

**ZABBIX** '25

CONFERENCE

LATIN AMERICA

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# Monitoramento crítico na indústria farmacêutica com Zabbix

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# Apsen Farmacêutica

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A Apsen é uma empresa 100% **brasileira**, fundada em 1969 por Mario e Irene Spallicci.

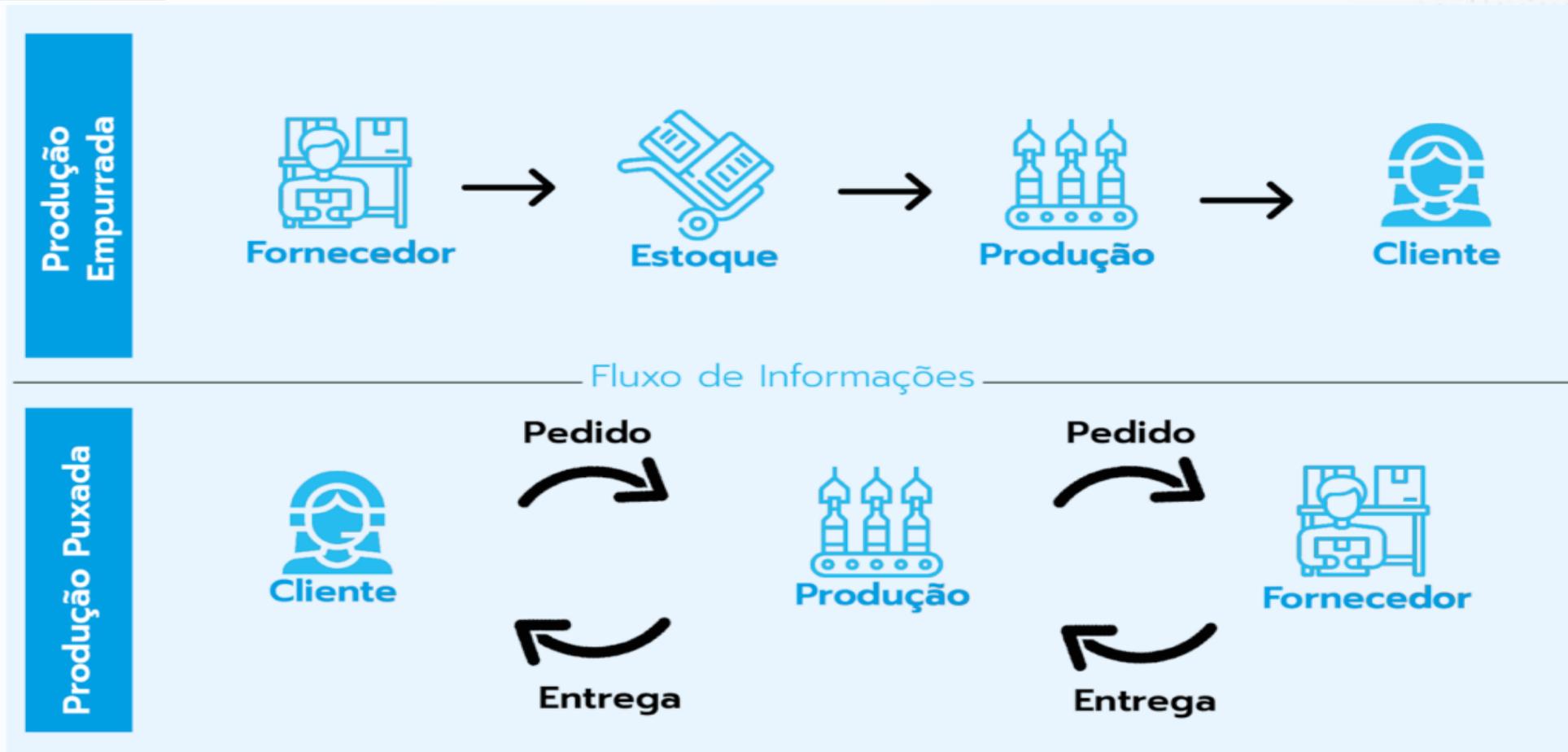


**Centro de Distribuição  
Varginha-MG**



**Fabrica  
São Paulo (Santo Amaro)**

# Ciclo de Produção



# Estratégia de Cloud

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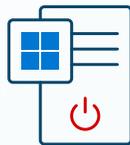
*85% do Ambiente da **Apsen**  
está rodando em Cloud*



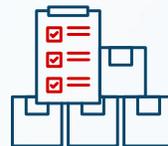
# Onde Zabbix entra?

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## Servidores



## Negocio



## Telecomunicações



## Estações de Trabalho E Periféricos



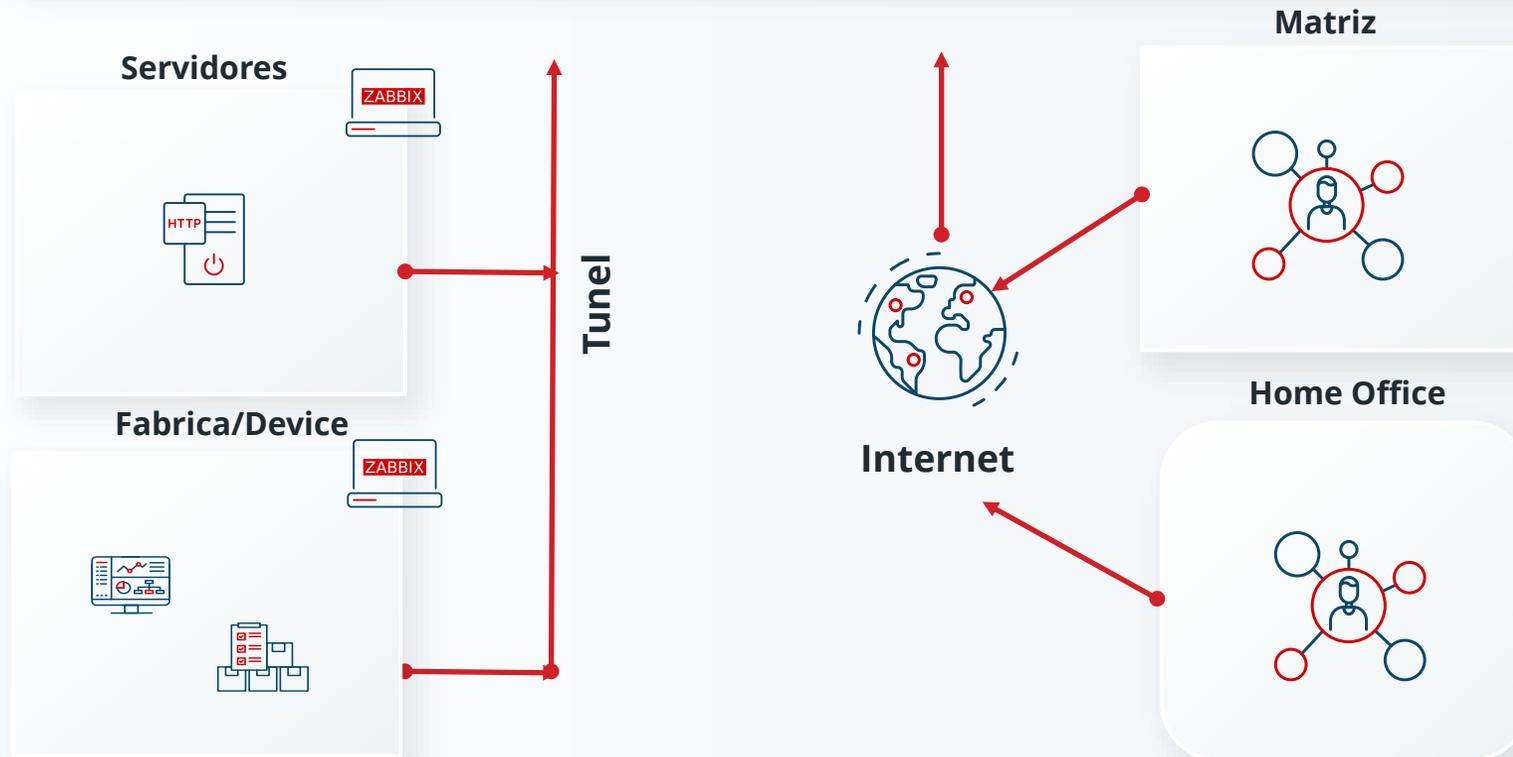
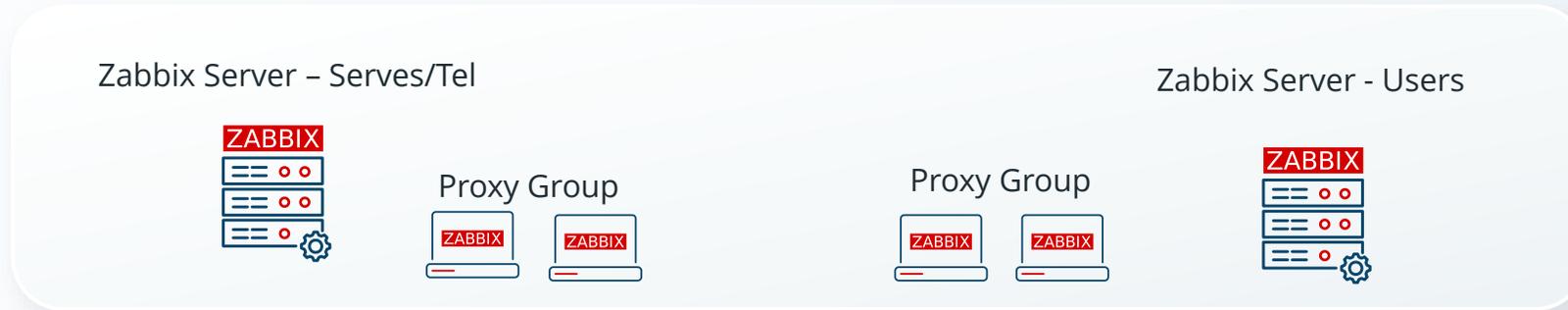
# Casos de Uso

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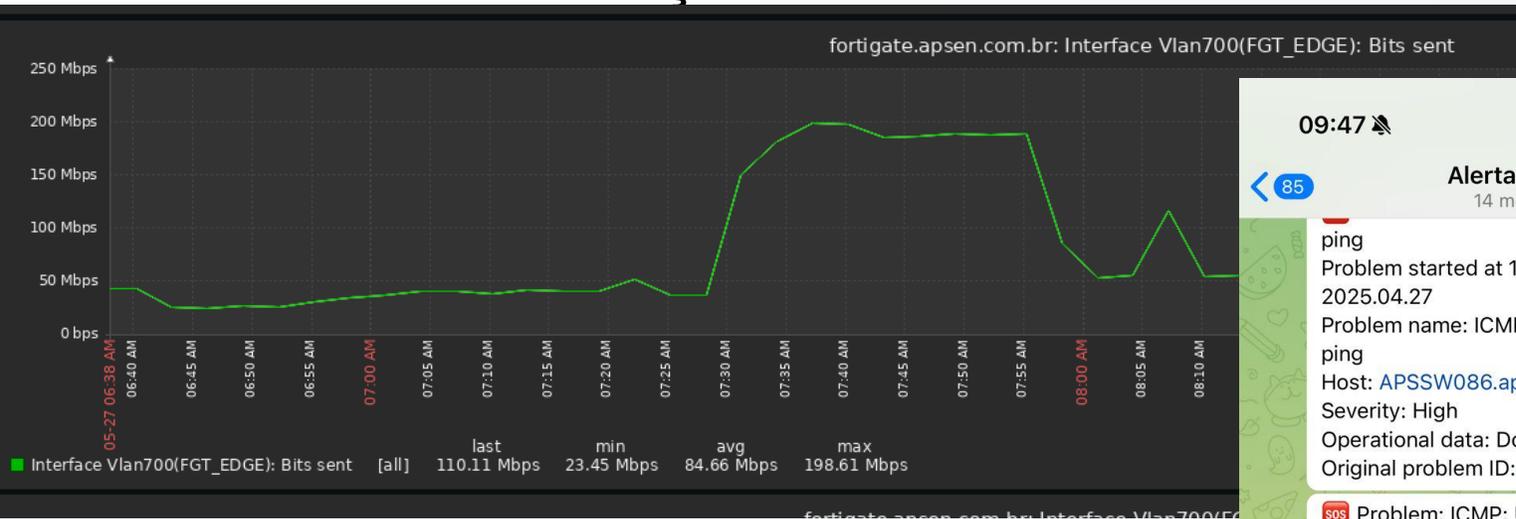
Exemplos de como estamos usando o Zabbix

# Arquitetura do Zabbix

## Azure



# Case Telecomunicações



09:47

**Alertas Apsen**  
14 members

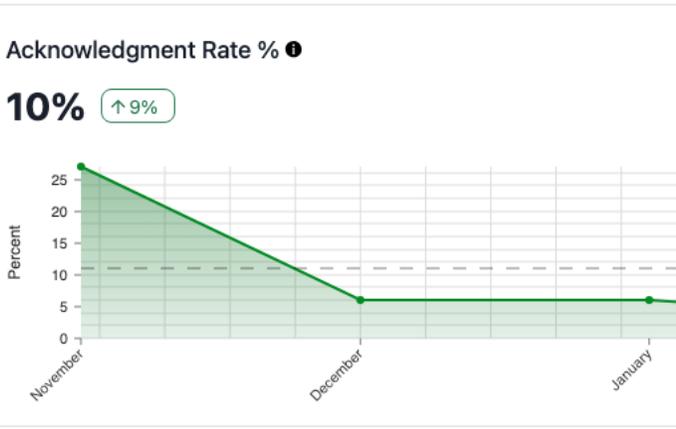
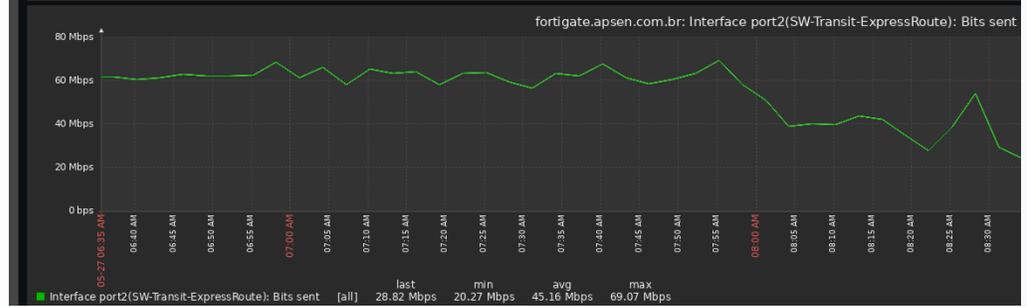
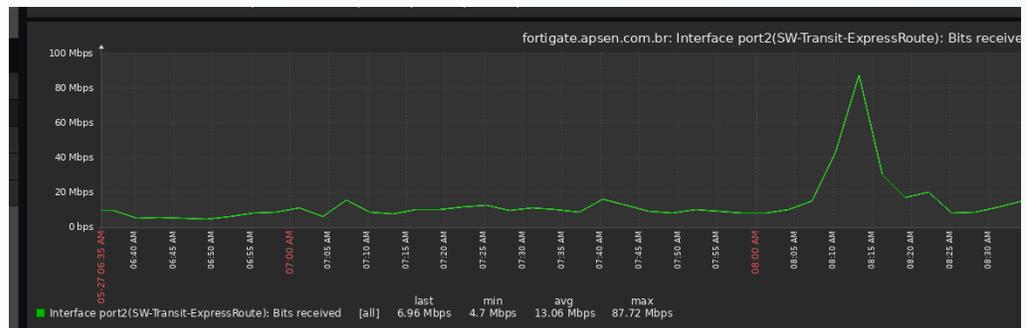
ping  
Problem started at 13:53:01 on 2025.04.27  
Problem name: ICMP: Unavailable by ICMP ping  
Host: [APSSW086.apsen.br](#)  
Severity: High  
Operational data: Down (0)  
Original problem ID: 55459456

**sos** Problem: ICMP: Unavailable by ICMP ping  
Problem started at 13:53:09 on 2025.04.27  
Problem name: ICMP: Unavailable by ICMP ping  
Host: [APSSW039.apsen.br](#)  
Severity: High  
Operational data: Down (0)  
Original problem ID: 55459461

**sos** Problem: ICMP: Unavailable by ICMP ping  
Problem started at 13:53:50 on 2025.04.27  
Problem name: ICMP: Unavailable by ICMP ping  
Host: [APSSW031.apsen.br](#)  
Severity: High  
Operational data: Down (0)  
Original problem ID: 55459518

**sos** Problem: ICMP: Unavailable by ICMP ping  
Problem started at 13:53:56 on 2025.04.27

278



# Case SAP

Host	Name ▲	Last check	Last value	Change	Tags
APSSAP015 SAP PRD	RFC SAP Evolutio ZEVO ALOCA MP ?	10s	1		rfc: status
APSSAP015 SAP PRD	RFC SAP Evolutio ZEVO ALOCA MP_MS ?	14s	2255 ms	-4 ms	rfc: ms
APSSAP015 SAP PRD	RFC SAP Evolutio ZEVO ALOCA MP_Y61 ?	11s	1		rfc: status
APSSAP015 SAP PRD	RFC SAP Evolutio ZEVO ALOCA MP_Y61_MS ?	40s	2254 ms	-5 ms	rfc: ms
APSSAP015 SAP PRD	RFC SAP Evolutio ZEVO ALTERA QTD_NT ?	11s	1		rfc: status
APSSAP015 SAP PRD	RFC SAP Evolutio ZEVO ALTERA QTD_NT_MS ?	27s	1522 ms		rfc: ms
APSSAP015 SAP PRD	RFC SAP Evolutio ZEVO BUSCA FEFO INSUMOS ?	6s	1		rfc: status
APSSAP015 SAP PRD	RFC SAP Evolutio ZEVO BUSCA FEFO INSUMOS_MS ?	28s	205 ms	-1 ms	rfc: ms
APSSAP015 SAP PRD	RFC SAP Evolutio ZEVO BUSCA ITENS_NT ?	4s	1		rfc: status
APSSAP015 SAP PRD	RFC SAP Evolutio ZEVO BUSCA ITENS_NT_MS ?	9s	206 ms	-2 ms	rfc: ms

Apply Reset

Subfilter affects only filtered data

HOSTS

Monitoramento SEFAZ 47

DATA

With data 47 Without data 1

Host	Name ▲	Last check	Last value	Change	Tags
Monitoramento SEFAZ	Download speed for scenario "MG".	55s	71.18 KBps	+6.24 KBps	
Monitoramento SEFAZ	Download speed for scenario "SP".	56s	335.66 KBps	-3.26 KBps	
Monitoramento SEFAZ	Download speed for step "NfeAutorizacao" of scenario "MG".	55s	88.3 KBps	+9.53 KBps	
Monitoramento SEFAZ	Download speed for step "NfeAutorizacao" of scenario "SP".	56s	517.47 KBps	+32.67 KBps	
Monitoramento SEFAZ	Download speed for step "NfeConsultaCadastro" of scenario "MG".	55s	77.7 KBps	+20.01 KBps	
Monitoramento SEFAZ	Download speed for step "NfeConsultaCadastro" of scenario "SP".	56s	455.29 KBps	+31.47 KBps	
Monitoramento SEFAZ	Download speed for step "NfeConsultaProtocolo" of scenario "MG".	55s	64.46 KBps	-14.26 KBps	
Monitoramento SEFAZ	Download speed for step "NfeConsultaProtocolo" of scenario "SP".	56s	384.75 KBps	-112.67 KBps	
Monitoramento SEFAZ	Download speed for step "NfeInutilizacao" of scenario "MG".	55s	87.62 KBps	+21.29 KBps	
Monitoramento SEFAZ	Download speed for step "NfeInutilizacao" of scenario "SP".	56s	204.18 KBps	-46.61 KBps	
Monitoramento SEFAZ	Download speed for step "NfeRetAutorizacao" of scenario "MG".	55s	76.35 KBps	-3.42 KBps	

	Last check	Last value
015_PRD_02 - Spool System - SpoolService -Status	2m 56s	Spool server is active
016_PRD_03 - Spool System - SpoolService -Status	2m 27s	Spool server is active

# Case Devices

Time	Info	Host	Problem • Severity	Duration	Update	Actions	Tags
09:35:51 AM		APSIMP261 - PCP1	Toner Preto está abaixo de 3%	7m 50s	Update	1	component: grafana_co component: supplies
Today							
26 10:33:10 PM		APSMGSW006.apsen.br	Interface ge-0/0/29(APSWK1005 - LAN House): Link down	11h 10m 31s	Update		
26 09:15:10 PM		APSMGSW006.apsen.br	Interface ge-0/0/28(APSWK0182 - LAN House):	12h 28m 31s	Update		

Time	User/Recipient	Action	Message/Command	Status	Info
2025-05-27 09:35:51 AM	Admin (Zabbix Administrator)	✉	ServiceNow Requisicoes Printers (PRD)	Sent	
2025-05-27 09:35:51 AM		📅			

## Antes

40 Chamados mês aberto por usuário

## Agora

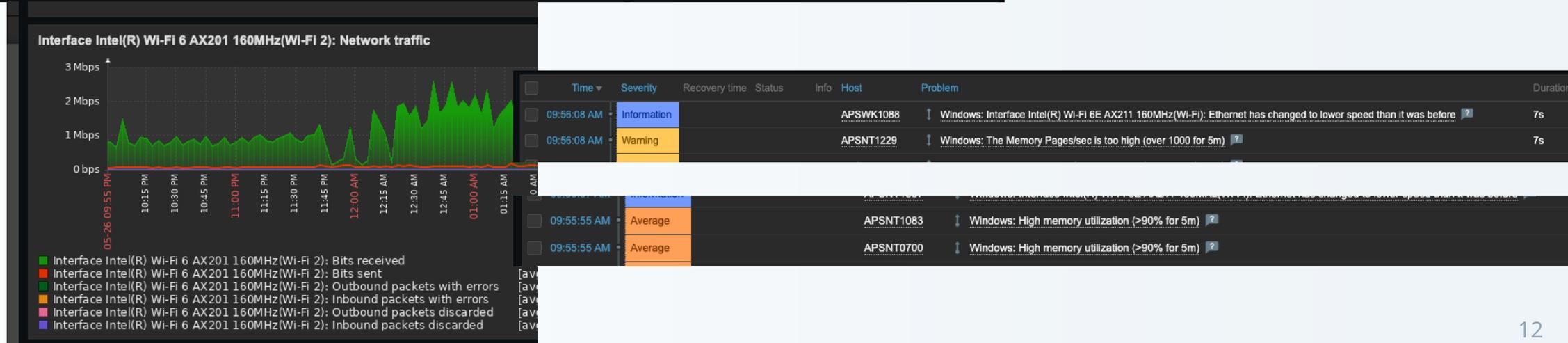
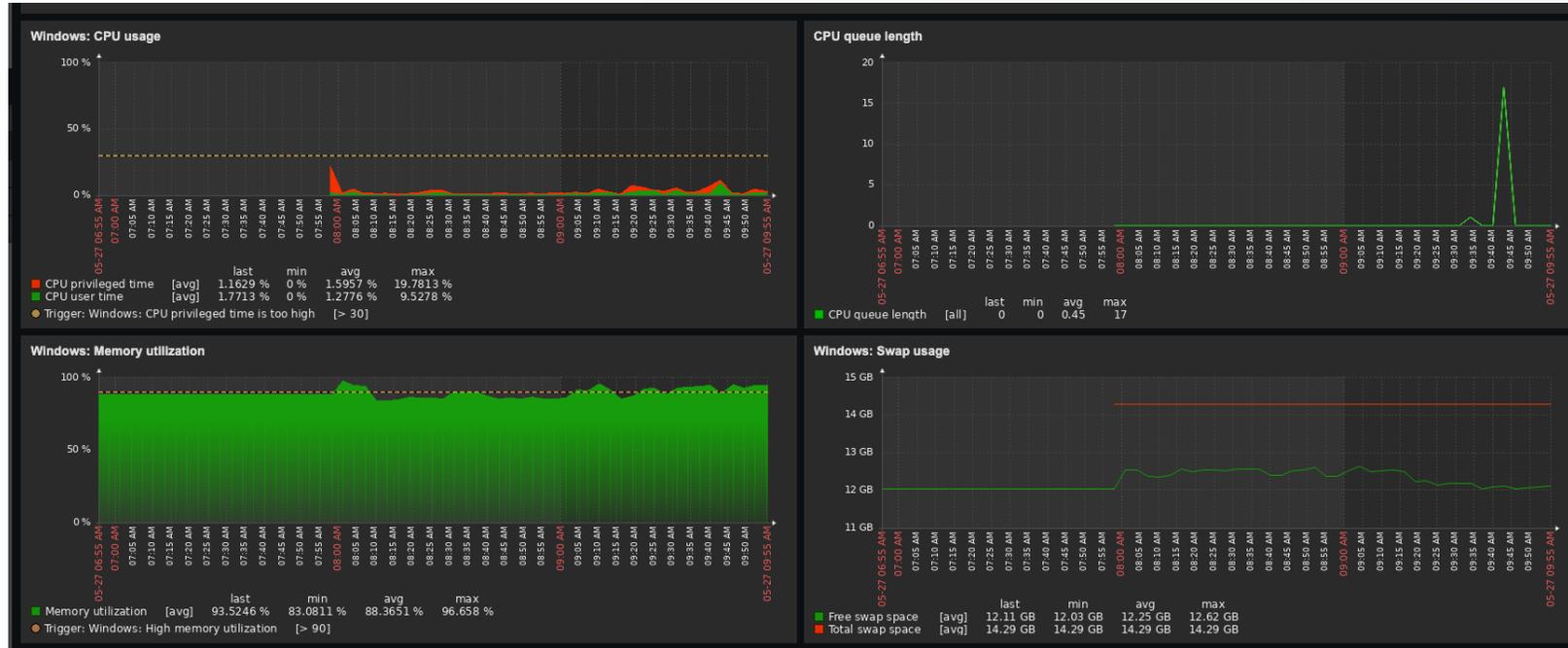
8 Meses em produção

100% do toner, bobinadas é feito a troca de forma proativa

Nome	Problema
Categoria	Equipamentos
Item	Impressora
Solicitação	Troca de Tonner
Descrição	Problema detectado as 09:35:51 no dia 2025.05.27 Tipo do problema: Toner Preto está abaixo de 3% Host: APSIMP261 - PCP1 Model: HP Color LaserJet MFP E57540 Severity: High Valor atual: 3 % Link relacionado ao monitoramento: <a href="https://zabbix.apsen.com.br/tr_events.php?triggerid=26551&amp;eventid=59561608">https://zabbix.apsen.com.br/tr_events.php?triggerid=26551&amp;eventid=59561608</a>

veis | Anotações | Informações de resolução

# Case Usuarios Finais



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Muito Obrigado

Jônatas



Tera

