

# Powering Monitoring Success: How Zabbix Services Help You Scale

Ronalds Šulcs, Head of Sales, Zabbix



# Zabbix Professional Services



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## Technical Support

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

## Consulting

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

## Professional training

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

## Turnkey solution

Deploy professionally.  
Install and configure Zabbix according to your unique requirements.

## Migration

Move all your data to Zabbix. Switch to Zabbix without the trouble of moving all your legacy infrastructure yourself.

## Upgrade

Use the latest version.  
Eliminate risk and minimize downtime.

## Integration

Expand your workflow. Connect Zabbix to your ticketing system, service desk, or any other tool.

## Template building

Customize monitoring. Effortlessly start monitoring your specific device, system, application, or service.

## Development

Enhance Zabbix. Let Zabbix develop additional features for your business needs.

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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 valueEnterprise	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 trainingsessions	—	—	—	✓ 1 session for up to 50 students	✓ 3 sessions for up to 50 students
Zabbix Certified Specialist and Professional trainingsessions	—	—	—	✓ 1 session for up to 5 students	✓ 2 session for up to 10 students
Zabbix Certified Expert trainingsessions	—	—	—	—	✓ 5 students
Integration and Development Man-days	—	—	—	—	✓ 20 days
Zabbix Summit tickets	—	—	—	—	✓ 3 tickets



# Laszlo Restye

IT Operational Excellence Lead, Affidea



OCTOBER 8 • 10, 2025  
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## About Affidea

Affidea is a prominent pan-European healthcare provider operating a broad network across Europe over **391** over **391 centers** in **15 countries** providing healthcare services for **14 million patients** per year.



**Community-based  
Polyclinics**



**Advanced Diagnostic  
Imaging**



**Centres of Excellence**



**Clinical Research**



## What is Affidea monitoring with Zabbix?

The area where we use Zabbix is already wide, and we keep expanding it whenever we have the opportunity.

### Computation and Storage

- Hypervisors
- VM guests
- Datastores
- Backups
- Virtualization state
- Cloud
- Serverless

### Others

- Certificates
- Sensors
- Printers
- Website by cURL
- Synthetic monitoring
- Installed packages

### Network

- Switches
- Routers
- VRF
- BGP
- DHCP
- Access points
- ICPIF (VoIP quality)

- Log collection and parsing
- Boot orders
- SQL databases
- IIS, Nginx, HTTPD
- DC diagnostics
- etc.





## Project requirements?

- 1 Server, Frontend, Database 15 proxy upgrade
- Consultancy for agent2 upgrade practices (122 Linux agents, 978 Windows agents)
- HA enabling consultancy, what would be the best practice
- Migrating 2 separate Zabbix environments into a central one
- 1 certified expert training bundle
- Extra courses bundle for all the courses
- 3 general training sessions for a bigger audience – up to 30 people
- Training about best practices for keeping Zabbix clean (alert storms, non-supported items, unused SNMP interfaces, etc)
- Annual support



## Zabbix Enterprise Support services used by Affidea

### Upgrade

Zabbix 5.2 to 7

### Consulting

Environment scanning

Kubernetes

Synthetic user monitoring

HA proxies

Dockerization

Database migration

### Zabbix Certified Training

ZCU for 48 employees

Zabbix Certified Specialist

Zabbix Certified Professional

Zabbix Certified Expert certificate in  
2025

### Environment Review

Best practices on Zabbix  
architecture

Pinpointing areas for improvement

Improvement implementation  
guides



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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
Monitored devices and metrics	Unlimited
Phone and online support	✓
Number of support cases	8
Support availability	8 x 5
Initial response time	Up to 1 day
Support contacts	1
Supported Zabbix servers	1
Legal entities covered	1

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	Silver	Gold
Monitored devices and metrics	Unlimited	Unlimited
Phone and online support	✓	✓
Number of support cases	8	Unlimited
Support availability	8 x 5	8 x 5
Initial response time	Up to 1 day	Up to 4 hours
Support contacts	1	2
Supported Zabbix servers	1	Priced per server
Support for Zabbix Proxy	—	Priced per proxy
Support for native HA	—	Optional
Legal entities covered	1	1
Remote troubleshooting	—	✓

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	Silver	Gold	Platinum
Monitored devices and metrics	Unlimited	Unlimited	Unlimited
Phone and online support	✓	✓	✓
Number of support cases	8	Unlimited	Unlimited
Support availability	8 x 5	8 x 5	24 x 7
Initial response time	Up to 1 day	Up to 4 hours	Up to 4 hours
Emergency response time	—	—	Up to 90 minutes
Support contacts	1	2	3
Supported Zabbix servers	1	Priced per server	Priced per server
Support for Zabbix Proxy	—	Priced per proxy	Priced per proxy
Support for native HA	—	Optional	Optional
Legal entities covered	1	1	1
Remote troubleshooting	—	✓	✓
Performance tuning	—	—	✓

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	Silver	Gold	Platinum	Best value Enterprise
Monitored devices and metrics	Unlimited	Unlimited	Unlimited	Unlimited
Phone and online support	✓	✓	✓	✓
Number of support cases	8	Unlimited	Unlimited	Unlimited
Support availability	8 x 5	8 x 5	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
Emergency response time	—	—	Up to 90 minutes	Up to 90 minutes
Support contacts	1	2	3	7
Supported Zabbix servers	1	Priced per server	Priced per server	Unlimited
Support for Zabbix Proxy	—	Priced per proxy	Priced per proxy	Unlimited
Support for native HA	—	Optional	Optional	✓
Legal entities covered	1	1	1	1
Remote troubleshooting	—	✓	✓	✓
Performance tuning	—	—	✓	✓
Environment review	—	—	—	✓
Assigned Technical Account Manager	—	—	—	✓ 2 hours per month
Upgrades by Zabbix team	—	—	—	✓
On-site visit / remote consultancy	—	—	—	✓ 40 hours
Zabbix Certified User training sessions	—	—	—	✓ 50 students
Zabbix Certified Specialist and Professional training sessions	—	—	—	✓ 5+5 students

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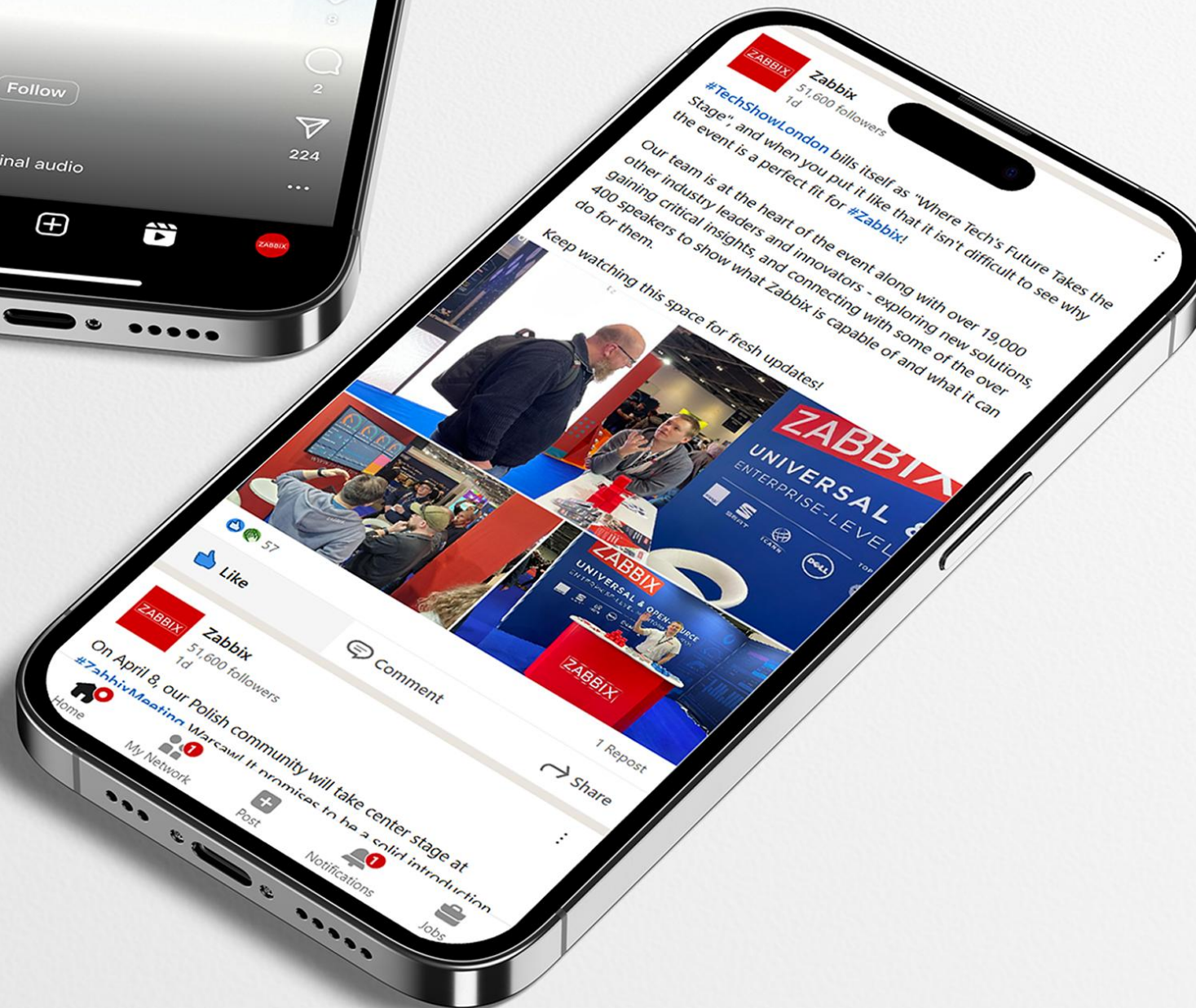
	Silver	Gold	Platinum	Best valueEnterprise	Global
Monitored devices and metrics	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Phone and online support	✓	✓	✓	✓	✓
Number of support cases	8	Unlimited	Unlimited	Unlimited	Unlimited
Support availability	8 x 5	8 x 5	24 x 7	24 x 7	24 x 7
Initial response 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	✓ 80 hours
Zabbix Certified User training sessions	—	—	—	✓ 1 session for up to 50 students	✓ 150 students
Zabbix Certified Specialist and Professional training sessions	—	—	—	✓ 1 session for up to 5 students	✓ 10+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, an MSP needs to be able to scale up quickly, without limitations.

	500 hosts	1 000 hosts	2 500 hosts	5 000 hosts	10 000 hosts	20 000 hosts	50 000 hosts	100 000 hosts
Customers supported	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Zabbix servers and proxies	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Metrics included	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Online support	✓	✓	✓	✓	✓	✓	✓	✓
Phone call support	–	–	–	✓	✓	✓	✓	✓
Support availability	8x5	8x5	8x5	24x7	24x7	24x7	24x7	24x7
Initial response time	8 hours	8 hours	8 hours	4 hours	4 hours	4 hours	4 hours	2 hours
Remote troubleshooting	Option	Option	Option	Option	✓	✓	✓	✓
Number of incidents	15	25	50	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
ZCU public by Zabbix	2	3	5	5	7	10	15	20
ZCS public by Zabbix	–	–	–	1	2	3	5	10
ZCP public by Zabbix	–	–	–	–	–	1	2	4
ZCE public by Zabbix	–	–	–	–	–	–	1	1
Support contacts	2	3	5	5	5	10	15	50
Technical Account Manager (2h per month)	–	–	–	–	Option	Option	✓	✓



# Stay updated on Zabbix news:



Zabbix



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Zabbix



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# Thank you all!

Time for some questions?

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