ZABBIX



Consolidating Tools and Automating Incident Management at Telefónica

A case study

Telefónica

Client

TELEFÓNICA COLOMBIA

INDUSTRY
TELECOMMUNICATIONS

FOUNDED
2004 (TELEFÓNICA'S OPERATION IN COLOMBIA)

SIZE
MORE THAN 5,000 EMPLOYEES

LOCATION
COLOMBIA

Telefónica Colombia transformed its monitoring and incident management model by **consolidating more than 20 tools** into a centralized platform with Zabbix and moving towards an observability and automation model. The initiative reduced both the number of incidents and the recovery time, **covering 95% of the infrastructure with Zabbix.**

Challenge

In 2019, Telefónica Colombia was running more than 20 monitoring and observability tools, many of them licensed, without a centralized governance model. This fragmentation created information silos, increased operational complexity and made it difficult to respond to incidents efficiently.

Operations recorded **more than 60 critical incidents per month and an MTTR of over four hours**. Although the company needed to expand monitoring coverage, the main challenge was to turn the collected information into actions that could speed up problem resolution and reduce manual intervention. Telefónica also sought to optimize the costs of running multiple tools and to establish a scalable platform as a foundation for evolving from a traditional monitoring model towards observability and automation.

Solution

Telefónica selected Zabbix as its strategic platform to consolidate and evolve its monitoring. During the proof of concept, Zabbix met the requirements defined by the company and stood out for its flexibility and capacity to evolve.

Consolidation started around 2020, and by 2021 Zabbix was already monitoring more than **3,000 elements**, including databases, middleware, networks and business-related components. Coverage reached approximately **95% of the infrastructure**.

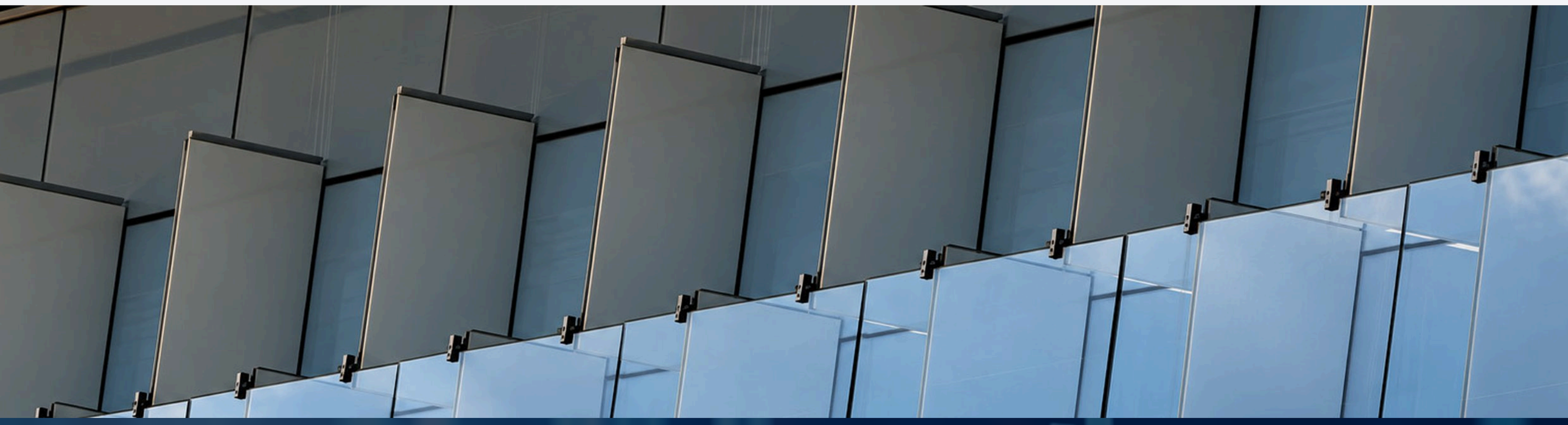
The entire project had the technical support of **Imagunet, a Zabbix Premium Delivery Partner in Colombia**, which took part in the implementation and evolution of the solution. From 2022, Telefónica complemented the strategy with governance, operational processes, integrations and automation. Auto-remediation use cases were developed for infrastructure, middleware and business services.

Results

- ✓ **60+ critical incidents per month** as the starting point;
- ✓ **MTTR reduction** through monitoring, processes and automation;
- ✓ **Evolution towards more proactive operations** with less dependence on manual intervention;
- ✓ **100% reduction in the specific auto-remediation scenario,** from up to 3 critical incidents per day to 0;
- ✓ Potential elimination of up to **90 critical incidents per month** related to this scenario, assuming a constant rate of three incidents per day;
- ✓ Consolidation of **20+ monitoring tools**;
- ✓ **3,000+ elements** monitored in 2021;
- ✓ Approximately **95% of the infrastructure monitored** during the initial evolution.

Conclusion

Telefónica Colombia's experience shows that an effective monitoring strategy goes beyond collecting metrics and generating alerts. Zabbix became a foundation for the evolution of operations, making it possible to centralize monitoring, integrate different platforms and move towards more proactive, automated and scalable management.



To learn more about how Zabbix can help organizations evolve their monitoring strategies

Visit our website