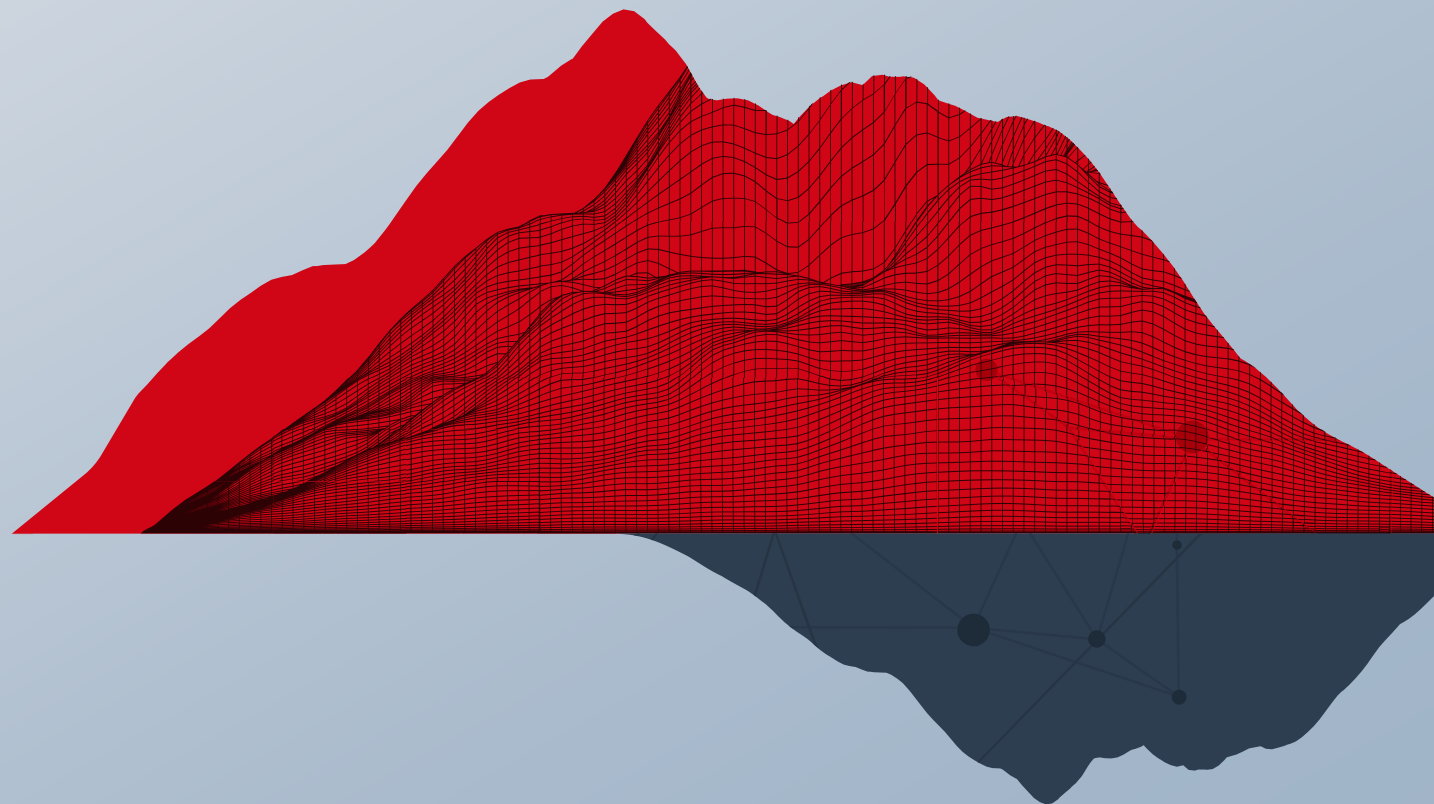
SUMMIT
2023

Serving Success:

How Zabbix Customer
Support Fuels Customer
Achievement

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Understanding customer achievement

Successful utilization of **Zabbix** to meet specific organization goals

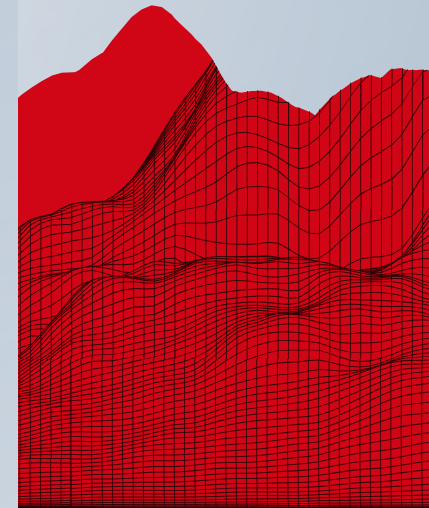


- ✓ Sustainable growth
- ✓ Long-Term success
- ✓ Measurable outcomes
- ✓ And more



The **role** of customer support

- ✓ Bridge between customer's needs and the solutions provided by **Zabbix**
- ✓ Provide guidance, expertise, and assistance throughout the customer journey, from onboarding to ongoing support
- ✓ Become instrumental in helping customers achieve their goals and objectives with **Zabbix**



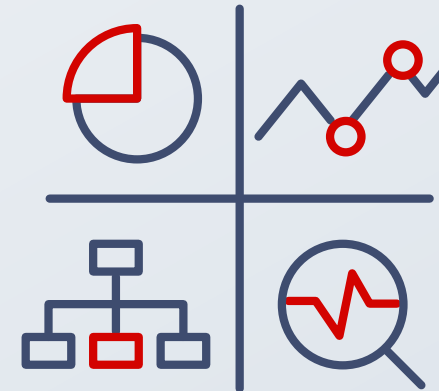
Zabbix Customer **Support** team

- ✓ Multiple years of background with different customers
- ✓ Experience in monitoring and IT Technologies
- ✓ Soft skills for personalized support
- ✓ Global team of engineers
- ✓ High employee tenure
- ✓ Technical proficiency



Technical account managers

- ✓ Included in **Enterprise** and **Global** Support tiers
- ✓ Help customers solve their technical and business needs
- ✓ Proactive analysis on ongoing and newly created issues in ServiceDesk
- ✓ Customer **Advocacy** within Zabbix



Available *Support* channels

Service Desk

E-Mail

Phone

Ticket

Remote
Session



Technical **Expertise** examples

- ✓ Complex architecture environment installations.
Cross DC / HA / LB
- ✓ Setup options as per your preference. Containers / Ansible / Packages / Sources
- ✓ All flavors of Integrations with Zabbix that require additional scripting and individual approach



TECHNICAL SUPPORT SERVICES

Option

Silver

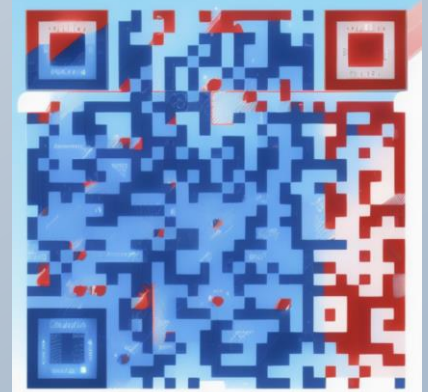
Gold

Platinum

Enterprise

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 server	Priced per server	∞	∞
Legal entities covered	1	1	1	1	5

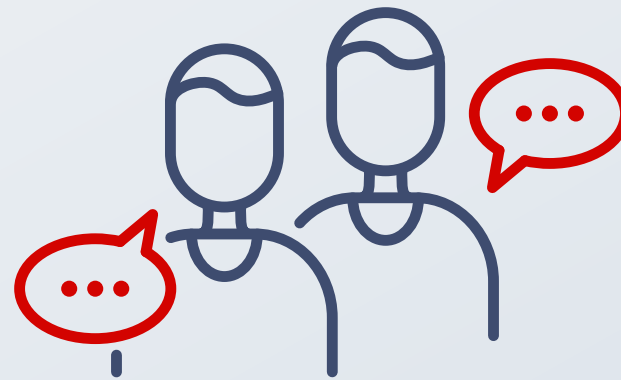


- ✓ **Effective** use of internal resources
- ✓ **Quick** solutions for **complex** questions
- ✓ **24/7** availability clear **SLA**

Knowledge exchange and sharing

Community is integral part of **Zabbix**
That's why our employees share their knowledge

- ✓ Community Telegram channels
- ✓ Onsite and Virtual meetups
- ✓ Free webinars in your language
- ✓ And more



Proactive Support and Assistance

Well treated Zabbix installation Cause less issues in production

- ✓ Solve problems, not questions
- ✓ Environment reviews
- ✓ Performance tuning
- ✓ Consulting



Training and resources

- ✓ Zabbix certified Core Training courses
- ✓ Zabbix certified Extra Training courses
- ✓ Official and Unofficial events for the Community and fans
- ✓ Webinars and other public free resources

Feedback and continuous improvements

We highly value and carefully consider all feedback received, using it as a valuable resource for continuously improving our services in the future.

- ✓ Customer satisfaction surveys
- ✓ Comments and feedback in any channels
- ✓ Analysis of provided feedback to incorporate changes in future service delivery

