



Connecting Odemira: Modernizing Public Services with Zabbix



Syone

- Who is Syone
- What today's session covers
- Why monitoring matters in modern public services



Context: Why This Matters

- Citizens expect seamless digital services
- Public entities face growing pressure for availability & performance
- IT infrastructure is now mission-critical



The Client: Municipality of Odemira

- Largest municipality in Portugal by area
- Growing population relying on digital services
- Strong commitment to digital transformation



The Challenge

- No real-time monitoring
- Reactive IT operations
- Long incident response times
- Infrastructure planning based on assumptions
- Small IT team managing complex environments
- Frequent service disruptions impacting citizens

Strategic Decision

Decision

Partner with Syone to implement **Zabbix**.

Why Zabbix?

- Flexibility
- Scalability
- Strong open-source community
- No vendor lock-in



The Solution Architecture

What was implemented

- Zabbix-based monitoring platform
- Automated asset discovery
- Agents + SNMP monitoring
- Custom dashboards
- Real-time alerts
- Historical data collection
- Predictive insights

Coverage included:

- Servers
- Network devices
- Applications
- Databases
- Digital service endpoints



From Reactive to Proactive

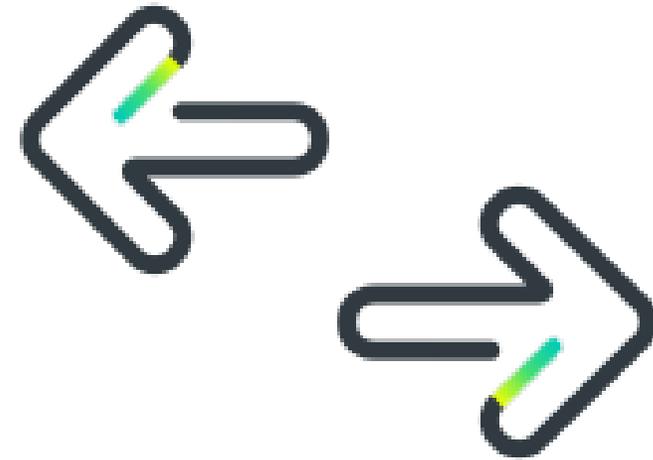
Operational shift

Before:

- Issues reported by users
- Manual diagnostics
- Downtime

After:

- Real-time alerts
- Early detection
- Predictive insights
- Data-driven planning



Business & Operational Benefits

Measurable impact

- Faster incident resolution (lower MTTR)
- Increased service stability
- Better capacity planning
- Improved IT team efficiency
- Stronger compliance & transparency
- Reduced digital service interruptions
- No licensing lock-in



Strategic Outcomes

- Reliable public digital services
- Empowered internal IT teams
- Operational intelligence
- Cost efficiency
- Scalable future-ready platform
- Odemira becomes a reference model for Portuguese municipalities

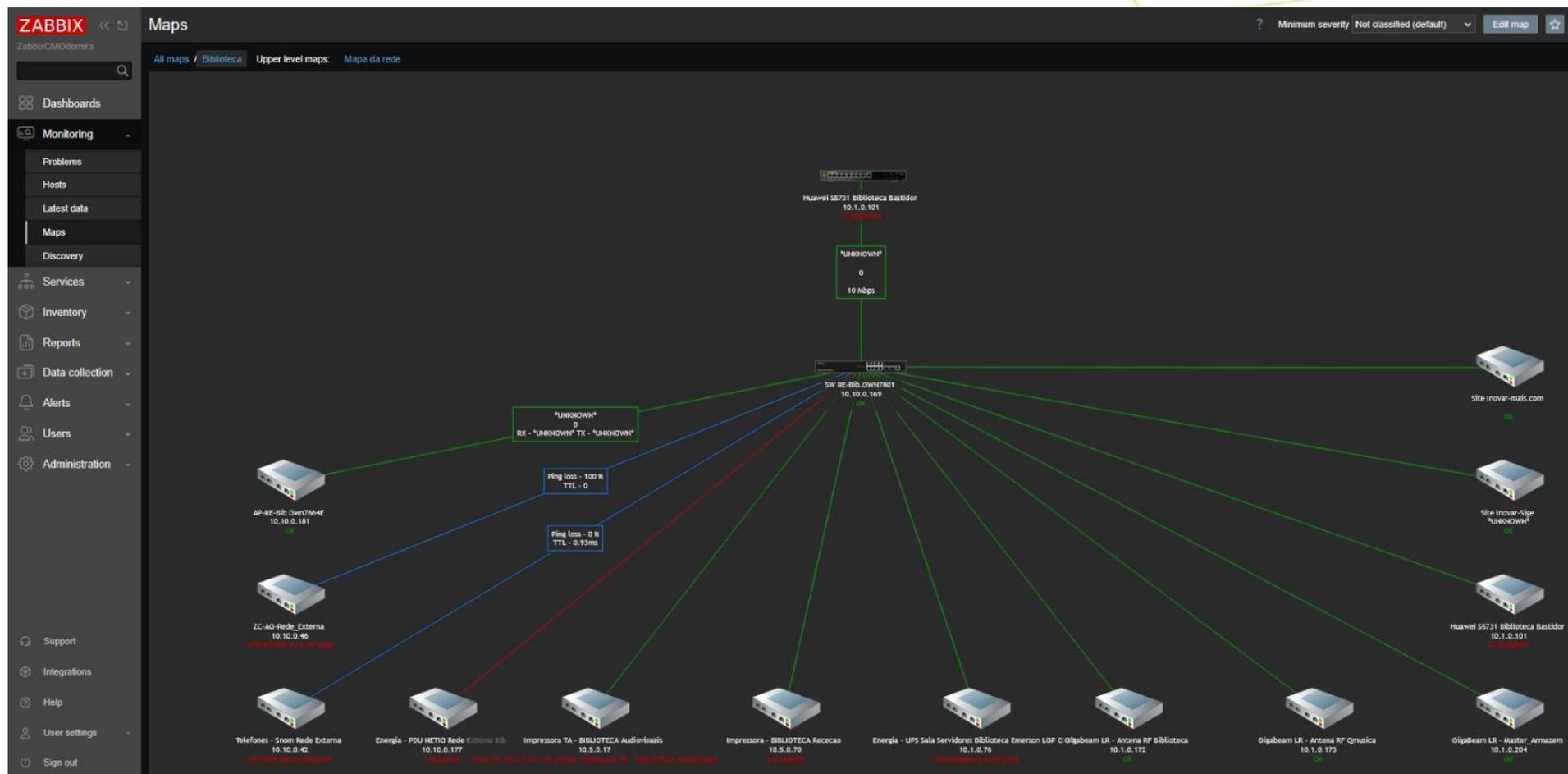
Global Overview

Odemira Site Map



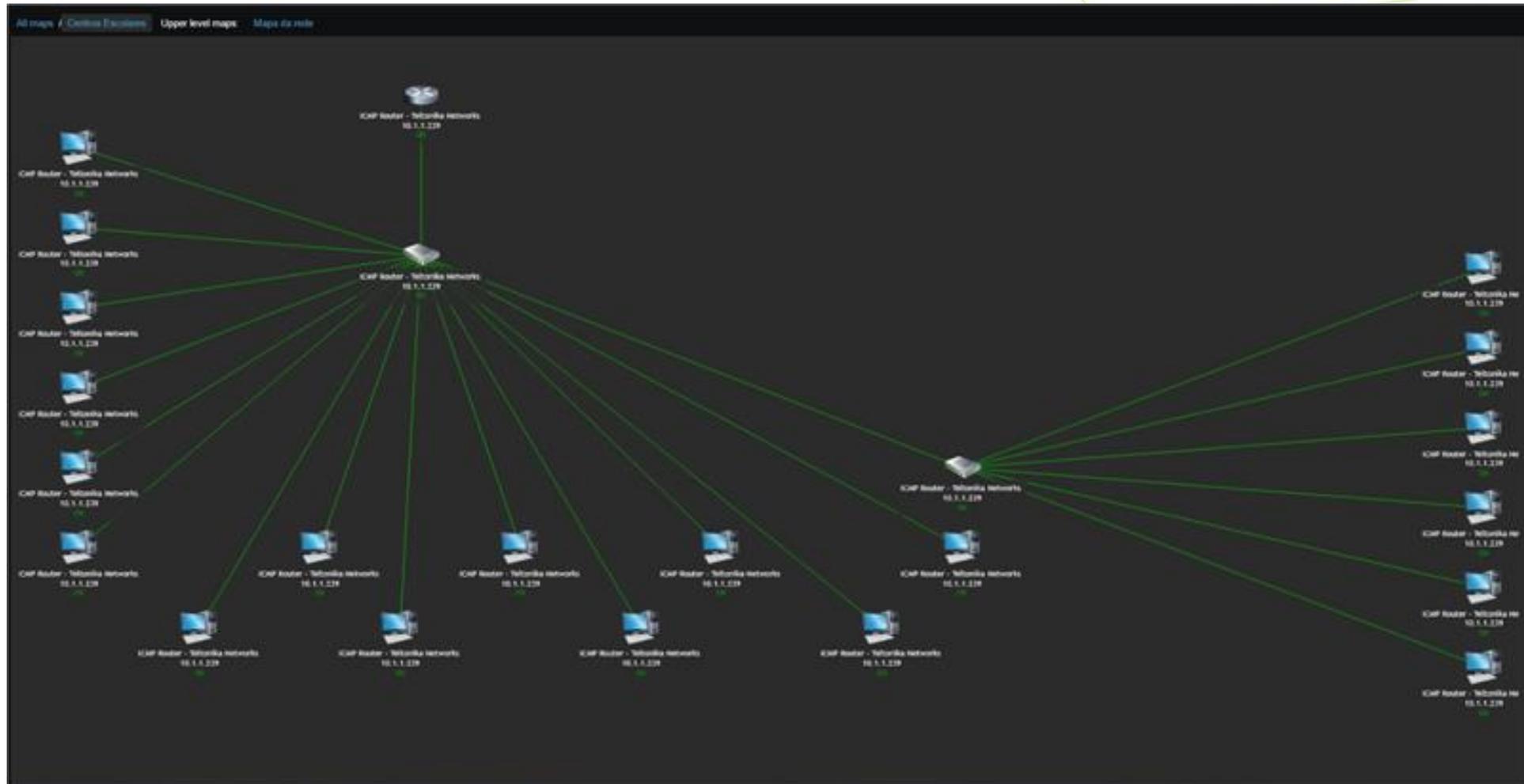
Site Map

Library



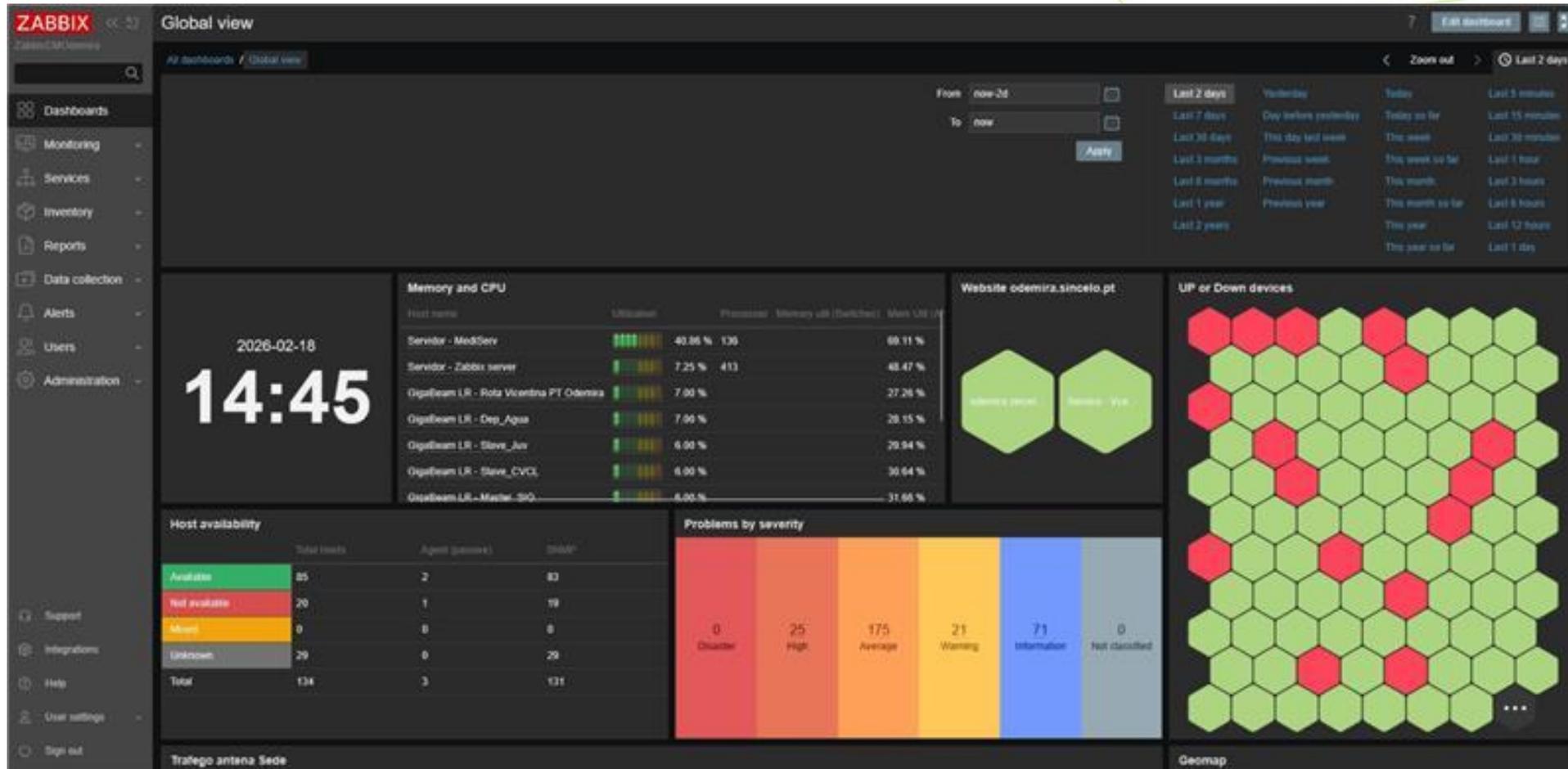
School Centers

Odemira



Dashboard Global I

Odemira



Global Dashboard II

Odemira

ZABBIX Latencia

ZabbixCMOdemira

All dashboards / Latencia

Latencia		Packet loss		CPU Utilization Windows		CPU Utilization Linux	
Hostname	Ip	hostname	icrt	Hostname		Hostname	CPU Util
Impressora - GAP	10.5.0.18	Impressora Z - Patrimonio	100	Servidor - SrvSIG		Servidor - SrvSIG	86.49 %
ICMP Impressora - DISU II	10.5.0.27	ZC-AG-Rede_Externa	100	Servidor - MediServ		Servidor - MediServ	40.86 %
Impressora - PT Odm	10.5.0.134	ZC-AG-Rede_Externa2	100	Servidor - FSGestdoc		Servidor - FSGestdoc	40.84 %
ICMP Impressora - Gabinete de Comunicacao	10.5.0.71	Energia - PDU NETIO Rede Externa Bib	100	VDI-Turismo-Vila Nova de Milfontes - Vdi-vn001		VDI-Turismo-Vila Nova de Milfontes - Vdi-vn001	16.69 %
ICMP Impressora - GAP	10.5.0.18	Energia - UPS Sala Servidores Chloride 30Kva	100	PCs - Agouveia		PCs - Agouveia	13.40 %
Impressora - DISU II	10.5.0.27	Energia - UPS Sala Servidores Biblioteca Emerson LOP GXT5	100	Servidor - Srv-MFA		Servidor - Srv-MFA	10.00 %
Servico DNS Server Externo	8.8.8.8	Energia - PDU NETIO Posto de Turismo	100	Servidor - Zabbix server		Servidor - Zabbix server	7.97 %
ICMP AP AP-Bemparece	10.79.0.22	Energia - PDU NETIO Parque de Materiais Bemparece	100	Servidor - Srv-O365		Servidor - Srv-O365	7.06 %
Switch S5735 - Faceco	10.50.50.25	Impressora K - GAOMAJ II	100	GigaBeam LR - Dep_Agua		GigaBeam LR - Dep_Agua	7.00 %
ICMP Impressora - Tesouraria II	10.5.0.60	AP AP-SalaServidores-535	100	GigaBeam LR - Rota Vicentina PT Odemira		GigaBeam LR - Rota Vicentina PT Odemira	7.00 %
ICMP Switch S5731 - C Valor Cultura Local 1P	10.1.0.119	ICMP Energia - PDU NETIO Parque de Materiais Bemparece	100	GigaBeam LR - Master_SIG		GigaBeam LR - Master_SIG	6.00 %
Switch S5731 - BIBLIOTECA Audiovisuais	10.1.0.117	ICMP Energia - PDU NETIO Posto de Turismo	100	GigaBeam LR - Master_SS		GigaBeam LR - Master_SS	6.00 %
Switch S5731 - CVCL_R_C	10.1.0.116	ICMP Energia - UPS Cinema APC MGE Galaxy 300 20kVA	100	GigaBeam LR - Slave_Juv		GigaBeam LR - Slave_Juv	6.00 %
ICMP Energia - PDU APC Sala Servidores - Rack Comunicacoes	10.1.0.168	ICMP Energia - UPS Sala Servidores Chloride 30Kva	100	GigaBeam LR - Slave_CVCL		GigaBeam LR - Slave_CVCL	6.00 %
ICMP Impressora - Logistica-Serv. Administrativos	10.5.0.20	ICMP Impressora - Balcao Unico	100	Servidor - Epaper		Servidor - Epaper	5.10 %
ICMP Switch S5731 - C Valor Cultura Local RCH	10.1.0.153	ICMP Impressora - CULTURA II	100	Servidor - SIBS		Servidor - SIBS	5.09 %
ICMP Impressora - Arquivo	10.5.0.51	ICMP Impressora - DISU V	100	GigaBeam LR - Slav_SS		GigaBeam LR - Slav_SS	5.00 %
ICMP Switch S5731 - C. Valor. Cultura Local R_C	10.1.0.116	ICMP Impressora - Edificio DOM - Piso 1	100	GigaBeam LR - Slave_ArmAfericao		GigaBeam LR - Slave_ArmAfericao	4.00 %
ICMP AP AP-CVCL-SalaForma	10.79.0.21	ICMP Impressora - GAOMAJ II	100	GigaBeam LR - Slave Parque Natural		GigaBeam LR - Slave Parque Natural	4.00 %
Relogio - C Valor Cultura Local R_C	10.1.0.136	ICMP Impressora - Patrimonio	100	GigaBeam LR - Posto de Turismo Odemira - Rota Vicentina		GigaBeam LR - Posto de Turismo Odemira - Rota Vicentina	4.00 %
AP AP-CVCL-CPCJ	10.79.0.22	ICMP Impressora - Piscinas	100	Servico - Active Directory CM-Odemira_local PdcMO		Servico - Active Directory CM-Odemira_local PdcMO	3.90 %
Switch S5731 - CVCL 1P	10.1.0.119	ICMP Impressora - Posto de Turismo I	100	Servidor - Srv-Webmail		Servidor - Srv-Webmail	3.53 %
ICMP Switch S5731 - Oficina do Empreendedor	10.1.0.137	ICMP Impressora - Quintal da Musica	100	PCs - Piscinas2		PCs - Piscinas2	3.11 %
Impressora TA - C. Valor. Cultura Local 1P	10.5.0.64	ICMP Relogio - Armazens	100	Servico - Radius Server 01		Servico - Radius Server 01	3.03 %

**Monitoring is not just IT, it's service continuity, citizen trust,
and operational resilience.**

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Get in Touch!

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Obrigado!

Thank You!

Merci!

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