The Impact of Zabbix Commercial Services

Alexander Sergunin
Sales Manager

What services are there?

What's the impact on our customers?

What's the impact on Zabbix SIA?

ZABBIX

Get deep theoretical and practical knowledge of Zabbix **in just 5 days!**

Training

Purpose:	Learn to use Zabbix from the get-go, pro tips for advanced users
Delivery options:	On-site, hosted & scheduled
Standard courses:	Zabbix Certified Specialist & Zabbix Certified Professional
Languages:	English, French, Italian, Portuguese, Japanese, Russian, Dutch, Norwegian, and Latvian
Upcoming training:	www.zabbix.com/training.php

ZABBIX

Start monitoring your IT environment in just few days, not weeks or months!

Purpose: Install Zabbix from scratch or get assistance migrating from a different monitoring tool

Delivery options :   Remotely or on-site

Bonuses: Discount on Technical Support purchased along

Result

Your IT infrastructure monitored on advanced level

ZABBIX

"I open a ticket, go and make some coffee – and then there's an answer"

Purpose:	Get Zabbix expertise when YOU need it
Variety of options:	Bronze, Silver, Gold, Platinum & Enterprise
Availability:	up to 24x7 with 90 min. initial reaction time
Delivery:	web portal, e-mail, phone & on-site visits
Languages:	English, Japanese, Russian & Latvian
	Other languages available through Certified Partners

Request a Quote → Submit contact and required support details

Confirm Order → Send e-mail or PO to Zabbix

Accept Terms & Conditions → Make a payment according to invoice

Service Delivery → Start using Zabbix support

ZABBIX

Sponsor development of functions that let you save time and money!

Purpose: Add new functionality to the product

Commitment options: Individually or by teaming up with other companies

Benefits: Direct influence on specifications

Conditions:

- Functionality becomes public

- No extra cost associated with further maintenance

- Functionality will be tested and supported in upcoming releases

ZABBIX

ZBXNEXT

Examples:

- Monitoring of Virtualization Platforms
- Automated group graphs (ZBXNEXT-570)
- Use SNMP getbulk for OID retrieval (ZBXNEXT-98)

ZABBIX

Our Services

Consulting
Get advice

Template Building
Monitor everything

Professional training
How do I Zabbix?

Turn-Key Solution / Integration

Upgrade
Stop staying behind

Make Zabbix work for you

Get that feature

Use the expertise

Development

Technical Support

Get immediate assistance

Remote Troubleshooting

Designed to meet customer specific business needs and requirements

© Zabbix 2014 | 8

ZABBIX

Our services:

- Save customer's time & money
- Simplify adoption by corporate sector
- Ensure smooth operation
- Safeguard future extension

...heard that before, right?

Is it worth your while?

"Thank you very much for arranging the training. It was very informative and useful for our team. We have been using zabbix for some time and felt that we know the product very well but, during the training, we discovered a lot of hidden very useful features that will make our life easier. Now we have much better understanding of zabbix internals, something you not normally find in the manuals.

Please pass my personal thanks to Rihards. He has extensive knowledge of the product and is very passionate about it. Despite very dense material of the course he was able to address all our questions and helped us to resolve some outstanding issues we had with zabbix."

ZABBIX

Is it worth your while?

Processor Load Graph Sample Frequency Seems Too Long. Ticket priority – **Minor**.

"I was working on case #..... this morning with Oleksiy Zagorskyi. I wanted to say that have worked in IT for over 30 years with all types of software and hardware vendors and technical support people. But I felt compelled to say that Oleksiy's determination and technical expertise were outstanding. He immediately suggested that we set up a Teamviewer session so that he see exactly what was going on with our Zabbix server. He then reviewed all my performance data and made appropriate changes to the zabbix_server.conf file until the performance on the server improved, which it did.

It is very rare in my experience to see a support person that really goes the extra mile to help a customer. I really appreciate his effort."

ZABBIX

Is it worth your while?

Proxy does not receive its configuration. Ticket priority – **Blocker.**

"after restart , (active agent) does not receive its configuration"

Case created at 15:07, fixed at 16:38 the **SAME** day.

Upgrade system to last stable 2.2.x. Ticket priority – **Major**.

Over 2000 proxies, huh? No problem. Enterprise support - no additional charges.

"I would like to thanks to Alexey Pustovalov, he is living prove why zabbix support is worth to purchase. Please make sure, that words of our satisfaction and gratefulness will be passed to direct supervisor of Alexey and we hope to get him as assignee in our next contract."

ZABBIX

For the Customer

- You know that everything is working correctly, without loosing valuable data

- You get guaranteed assistance when you need it

For Zabbix

- The software gets improved

- More people are getting involved

- Development and test effectiveness increase

ZABBIX

ZABBIX

ZABBIX

Questions?

sales@zabbix.com

Thank you for
your attention!