



Opensource ICT Solutions

Your worldwide Zabbix partner



Opensource ICT Solutions



Brian van Baekel

Owner, Zabbix trainer / Consultant

- Originally network engineer
- Started his IT career in 2013
- Started using Zabbix in 2013
- Fulltime Zabbix engineer from 2016
- Became Zabbix trainer in 2017
- Founded Opensource ICT Solutions in 2018





Nathan Liefing

Zabbix trainer / Consultant

- Originally network engineer
- Started his IT career in 2014
- Started using Zabbix in 2015
- Joined Opensource ICT Solutions 2020
- Fulltime Zabbix engineer from 2020
- Became Zabbix trainer in 2020





Rick van der Ploeg

Zabbix Consultant

- Originally DevOps engineer
- Started his IT career in 2014
- Started using Zabbix in 2014
- Joined Opensource ICT Solutions 2024
- Fulltime Zabbix engineer from 2024



Opensource ICT Solutions



Patrik Uytterhoeven

Zabbix trainer / Consultant

- Originally Linux / Open source engineer
- Started his IT career in 1996
- Started using Zabbix in 2012
- Became Zabbix trainer in 2012
- Joined Opensource ICT Solutions 2025



Introduction - Company

- April 2018
Founded in The Netherlands
- 2019
Expanded to the United States
- 2021
Expanded to the United Kingdom
- 2025
Expanded to Belgium



We take the burden off organizations with regard to the product “Zabbix”



- **Stable & Reliable**

- Our clients rely not only on our solutions 24/7 but also on our people. By implementing a technically sound solution, we establish a solid foundation. After that, we remain available 24/7 to resolve incidents or emergencies.

- **Innovative and Creative Towards the Future**

- In addition to relieving our clients of the burden of monitoring, we excel at offering solutions that effectively support this process. By providing intelligent, tailor-made solutions, we simplify highly complex matters for the end user.

- **Sincerity and Integrity**

- In both our daily operations and our interactions with clients and suppliers, it is of great importance to us to be—and remain—a sincere and trustworthy player in the market. After all, we deal with the core of communication at every level.



- **Sustainability**

- The solutions we offer are not quick fixes or quick wins. We always look further ahead and deliver high-quality, long-term solutions.
- In addition, we are committed to the environment and the rapidly changing global situation. We believe it is important to contribute and act consciously with the scarce resources the world provides.

- **Social Responsibility**

- We believe it is important to integrate our social engagement into the organization. On a small scale, this means separating waste, offering internships and training, and participating in local business initiatives. On a larger scale, we always keep politics, the environment, and global affairs in mind.



ISO Certifications

- **ISO9001**
Quality Management System
- **ISO27001**
Information Security Management System
- **ISO14001***
Environmental Management System



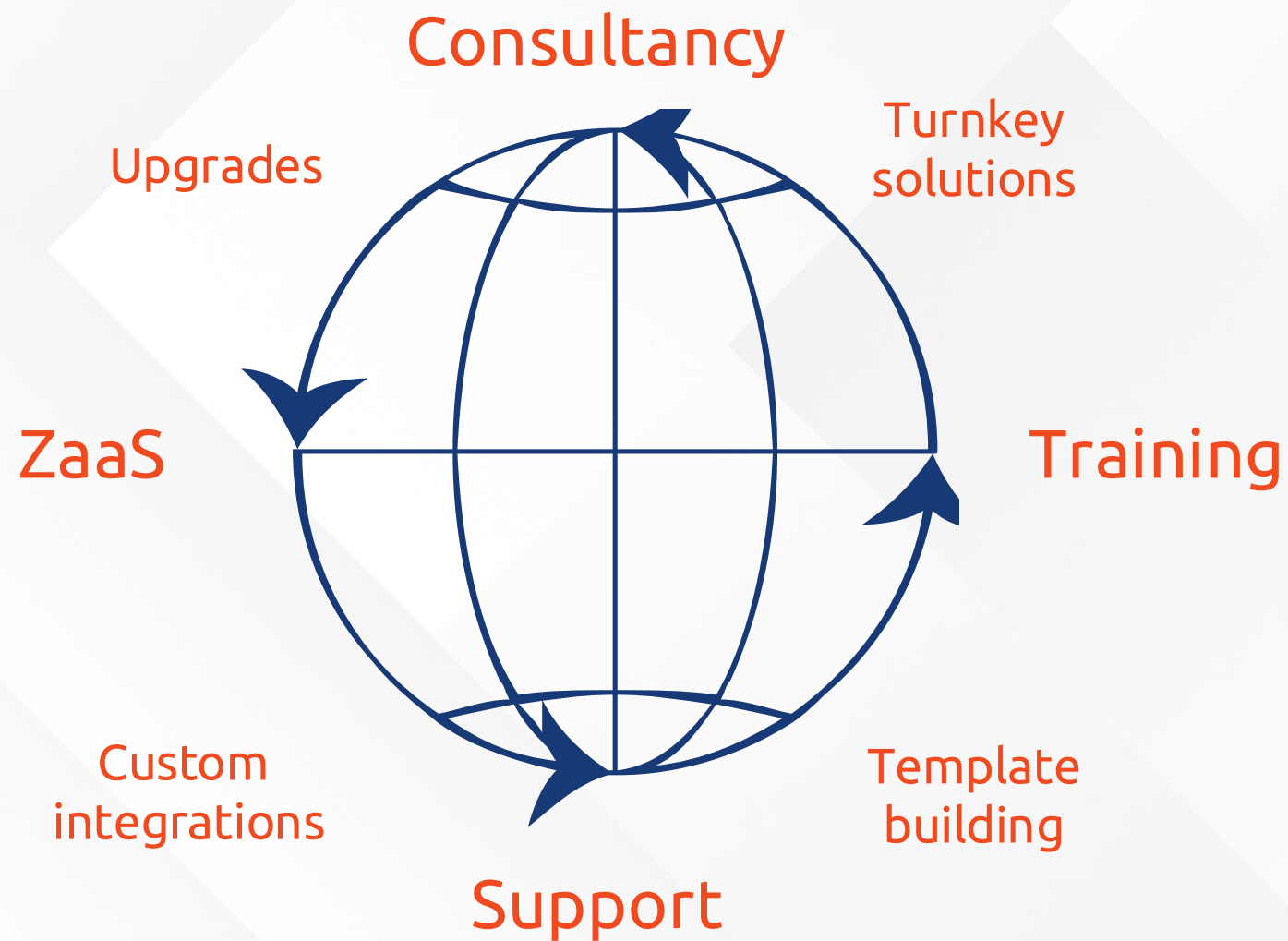
* hopefully, next week we have the final audit!

- **Air Navigation Service Provider**
 - Building, maintaining and supporting the full monitoring of the Air Traffic Management Machine
- **Foundation**
 - Migrated their Nagios to Zabbix, and responsible for maintenance, development and support.
- **Hospital/university**
 - Building, maintaining and supporting monitoring of the full IT infrastructure
- **Grid supplier**
 - Building, maintaining and supporting the monitoring for their 4G network



- **MSP**
 - Migration from Solarwinds to Zabbix in an MSP environment
- **Grid supplier**
 - Implementing Zabbix for their OT network
- **MSP**
 - Building, maintaining and supporting monitoring of the mobile coverage network
- **University**
 - Building and supporting the monitoring for the university





- Template building
- Designing architecture
- Implementation
- Troubleshooting
- Turnkey solutions
- Migrations

We've got our own engineers and as such we have seen many different environments, situations and problems. As such we surely can help you!

We do not have a minimum block of hours you need to purchase. 15 minutes of consultancy is possible, a day a week/biweekly or monthly? no problem at all!



Main courses

All official Zabbix trainings:

- Public:
 - On-site
- Online
- Private / in-company:
 - On-site
 - On-line



<https://oicts.com/training>



OpenSource ICT Solutions

Support options

	Silver	Gold	Platinum	Enterprise	Global I
Monitored devices and metrics	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Phone call support	No, only ticketing system	Yes	Yes	Yes	Yes
Max number of incidents	8/year	Unlimited	Unlimited	Unlimited	Unlimited
Support availability	Office hours	Office hours	24/7	24x7	24x7
Initial response time	1 day	4 hours	4 hours	4 hours	4 hours
Emergency response time	N/A	N/A	90 minutes	90 minutes	90 minutes
Support contacts	1	2	3	7	20
Supported Zabbix servers	Priced per Zabbix server	Priced per Zabbix server	Priced per Zabbix server	Unlimited	Unlimited
Supported Zabbix proxies	N/A	Priced per Zabbix proxy	Priced per Zabbix proxy	Unlimited	Unlimited
Remote troubleshooting		✓	✓	✓	✓
Performance tuning			✓	✓	✓
Pre-compiled agents for specific platforms			✓	✓	✓
Environment review				✓	✓
Assigned primary account manager				✓	✓
Upgrade to latest version by OICTS				✓	✓
Monthly progress meetings				✓	✓
Online (or on-site) consultancy (1week)				✓	✓ 2x
1 ZCU session (up to 50 attendees)				✓	✓ 3x
1 ZCS session (up to 5 attendees)				✓	✓ 2x
1 ZCP session (up to 5 attendees)				✓	✓ 2x
1 ZCE session (up to 5 attendees)				✓	✓
Man-days of integration and dev teams					✓ 20 days
Zabbix Summit tickets					✓

<https://oicts.com/support>



OpenSource ICT Solutions

Support options

- Provide – we are responsible for your support contract
 - We are your point of contact
 - 24/7
 - Own engineers
 - Dedicated to solve your ticket!
- Resell – Zabbix is responsible for your support contract
 - We just invoice you
 - Zabbix SIA is your point of contact



Zabbix as a Service

- Hosted in AWS
- Super admin account
- Maintained by us
- Full flexibility
- Cheaper than Zabbix Cloud



Summarized?

ZABBIX

And nothing else



Contact



Opensource ICT Solutions B.V.

Tappersweg 14-024
2031EV Haarlem
The Netherlands
T. +31 (0) 72 743 65 83
E. info@oicts.nl
W. <https://oicts.nl>



Opensource ICT Solutions LTD

2 Leman Street
London E1W 9US
United Kingdom
T. +44 (0) 20 4551 1827
E. info@oicts.co.uk
W. <https://oicts.co.uk>



Opensource ICT Solutions B.V.

Tabakvest 87 4490
2000 Antwerpen
Belgium
T. +31 (0) 3 377 69 36
E. info@oicts.be
W. <https://oicts.be>



Opensource ICT Solutions LLC

251 Little Falls Drive
Wilmington, DE 19808
United States
T. +1 (929) 377 1253
E. info@oicts.com
W. <https://oicts.com>