

The graphic features a dark blue background with a pattern of glowing, curved lines of dots in shades of blue and purple, creating a sense of motion and data flow. The text is centered and uses a clean, sans-serif font. The word 'ZABBIX' is highlighted in a red box, while the rest of the text is white. The year '26' is positioned to the right of the red box. The word 'CONFERENCE' is on a separate line below, and 'LATIN AMERICA' is on a purple bar at the bottom.

ZABBIX '26

CONFERENCE

LATIN AMERICA

ZABBIX '26

CONFERENCE

LATIN AMERICA

Observabilidad predictiva con T-Systems y Zabbix en SAT México

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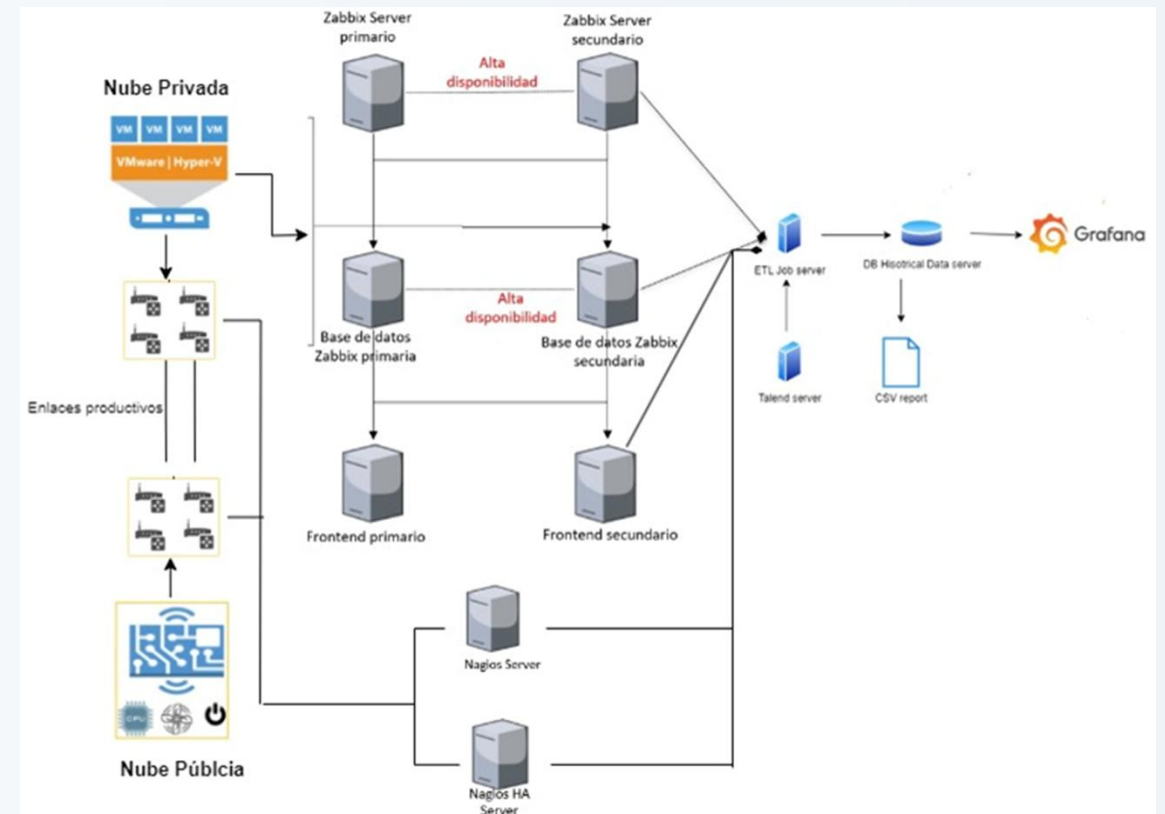
Zabbix at National Scale – Observability for Mission-Critical Public Services

Zabbix Platform Role

- ▶ Zabbix provides reliable observability and enables governance, continuity, and scale for large heterogeneous environments.

Challenges at National Scale

- ▶ Managing strict regulations, zero tolerance for outages, and balancing innovation with stability in public sector systems.



Observing the Cloud in Federal Government

Complex Hybrid Cloud Environments

- ▶ Federal IT landscapes integrate multiple user channels, legacy systems, and cloud-native platforms with strict regulatory compliance.

End-to-End Observability

- ▶ Effective observability requires visibility across infrastructure, platforms, applications, and user services to trace issue propagation.

Zabbix Observability Overlay

- ▶ Zabbix provides unified telemetry across siloed domains enabling early issue detection and improved event correlation.

Benefits for CIOs and Experts

- ▶ Cost reduction around 50% in licensing, service continuity, and scalable observability empower decision-making in complex federal environments.



Why Zabbix Is Helping to Collect Taxes

Cost Governance

- ▶ Zabbix supports public sector austerity by providing cost-efficient open-source monitoring solutions aligned with resource governance.

Elastic Scalability

- ▶ Zabbix enables dynamic scaling of monitoring capacity to handle varying demand during tax collection cycles.

Operational Resilience

- ▶ Ensuring continuous tax system uptime is critical; Zabbix facilitates proactive alerting and fault detection to maintain services.

Compliance and Auditability

- ▶ Zabbix provides standardized reporting and traceability to meet regulatory requirements and support audit processes.



Zabbix as a Key Pillar for Value Generation

▶ Shift to Proactive Operations

- Mature observability enables a shift from reactive alerts to proactive issue prevention, reducing disruptions.

▶ Zabbix's Role in Observability

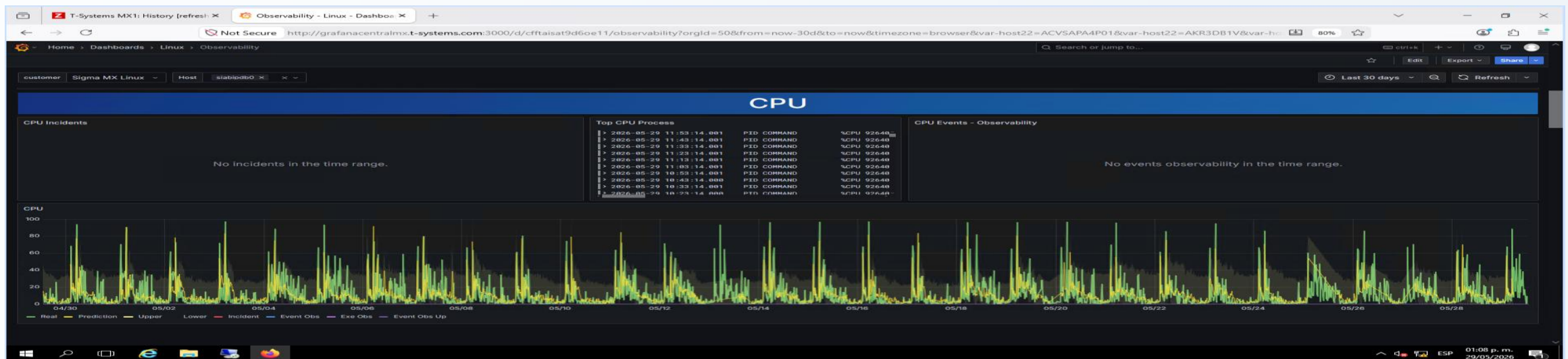
- Zabbix correlates signals across configuration items, providing meaningful business context for better decision making.

▶ Business Benefits

- Observability through Zabbix reduces risk, improves service stability, and ensures predictable operations.

▶ Technical Improvements

- Modern monitoring reduces alert noise, clarifies priorities, and enhances team efficiency and effectiveness.



Transforming Customer Experience



Value Chain of Observability

- ▶ Accurate monitoring drives operational stability, ensuring service availability and creating citizen trust in public services.

Public Sector Customer Experience

- ▶ Focus on continuity and reliability defines public sector experience, differing from commercial emphasis on convenience and personalization.

Societal Impact and Trust

- ▶ Consistent digital service availability builds citizen confidence and reinforces transparency, compliance, and institutional credibility.

Strategic Role of IT Operations

- ▶ Observability elevates IT from support to strategic contributor, influencing reputation and stakeholder confidence in regulated industries.

Observability Is Not About Systems. It's About Trust.



Trust Over Technology

- ▶ Observability is fundamentally about building trust, not just deploying systems or technology.

Large-Scale Success

- ▶ Open-source observability supports mission-critical, regulated environments at national scale effectively.

Cross-Sector Applicability

- ▶ The model applies across utilities, finance, and healthcare sectors requiring governance and resilience.

Strategic Digital Foundation

- ▶ Observability is a core capability for long-term operational trust and resilient digital operations.



Thanks

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