

# ZABBIX '25 CONFERENCE

BENELUX

## How Zabbix can solve monitoring challenges for businesses



**Samir Dzavadov**

Partner Relationship  
Development Manager





# 1. Cloud Services

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- ▶ AWS, Microsoft Azure, Google Cloud Platform
- ▶ Cloud migration, cloud security, DevOps



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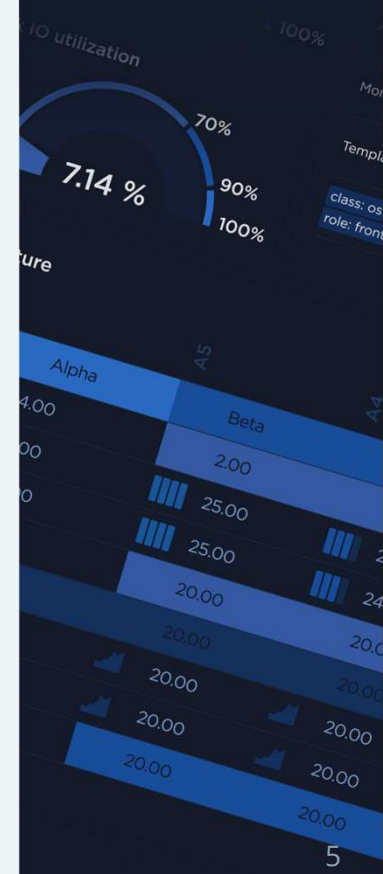
# 3. Cybersecurity Services

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- ▶ Penetration testing, security audits, endpoint protection
- ▶ Managed security services (MSSP)



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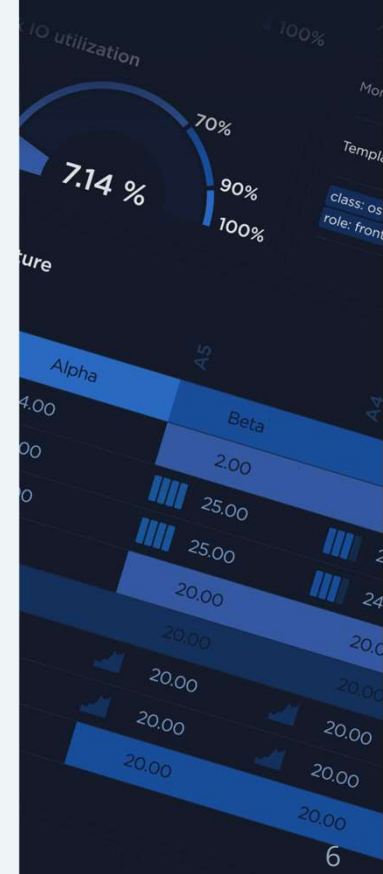
# 4. IT Support & Managed Services

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- ▶ Remote IT support, helpdesk services
- ▶ Infrastructure management, disaster recovery



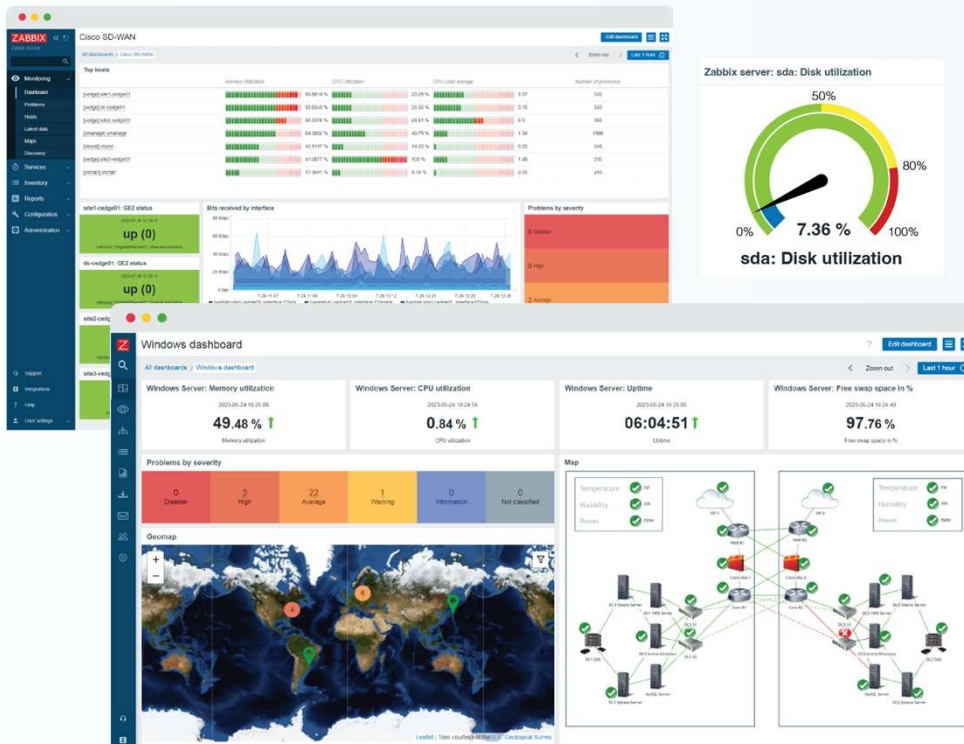
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# What Zabbix and Partners offers?

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Monitoring Suite **at no charge**



Professional Services - **Usage Based**





# Technical Support

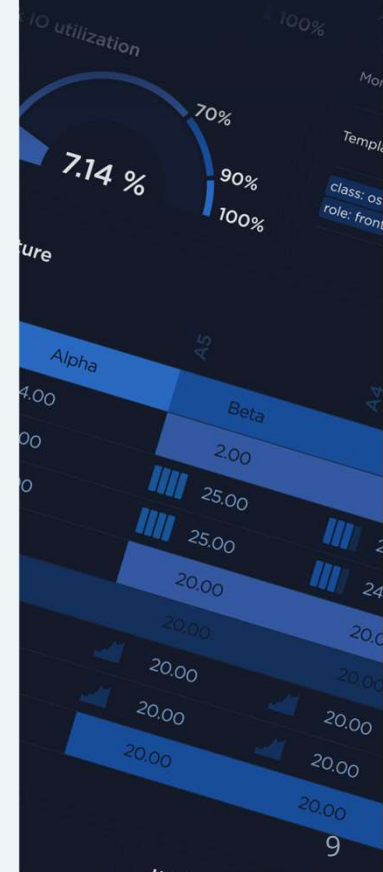


# Why technical support is a good thing?

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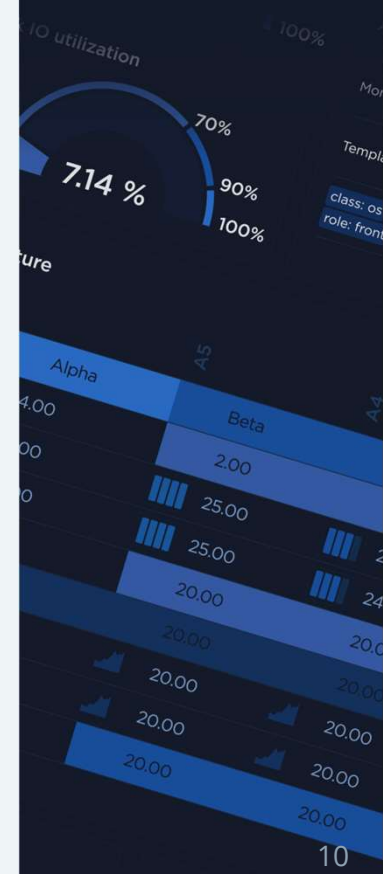


# Compliance

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- ▶ Companies with strong internal compliance and processes often require official relationships with vendors such as Microsoft, Oracle, RedHat, and **Zabbix**.
- ▶ Publicly listed companies must follow strict compliance regulations, necessitating formal vendor relationships. This requirement can only be fulfilled if you have official support through Zabbix partners or Zabbix itself.

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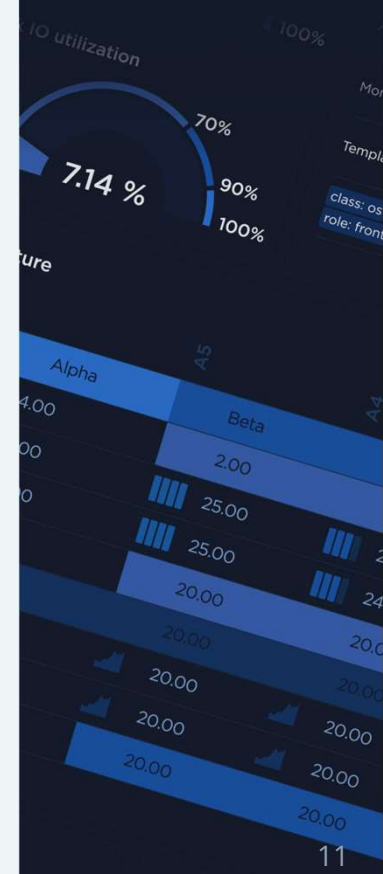


# Security

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- ▶ We, firstly, inform our customers and partners when we discover or receive some information about security breaches in Zabbix. Others must relay on public sources.
- ▶ When customer has an official relationship with Zabbix or Zabbix partner, only then we **MUST** keep them informed all time.

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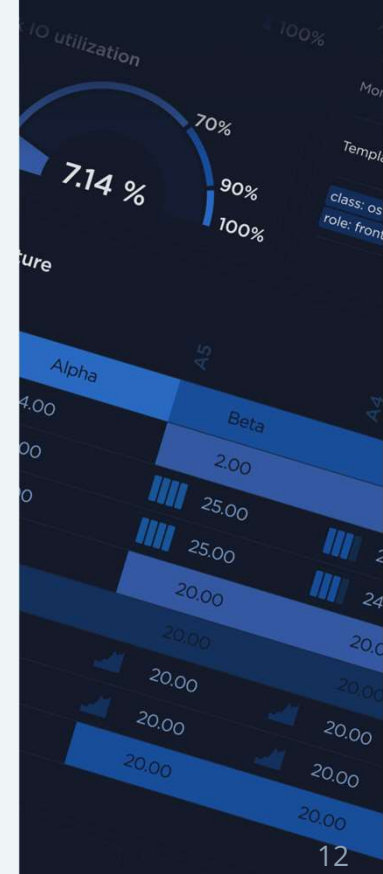


# Be up to date

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- ▶ We launch a new LTS Zabbix Version 'every ~18 months' which means that a lot of noncustomers are working with old information about features, security and other things.
- ▶ Only customers on any support level are always in the conversation with Zabbix partners or Zabbix.

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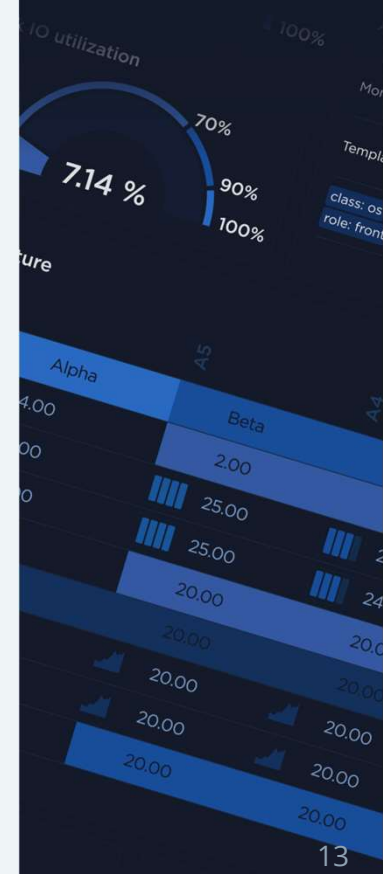
# Full potential

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- ▶ users (who are not ZABBIX customers/partners) use just 15% to 20% of ZABBIX capabilities
- ▶ Why? Because their knowledge is limited—and we know this from experience
- ▶ Many customers already use other monitoring tools, but Zabbix can replace them—saving time, money, and internal resources

We have success story, customer in Brazil replaced nine different monitoring tools with Zabbix. Only once they became a customer.

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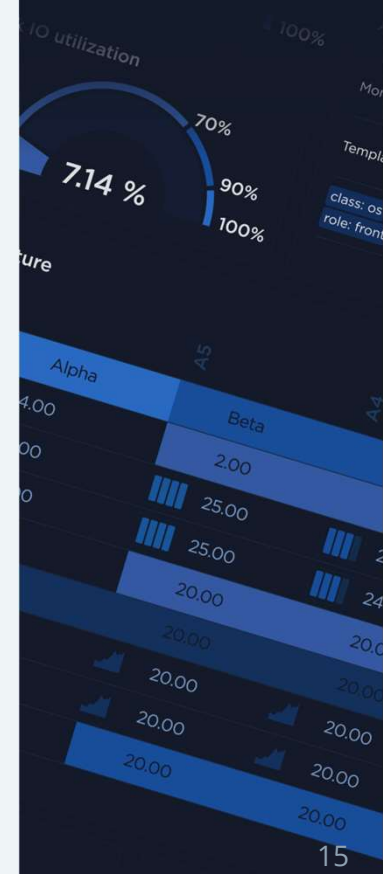


# Collaboration with the development team.

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- ▶ Only requests from paid customers are actively forwarded to the development team
- ▶ Much bigger chance to get the needed fix or improvement.
- ▶ Inside information from the source
- ▶ ZBX requests only vote is possible

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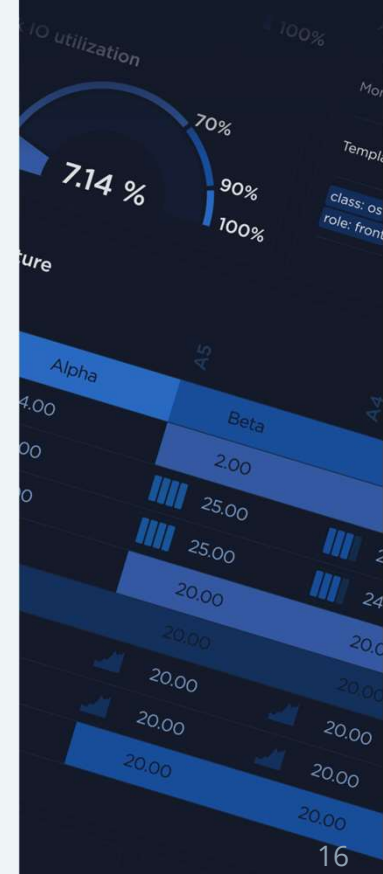


# Business without interruptions

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- ▶ People come and go, not every person will be Zabbix expert in your team. But you still need the result.
- ▶ Avoiding situations where only one person knew how to handle the monitoring environment

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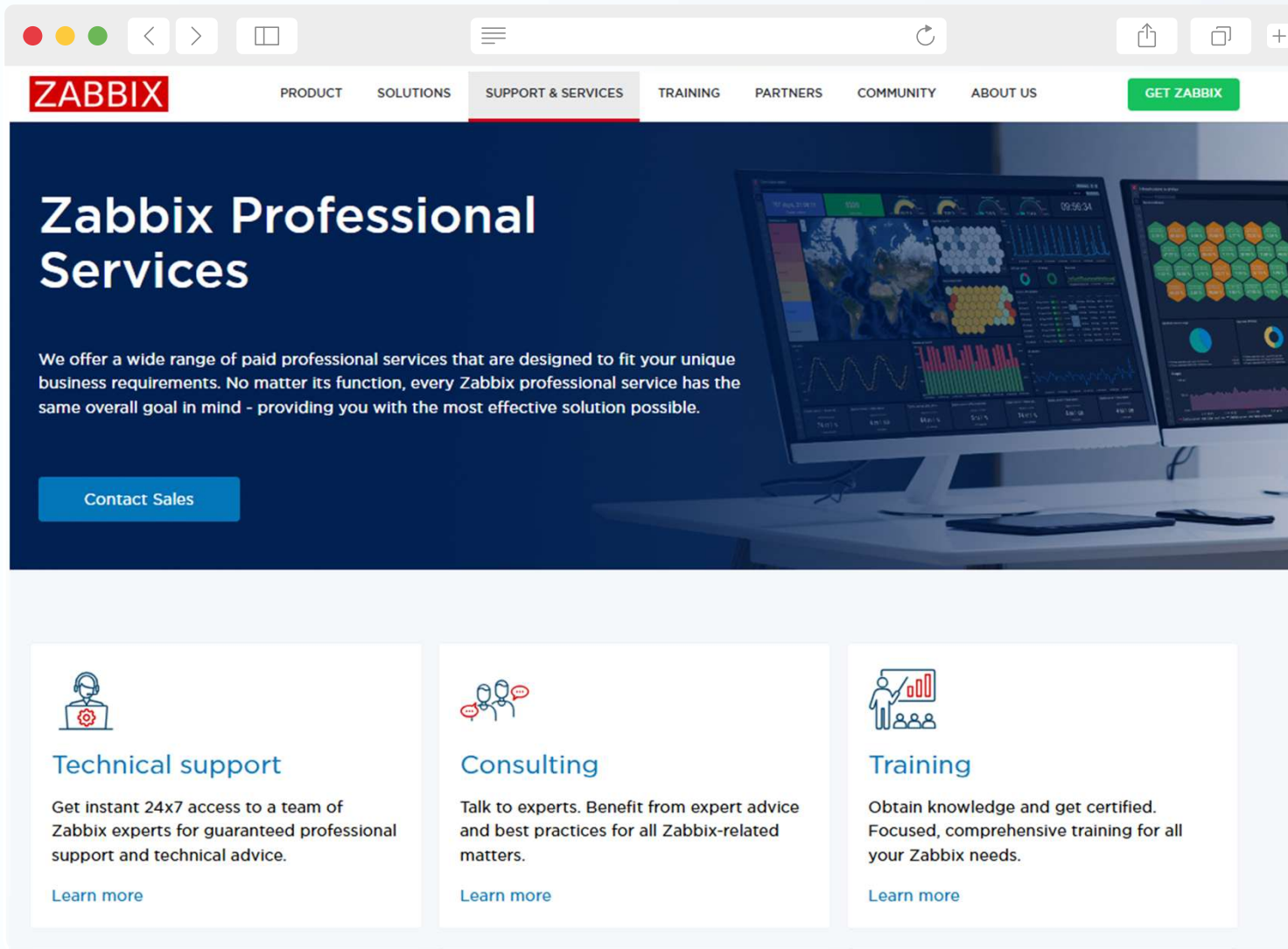


# What is **Technical Support**?

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- ✓ Annual support subscription with defined service delivery channels and SLAs
- ✓ Pricing based on the number of Zabbix servers and Zabbix proxies used in setup





# Available Support channels

- ▶ Available Support channels
- ▶ Service Desk
- ▶ E-Mail
- ▶ Phone
- ▶ Ticket
- ▶ Remote Session

**ZABBIX**

# Technical Support Services

Professional, round-the-clock support

Enterprise-class software for corporate clients needs to come with world-class technical support.

We deliver 24/7 support in a multitude of languages, and we go far beyond simple incident reporting, getting to the root cause of your issues and making sure they don't happen again.

	Silver	Gold	Platinum	Enterprise <span style="background-color: red; color: white; padding: 2px;">Best value</span>	Global I
Monitored devices and metrics	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Phone and online 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	1	Priced per server	Priced per server	Unlimited	Unlimited
Support for Zabbix Proxy	–	Priced per proxy	Priced per proxy	Unlimited	Unlimited
Support for native HA	–	Optional	Optional	✓	✓
Legal entities covered	1	1	1	1	5
Remote troubleshooting	–	✓	✓	✓	✓
Performance tuning	–	–	✓	✓	✓
Environment review	–	–	–	✓	✓
Assigned Technical Account Manager	–	–	–	✓ 2 hours per month	✓ 4 hours per month
Upgrades by Zabbix team	–	–	–	✓	✓
On-site visit / remote consultancy	–	–	–	✓ 1 visit of up to 5 business days	✓ 2 visit of up to 5 business days
Zabbix Certified User training sessions	–	–	–	✓ 1 session for up to 50 students	✓ 3 sessions for up to 50 students
Zabbix Certified Specialist and Professional training sessions	–	–	–	✓ 1 session for up to 5 students	✓ 2 session for up to 10 students
Zabbix Certified Expert training sessions	–	–	–	–	✓ 5 students
Integration and Development Man-days	–	–	–	–	✓ 20 days
Zabbix Summit tickets	–	–	–	–	✓ 3 tickets

**ZABBIX**

# MSP Support Services

The key to success as a managed services provider (MSP) is creating efficient, cost-effective processes that deliver quality service. To do that, however, an MSP needs to be able to scale up quickly, with a minimum of limitations.

	1 000 hosts	2 500 hosts	5 000 hosts	10 000 hosts	20 000 hosts	50 000 hosts	Unlimited Global
Customers supported	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Zabbix servers and proxies	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Metrics included		Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Online support	✓	✓	✓	✓	✓	✓	✓
Phone call support	—	—	✓	✓	✓	✓	✓
Support availability	8 x 5	8 x 5	24 x 7	24 x 7	24 x 7	24 x 7	24 x 7
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

# Technical Expertise examples

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

# Which problems Zabbix and Zabbix partners solve?



Higher performance



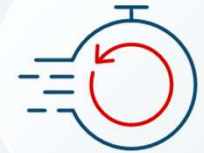
Better availability



Security



Business continuity



Faster disaster recovery



Improved decision making



Optimized resource utilization



Lower IT costs



Higher business performance



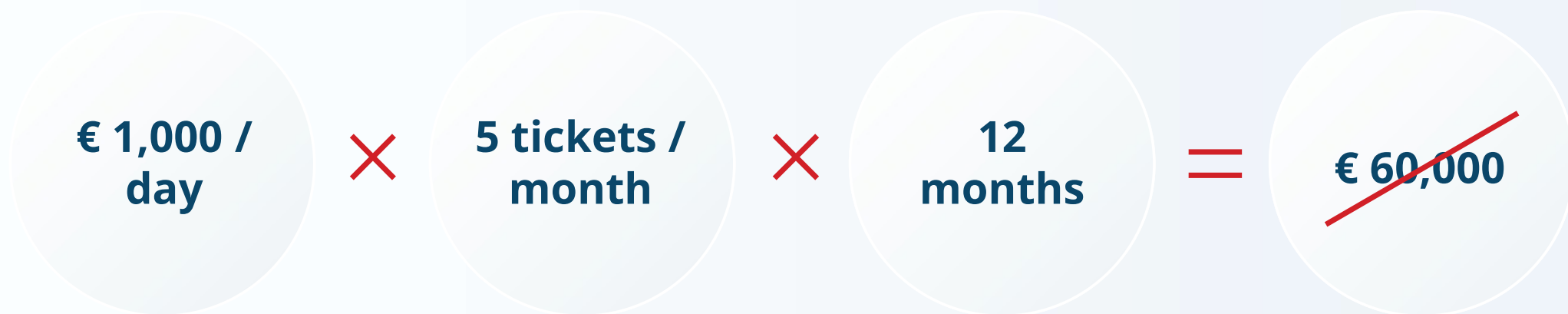
Smarter capacity planning

# What about money?



# Technical Support Subscription

## Return on investment



Client overpays  
up to 6 times



# Technical Support Subscription

## Return on investment with minimum assumptions

€ 500 / day × 2 tickets / month × 12 months = € 12,000

# Support response time and satisfaction level



**Initial response time:**

SLA: 4 hours

Reality:

**1 hour**



**96 %**

of closed support tickets  
receive positive reviews.



**Emergency response time:**

SLA: 90 minutes

Reality:

**10 minutes**



Support engineers  
**available 24/7**

# Technical Support Subscription

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## Result

- Clear return on investment
- Better employee satisfaction: higher morale, less fatigue
- Lower project failure rate
- No missed deadlines
- Do more in less time - increase in efficiency
- Insurance against corner cases and major failures

## Consider

- A technical support subscription is an everyday tool, not only a lifebuoy

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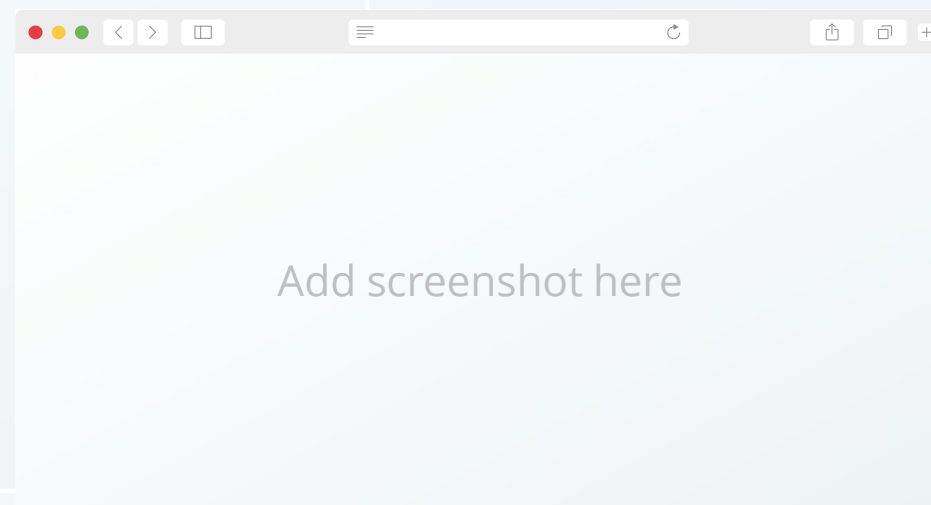
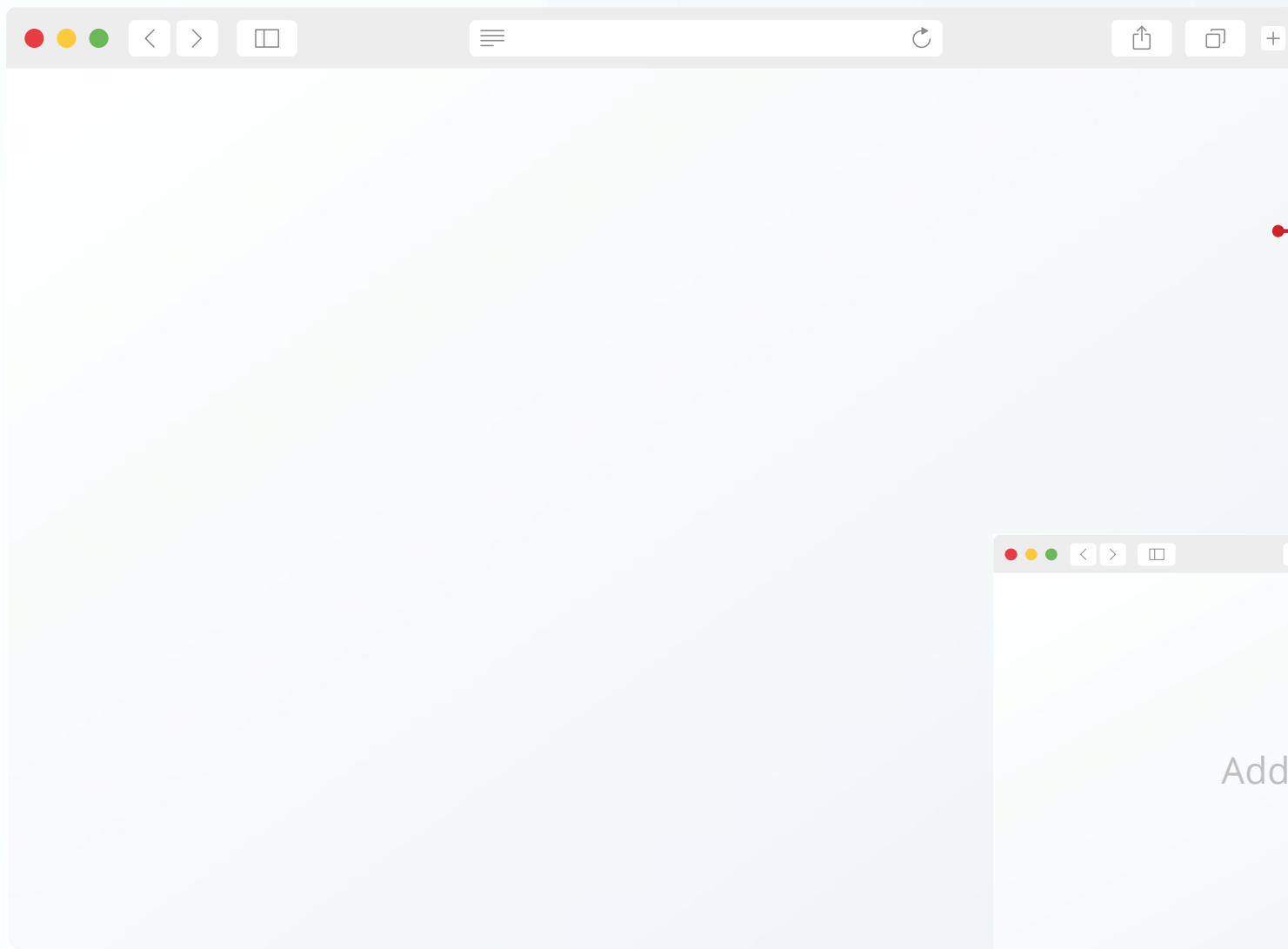
Thank you for your time  
and attention!



**Samir Dzavadov**

Partner Relationship  
Development Manager







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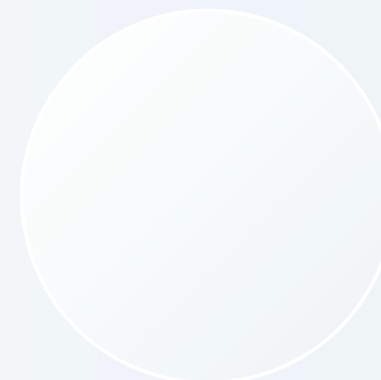
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## First level

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# Main title

## Title V1

## Title V2

**SUBTITLE**

SUBTITLE

First level

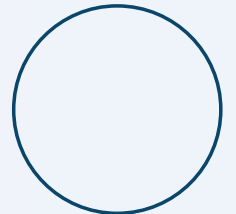
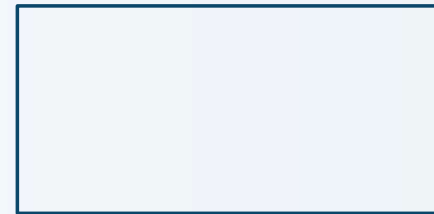
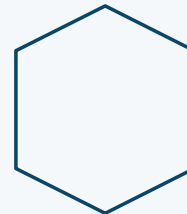
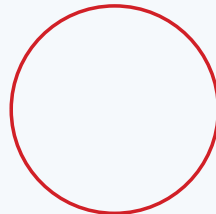
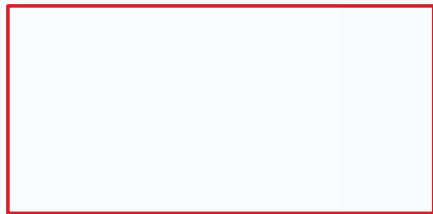
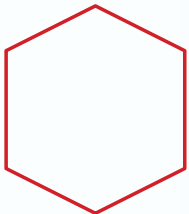
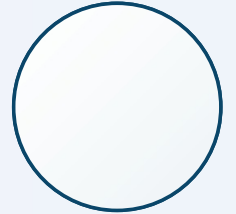
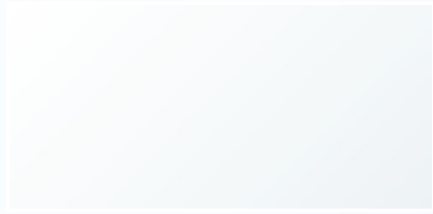
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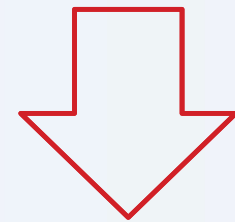
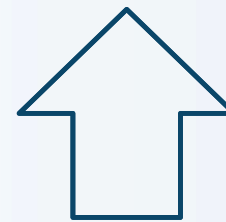
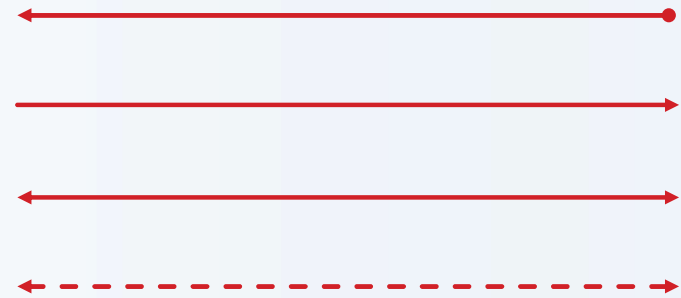
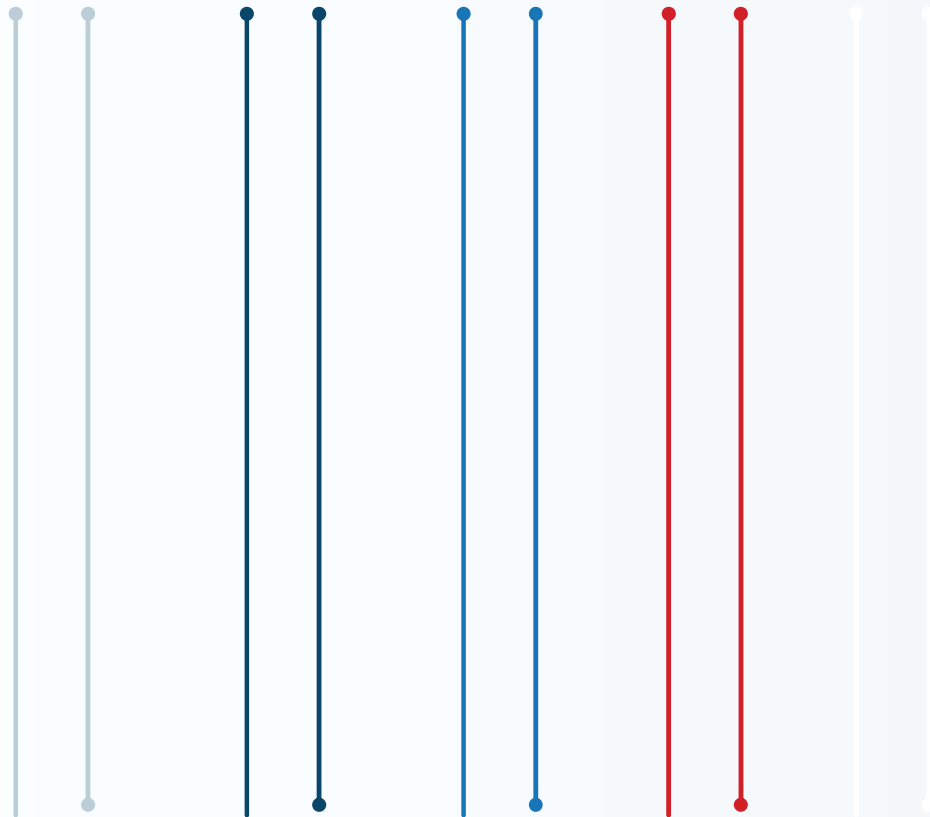
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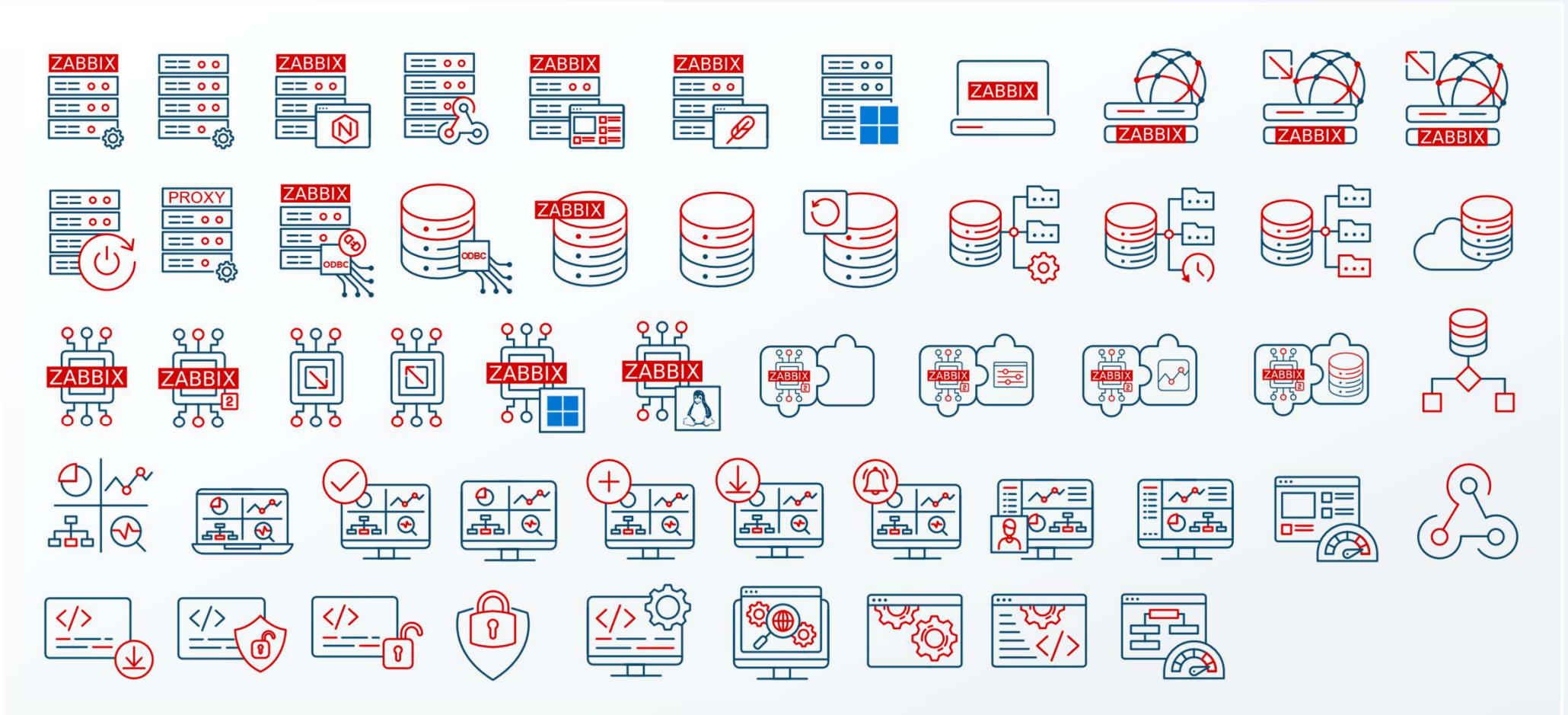


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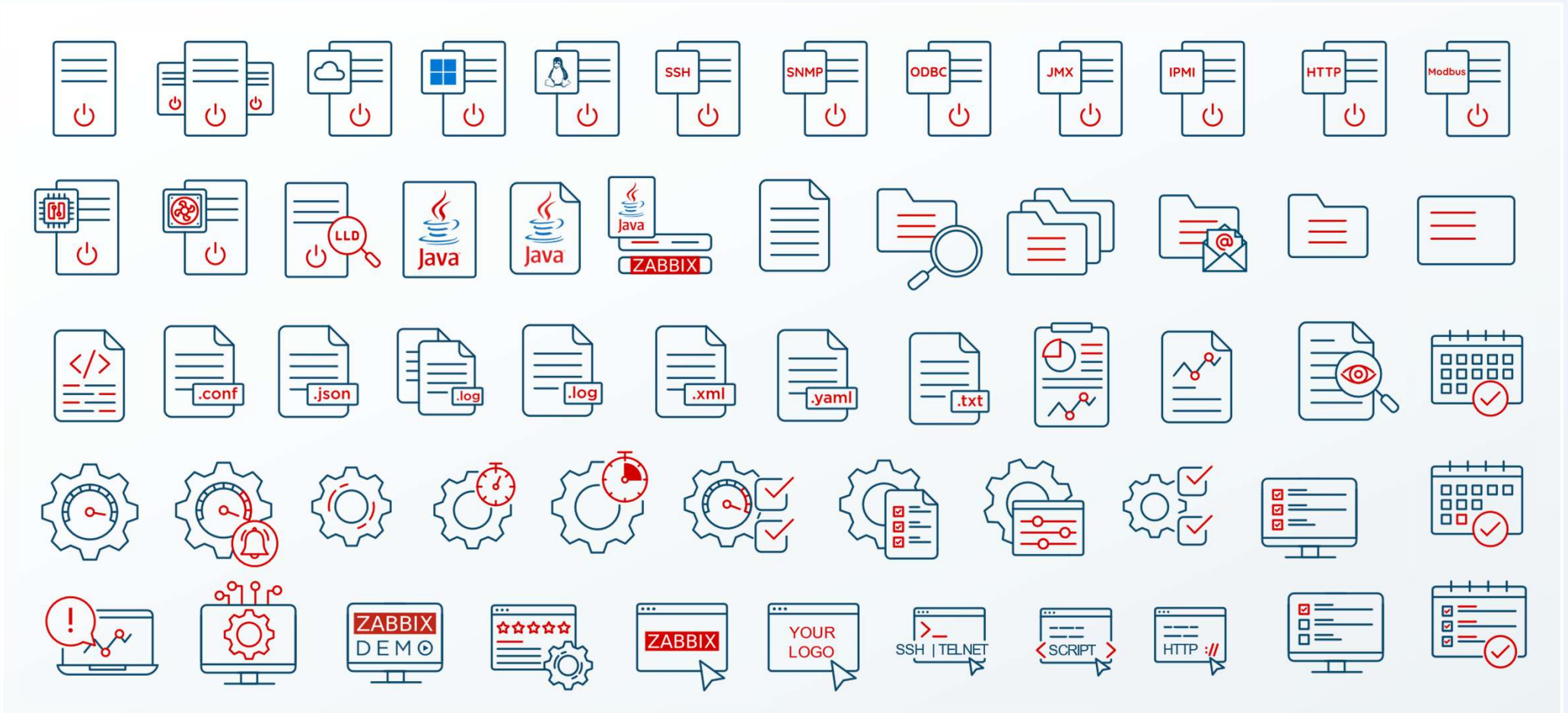
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# Custom-made Zabbix icons



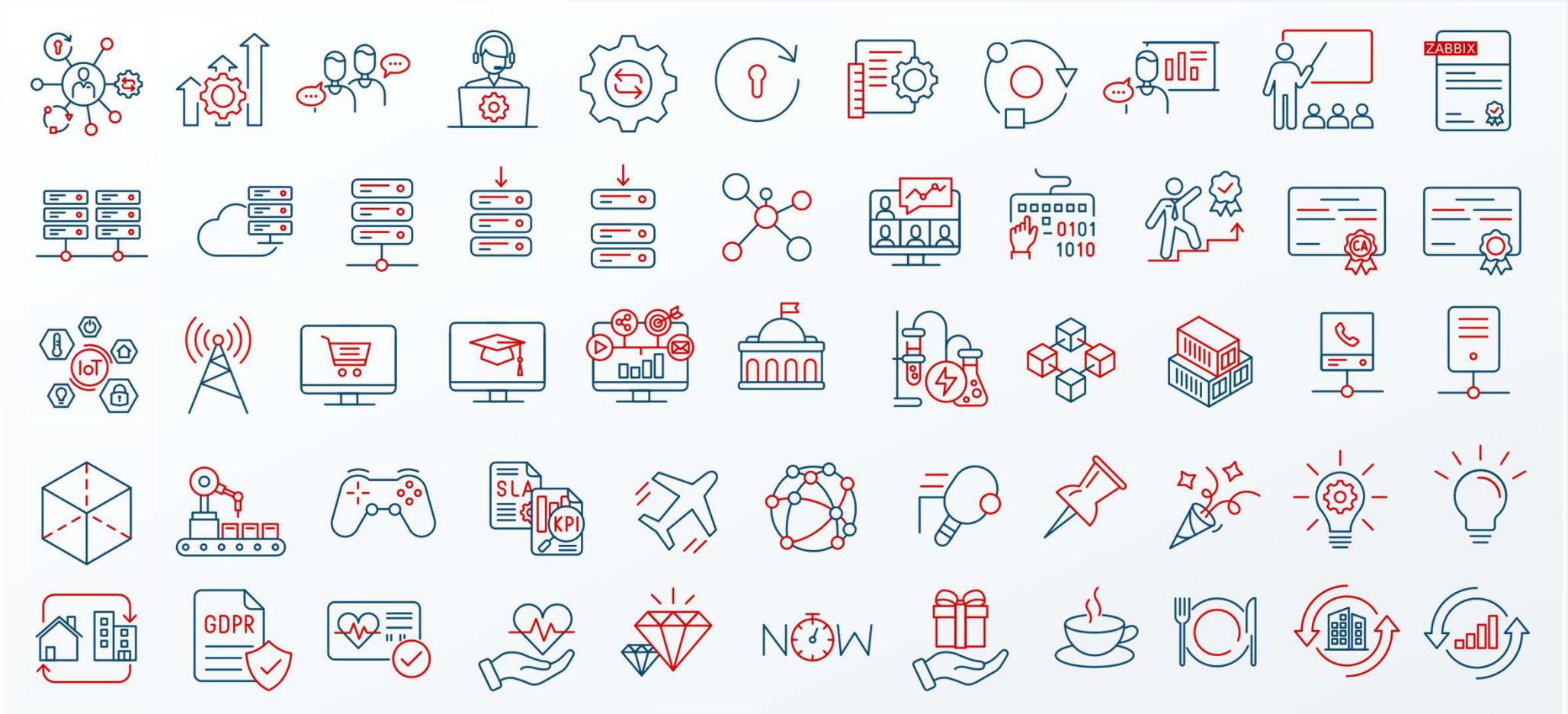
# Custom-made Zabbix icons



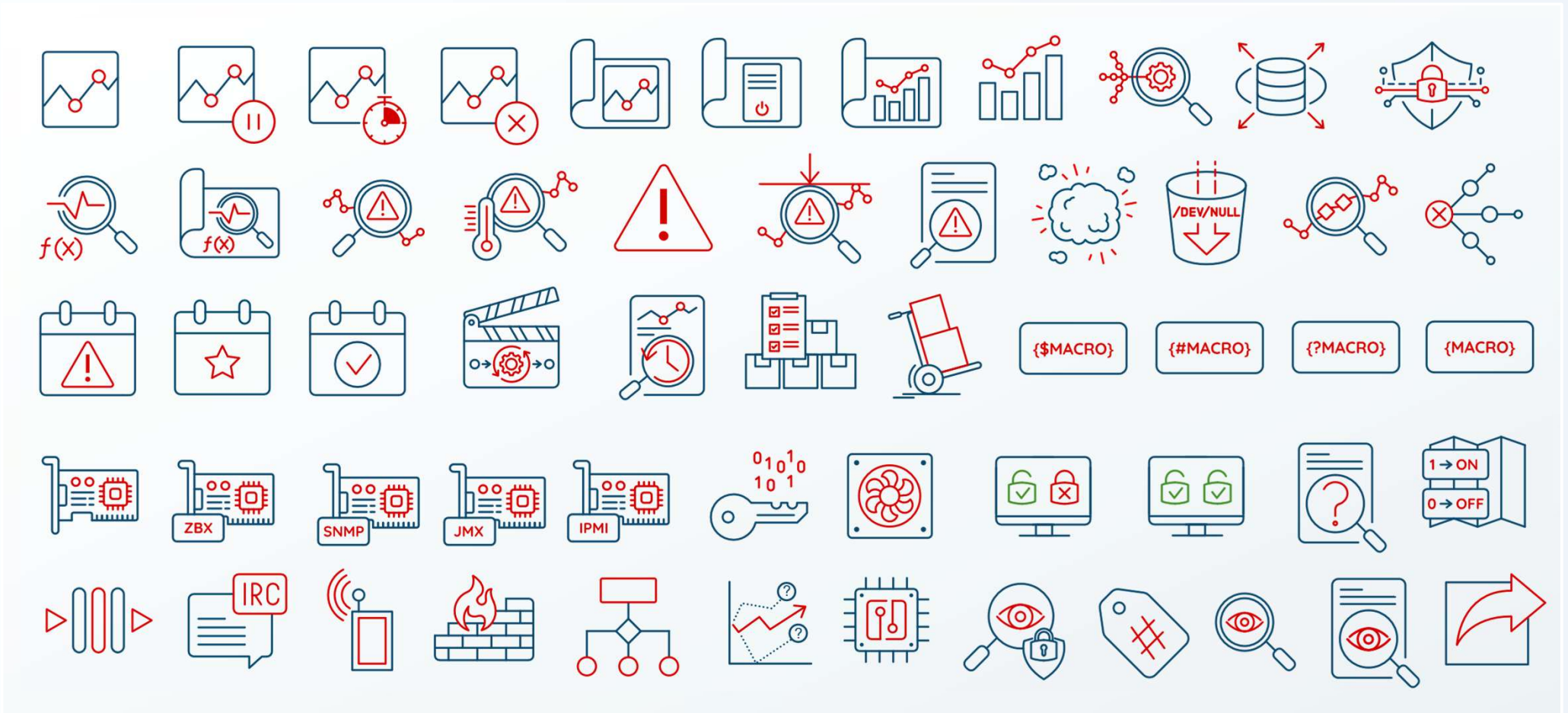
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