ZABBIX



Cost Reduction and Operational Efficiency in SAP Monitoring with Zabbix

A case study

T Systems

Client

T-SYSTEMS DO BRASIL

INDUSTRY
END-TO-END TECHNOLOGY SOLUTIONS INTEGRATOR

FOUNDED
2001 (BRAZIL)

SIZE
2,000 EMPLOYEES IN BRAZIL

LOCATION
BRAZIL

With more than 10,000 monitored devices, 430,000+ active triggers and 22,000 alerts per month, T-Systems do Brasil has evolved from a reactive, fragmented model to proactive operations with Zabbix, achieving a 100% reduction in licensing costs, a 40% drop in MTTR and the automation of approximately 30% of alerts without human intervention.

Challenge

Before adopting Zabbix, **T-Systems faced a fragmented monitoring environment**, relying on multiple tools such as Datadog, SiteScope, HPSAN and Patrol. The lack of correlation between alerts and the silos between the infrastructure, SAP and application teams reduced operational efficiency and made a unified view of the environment difficult.

This situation directly affected operational performance, with a high MTTR, **a large volume of false positives and slow, inaccurate diagnostic processes**, which made the teams' work predominantly reactive and put SLA compliance at risk.

In addition, maintaining several proprietary solutions **increased licensing costs and architectural complexity**, resulting in a low return on investment due to the underuse of the tools.

Solution

Adopting Zabbix was a strategic decision for operational transformation, involving the following points:

- **Consolidation of monitoring on a single platform;**
- **Adoption of an open-source model to optimize costs;**
- **Integration with AIOps and automation;**
- **Redesign of the operating model (from reactive to proactive).**

The company also extended SAP observability with end-to-end monitoring covering applications, databases, operating systems and integrations. Integration with Magenta Cloud Intelligence (MCI) added AIOps capabilities such as intelligent event correlation, automatic root cause identification and automated responses, allowing about 30% of alerts to be resolved automatically and significantly reducing the operational workload.

The partnership with Zabbix played a key role throughout this journey, including complete training of the teams, ensuring operational autonomy and the long-term sustainability of the implemented solution.

Results

Operational efficiency

- ✓ Reduced silos between teams
- ✓ Complete centralization of monitoring
- ✓ Operations evolving from reactive to proactive

Scalability

- ✓ 10,000+ devices monitored
- ✓ 430,000+ active triggers
- ✓ 22,000+ alerts/month
- ✓ 50+ customers and 500+ SAP environments monitored

Resilience and performance

- ✓ 40% reduction in MTTR
- ✓ Faster, more accurate diagnosis
- ✓ Higher availability of SAP environments

Cost reduction

- ✓ 100% reduction in monitoring tool licensing
- ✓ Simplified architecture

Conclusion

T-Systems repositioned its operations as an intelligent, automated service aligned with business objectives. As a result, Zabbix became a strategic enabler in the T-Systems environment, **supporting operational growth, improving the customer experience and contributing directly to higher efficiency and business margins.**



To understand how Zabbix is helping MSPs around the world deliver better services to their customers

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