

Why Zabbix Support is a Good Thing?



Samir Dzavadov

Partner Relationship
Development Manager



What is the most popular IT service?



1. Cloud Services

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



2. Software Development

- ▶ Custom software, web development, mobile apps
- ▶ Full-stack development, SaaS solutions



3. Cybersecurity Services

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



4. IT Support & Managed Services

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



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

- ▶ 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.



Security

- ▶ 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.



Be up to date

- ▶ 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.



Full potential

- ▶ 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.



Cloud support



Log in to your Zabbix Cloud Account

✉ samir.dzavadov@zabbix.com



.....



☒ Remember me

[Forgot password?](#)

Log in

Don't have an account? [Sign up](#)

Have questions? [Check FAQ](#)



Scale as you go with Zabbix Cloud

Deploy your own Zabbix environment with just a few clicks and setup distribute monitoring in regions all around the globe.

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Collaboration with the development team.

- ▶ 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

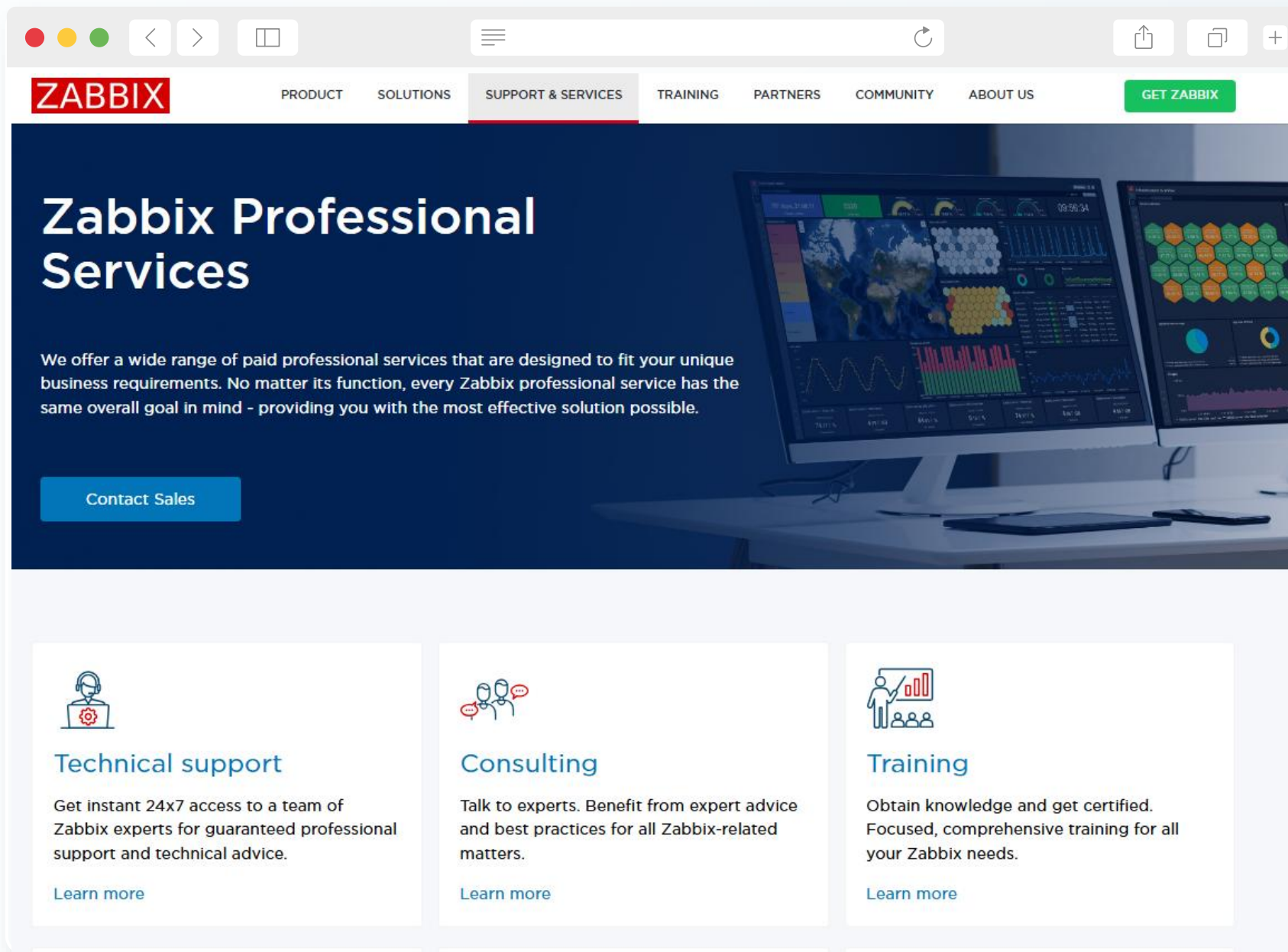


What is Technical Support?

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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






ZABBIX PRODUCT SOLUTIONS **SUPPORT & SERVICES** TRAINING PARTNERS COMMUNITY ABOUT US GET ZABBIX

Zabbix Professional Services

We offer a wide range of paid professional services that are designed to fit your unique business requirements. No matter its function, every Zabbix professional service has the same overall goal in mind - providing you with the most effective solution possible.


Contact Sales



Technical support

Get instant 24x7 access to a team of Zabbix experts for guaranteed professional support and technical advice.


[Learn more](#)



Consulting

Talk to experts. Benefit from expert advice and best practices for all Zabbix-related matters.

[Learn more](#)



Training

Obtain knowledge and get certified. Focused, comprehensive training for all your Zabbix needs.

[Learn more](#)

Available Support channels

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

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	Best value Enterprise	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

MSP Support Services

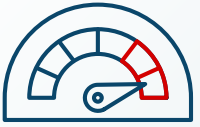
The key to success as a managed services provider (MSP) is creating efficient, cost-effective processes that deliver quality service. To do that, however, an MSP needs to be able to scale up quickly, with a minimum of limitations.

	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

- ▶ 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



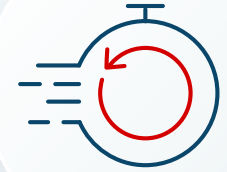
Better
availability



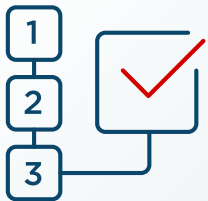
Security



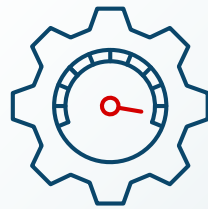
Business
continuity



Faster disaster
recovery



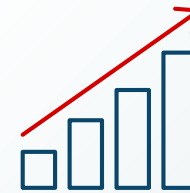
Improved
decision making



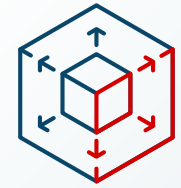
Optimized
resource utilization



Lower
IT costs



Higher business
performance



Smarter capacity
planning

What about money?



Technical Support Subscription

Return on investment

€ 1,000 / day × 5 tickets / month × 12 months = ~~€ 60,000~~

Client overpays
up to 6 times

Technical Support Subscription

Return on investment with minimum assumptions

$$\begin{array}{ccccccc} \text{€ 500 /} & & & & & & \\ \text{day} & \times & \text{2 tickets /} & \times & \text{12} & = & \text{€ 12,000} \\ & & \text{month} & & \text{months} & & \end{array}$$

Support response time and satisfaction level



Initial response time:

SLA: 4 hours

Reality:

1 hour



Emergency response time:

SLA: 90 minutes

Reality:

10 minutes



96 %

of closed support tickets
receive positive reviews.



Support engineers
available 24/7

Technical Support Subscription

Standart 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

Remember

- A technical support subscription is an everyday tool, not only the insurance

Hot topic



ZABBIX



IGA • LATVIA

Zabbix & NIS2: Ensuring Compliance with Secure Monitoring

NIS vs NIS2

- **NIS** (Network and Information Security) Directive initially came into force on August, 2016 was applied only to critical infrastructure
- **NIS2** replaced the initial directive on 17th of October, 2024 – deadline for all EU state members to transpose the NIS2 Directive into applicable, national law
- **Latvian National Cybersecurity Law** came into force on 1st of September, 2024 and till 1st of April, 2025 all essential and important entities had to send the registration survey to National Cybersecurity Center and MOD email address.

NIS2 REQUIREMENT 1

Organizations Affected By NIS2

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Energy

Essential Entity



Health

Essential Entity



Transport

Essential Entity



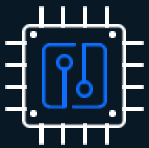
Finance

Essential Entity



Water Supply

Essential Entity



Digital

Infrastructure

Essential Entity



Public

Administration

Essential Entity



Digital

Providers

Important Entity



Postal Services

Important Entity



NIS2 REQUIREMENT 1

Waste Management

Important Entity



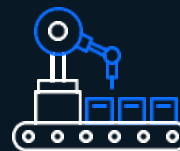
Space

Essential Entity



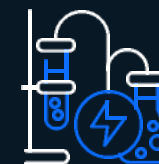
Foods

Important Entity



Manufacturing

Important Entity



Chemicals

Important Entity



Research

Important Entity

NIS2 Related Fines

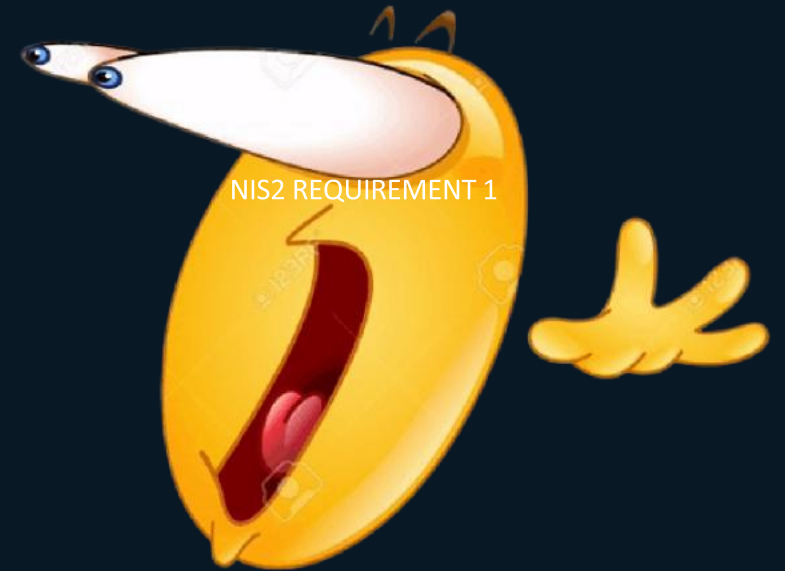
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Essential Entities (e.g., energy, transport, finance, health, public administration):

- Fines up to **€10 million** or **2% of global annual turnover**,
- **whichever is higher.**

Important Entities (e.g., digital providers, manufacturing, food, chemicals):

- Fines up to **€7 million** or **1.4% of global annual turnover**,
- **whichever is higher.**



The 10 Minimum Cybersecurity Risk Management Measures under NIS2

ZABBIX

1. Risk Analysis and Information System Security Policies
2. Incident Handling
3. Business Continuity and Crisis Management
4. Supply Chain Security
5. Security in System Acquisition, Development, and Maintenance
6. Policies and Procedures to Assess the Effectiveness of Cybersecurity Risk Management Measures
7. Basic Cyber Hygiene Practices and Cybersecurity Training
8. Policies and Procedures Regarding the Use of Cryptography and Encryption
9. Human Resources Security, Access Control Policies, and Asset Management
10. Use of Multi-Factor Authentication or Continuous Authentication Solutions

NIS2 REQUIREMENT 1

Risk Analysis & Security

ZABBIX

Zabbix provides data visibility that can help with risk management and policy creation decisions.

Zabbix can:

- Detect anomalies, suspicious activities, resource overload, downtime, etc.
- Monitor bandwidth usage, network interface metrics, and other critical services
NIS2 REQUIREMENT 1
- Check open ports and insecure webpages
- Monitor the integrity of important files such as password files and configuration files
- Create customized alerting workflows
- Monitor sensors in data centers to detect physical security breaches

2025-02-26 10:37:36 PM	Average	PROBLEM	Switch	High traffic on interface eth0	13h 15m 38s	Update
2025-02-26 10:28:28 PM	Warning	PROBLEM	Switch	New Router OS version installed	13h 24m 46s	Update
2025-02-26 10:15:03 PM	High	PROBLEM	Router	New admin login detected	13h 38m 11s	Update
2025-02-26 10:06:02 PM	Information	PROBLEM	Router	New user added	13h 47m 12s	Update
2025-02-26 09:57:39 PM	Average	PROBLEM	PC	Port 22 not reachable	13h 55m 35s	Update
2025-02-26 09:57:36 PM	Average	PROBLEM	Website	Website certificate expiring soon	13h 55m 36s	Update
2025-02-26 09:29:58 PM	Average	PROBLEM	Data storage	Low disk space on mounted drive	14h 23m 16s	Update

Incident Response

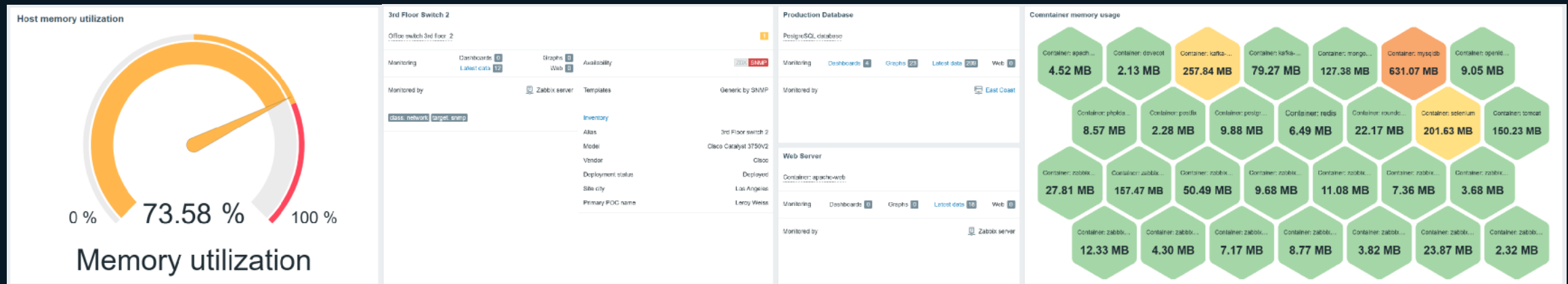
ZABBIX

Have procedures in place to handle security incidents as they arise.

Zabbix can:

- Provide real-time monitoring and alert users to potential incidents
- Keep a comprehensive log history for root cause analysis
- Support multiple notification channels and scenarios for incident reporting
- Share real-time incident data with external systems while providing custom dashboards and reports about ongoing incidents

NIS2 REQUIREMENT 2



Backup & Disaster Recovery

ZABBIX

Have backup management, disaster recovery, and crisis management plans in place to provide business continuity.

Zabbix can:

- Provide full support for Veeam (OOB) and Bacula data platforms, among others.
- Monitor the backup execution process and track the storage and usage of backup servers.

NIS2 REQUIREMENT 3

<input type="checkbox"/>	Name ▲	Triggers	Key	Interval	History	Trends	Type	Status	Tags
<input type="checkbox"/>	*** Get metrics: Failed Job Runs	Triggers 1	veeam.manager.failed.jobs		Stored	Stored	Dependent item	Enabled	component: reports
<input type="checkbox"/>	*** Get metrics: Get errors	Triggers 1	veeam.manager.get.errors		Stored		Dependent item	Enabled	component: status
<input type="checkbox"/>	*** Get metrics		veeam.manager.get.metrics	5m	Not stored		Script	Enabled	component: raw
<input type="checkbox"/>	*** Get metrics: Running Jobs		veeam.manager.running.jobs		Stored	Stored	Dependent item	Enabled	component: reports
<input type="checkbox"/>	*** Get metrics: Scheduled Backup Jobs		veeam.manager.scheduled.backup.jobs		Stored	Stored	Dependent item	Enabled	component: reports
<input type="checkbox"/>	*** Get metrics: Scheduled Jobs		veeam.manager.scheduled.jobs		Stored	Stored	Dependent item	Enabled	component: reports
<input type="checkbox"/>	*** Get metrics: Scheduled Replica Jobs		veeam.manager.scheduled.replica.jobs		Stored	Stored	Dependent item	Enabled	component: reports
<input type="checkbox"/>	*** Get metrics: Total Job Runs		veeam.manager.scheduled.total.jobs		Stored	Stored	Dependent item	Enabled	component: reports

Supply Chain Security

ZABBIX

Maintain supply chain security, including security-related aspects concerning the relationships between each entity and its direct suppliers or service providers.

Zabbix can:

- Monitor third-party services and dependencies for availability and performance
- Alert users to potential vulnerabilities or disruptions in supply chain services and provide SLA reporting.

NIS2 REQUIREMENT 4

Name	Status	Root cause
Backend application	OK	
Backup environment	High	Backup node 5 down
MySQL database	OK	
Web application	Average	High session count, Web application node 1 down, High request count
Zabbix application server	OK	

System Security & Vulnerabilities

ZABBIX

Provide security in network and information systems acquisition, development, and maintenance – including vulnerability handling and disclosure.

Zabbix can:

- Monitor software versions and check for outdated components
- Support integration with external tools to check vulnerabilities

Host	Name ▲	Last check	Last value
Docker 01	Kernel version	7h 7m 33s	4.18.0-348.7.1.el8_...
Oracle ODBC 03	Oracle: Version ?	7h 8m 3s	11.2.0.2.0-XE
Oracle ODBC 01 11g	Oracle: Version ?	7h 7m 12s	11.2.0.2.0-XE
Zabbix server	Proxy [localProxy]: Version ?	7h 7m 20s	7.0.4
Zabbix server	Proxy [New York]: Version ?	7h 7m 20s	undefined
Docker 01	Server version	7h 7m 33s	23.0.4
MySQL server 01	Version ?	58m 24s	8.0.37
Nginx	Version	7h 7m 17s	1.14.1
www.zabbix.com	Version ?	57m 8s	3
distrowatch.com	Version ?	56m 55s	3
www.linkedin.com	Version ?	3h 56m 42s	3
Apache Tomcat	Version ?	7h 7m 36s	Apache Tomcat/8.5...
Zabbix server	Version ?	7h 7m 58s	7.0.4
Windows demo server	Version ?	1h 2m 25s	3
Certificate monitoring	Version ?	3m 31s	3
AWS EC2 Server 2016	Version of Zabbix agent running	6h 13m 35s	7.0.9
Zabbix server	Version of Zabbix agent running	6h 9m 24s	7.0.4
Windows demo server	Version of Zabbix agent running	7h 1m 5s	7.0.0

Cryptography & Encryption

ZABBIX

Have policies and procedures in place regarding the use of cryptography and encryption.

Zabbix can:

- Comprehensively monitor encryption certificates for expiration.

Host	Name ▲	Last check	Last value
www.zabbix.com	Expires on ?	55m 52s	2025-04-22 04:41:...
www.zabbix.com	Fingerprint ?	55m 52s	409fe48b8fae079c...
www.zabbix.com	Get ?		
www.zabbix.com	Issuer ?	55m 52s	CN=WE1,O=Googl...
www.zabbix.com	Last validation status ?	55m 52s	certificate verified s...
www.zabbix.com	Public key algorithm ?	55m 52s	ECDSA
www.zabbix.com	Serial number ?	55m 52s	f7297e54ed7b769f...
www.zabbix.com	Signature algorithm ?	55m 52s	ECDSA-SHA256
www.zabbix.com	Subject ?	55m 52s	CN=zabbix.com
www.zabbix.com	Subject alternative name ?	55m 52s	["zabbix.com","*.za...
www.zabbix.com	Validation result ?	55m 52s	valid
www.zabbix.com	Valid from ?	55m 52s	2025-01-22 02:41:...
www.zabbix.com	Version ?	55m 52s	3

HR & Access Control

ZABBIX

Maintain HR security by providing accessible control and asset management policies.

Zabbix can:

- Monitor user actions with the help of log files.

Name	Value
System log	Jane logged out at 12:30
System log	John logged out at 12:25
System log	John accessed system files at 12:17
System log	Jane logged in at 12:13
System log	John logged in at 12:05

Multi-Factor Authentication

ZABBIX

Implement multi-factor authentication (MFA) or continuous authentication solutions, secured emergency communication systems, and secured voice, video, and text communications.

Zabbix can:


- Monitor the performance and uptime of any identity provider (IdP)
- Use APIs provided by the IdPs to query MFA policies and user login events
- Monitor logs for MFA-related events
- Provide custom dashboards and reports on MFA usage

NIS2 REQUIREMENT 7

ZABBIX

Scan this QR code

Please scan and get your verification code displayed in your authenticator app.



Unable to scan? You can use SHA1 secret key to manually configure your authenticator app:
NVC4MMZGQHPQMOTDOYBA7BO4B2OXHRUY

Verification code

Sign in

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Any questions? 😊



Samir Dzavadov

Partner Relationship
Development Manager

