Evolving your Business with Zabbix

Sergey Sorokin
Team ZABBIX
What is Zabbix?
What is Zabbix?
Zabbix is in ...

Software Business
Equally important

Customers = Business = Zabbix
Top Zabbix services

1. Technical Support
2. Certified Training
3. Turn-Key Solution
4. Integrations
1. Technical Support

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What is Technical Support?

- Annual Support Contract with defined service delivery channels and SLA
- Price is based on # of Zabbix servers and Zabbix proxies used in setup
What about “Look and Feel”

Create a support ticket
Submit a request for issue troubleshooting or general consultation

Performance tuning
Schedule a remote tuning session in case of system’s sub par performance and stability

Environment review
Have the Zabbix Team provide an audit of your instance in accordance with our best practices

System upgrade
Plan a remote upgrade session to get you to the latest stable version of Zabbix

Suggest improvement
Propose new functionality to be considered for future releases

Account maintenance
Request changes to your current contact list and support level
How to open a ticket?

Create a support ticket

Raise this ticket on behalf of
- Sergey Sorokin

Summary

Short summary of the request

Priority (optional)
- Trivial

Problem's impact on the instance

Description

Detailed description of the issue with instructions to reproduce it, if possible.

Attachment (optional)
- Drag and drop files, paste screenshots, or browse

Any additional files which may help identifying the problem
### How to see all issues?

**Zabbix support**

#### TICKET OVERVIEW

<table>
<thead>
<tr>
<th>Type</th>
<th>Reference</th>
<th>Summary</th>
<th>Support Agreement</th>
<th>Status</th>
<th>Requester</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ER-2070</td>
<td>I need to show Service Desk interface to customers</td>
<td>Enterprise Agreement</td>
<td>WAITING FOR SUPPORT</td>
<td>Sergey Sorokin</td>
</tr>
</tbody>
</table>

1-1 of 1
What is inside?

I need to show Service Desk interface to customers

Details  Today 02:43
Priority  Trivial

Description
This ticket is created to show how support tickets are handled in Zabbix Service Desk
Successfully solved!

Zabbix support / Enterprise Agreement / ER-2070

I need to show Service Desk interface to customers

Activity

Your request status changed to **Waiting for Customer**. Today 02:51

Alexey Pustovalov  Today 02:51
Noted. Good luck with your presentation!

Details  Today 02:43

Priority
Trivial
Different tiers to fit customer needs

<table>
<thead>
<tr>
<th>Bronze</th>
<th>Silver</th>
<th>Gold</th>
<th>Platinum</th>
<th>Enterprise</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Request a quote</strong></td>
<td><strong>Request a quote</strong></td>
<td><strong>Request a quote</strong></td>
<td><strong>Request a quote</strong></td>
<td><strong>Request a quote</strong></td>
</tr>
<tr>
<td><strong>Number of incidents</strong></td>
<td><strong>Number of incidents</strong></td>
<td><strong>Number of incidents</strong></td>
<td><strong>Number of incidents</strong></td>
<td><strong>Number of incidents</strong></td>
</tr>
<tr>
<td>4</td>
<td>8</td>
<td>Unlimited</td>
<td>Unlimited</td>
<td>Unlimited</td>
</tr>
<tr>
<td><strong>Support contact</strong></td>
<td><strong>Support contact</strong></td>
<td><strong>Support contact</strong></td>
<td><strong>Support contact</strong></td>
<td><strong>Support contact</strong></td>
</tr>
<tr>
<td>1</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>5+</td>
</tr>
<tr>
<td><strong>Support availability (hr x d)</strong></td>
<td><strong>Support availability (hr x d)</strong></td>
<td><strong>Support availability (hr x d)</strong></td>
<td><strong>Support availability (hr x d)</strong></td>
<td>Support availability (hr x d)</td>
</tr>
<tr>
<td>8 x 5</td>
<td>8 x 5</td>
<td>8 x 5</td>
<td>24 x 7</td>
<td>24 x 7</td>
</tr>
<tr>
<td><strong>Guaranteed response times</strong></td>
<td><strong>Guaranteed response times</strong></td>
<td><strong>Guaranteed response times</strong></td>
<td><strong>Guaranteed response times</strong></td>
<td><strong>Guaranteed response times</strong></td>
</tr>
<tr>
<td>2 days</td>
<td>1 day</td>
<td>4 hours</td>
<td>4 hours</td>
<td>4 hours</td>
</tr>
<tr>
<td><strong>Phone technical support</strong></td>
<td><strong>Phone technical support</strong></td>
<td><strong>Phone technical support</strong></td>
<td><strong>Phone technical support</strong></td>
<td><strong>Phone technical support</strong></td>
</tr>
<tr>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
What does it cost?

Platinum

Request a quote

Number of incidents
- Unlimited

Support contact
- 3

Support availability (hr x d)
- 24 x 7

Guaranteed response times *
- 4 hours

Phone technical support
- Yes

€9,750 per year

Remote Troubleshooting

Distributed monitoring with Zabbix Proxy

Emergency response within 90 minutes

Performance Tuning

Pre-compiled software according to customer request
Is the price good?

€9,750 per year

Factors to consider:

- Salary of employee working with Zabbix
- Issue resolution time
- How critical is monitoring for customer’s business
- Many other factors
2. Certified Training

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ZABBIX 2019 Conference BENELUX
What is Certified Training?

- Training courses developed by Zabbix team and delivered by Zabbix Certified Trainers, both employees of Zabbix and official partners
- Available on-line and with trainer on-site
Before Zabbix 4.0

### Level 1
**Zabbix Certified Specialist**
- Setup & configure Zabbix in SMBs or configure Zabbix in large companies

**Course pre-requirements**
- Advanced computer literacy and knowledge of operating systems
- None

**Exam pre-requirements**
- None

**Duration:** 3 days

**Price:** €1,650

### Level 2
**Zabbix Certified Professional**
- Manage big, distributed, highly loaded installations in large companies

**Course pre-requirements**
- Zabbix Certified Specialist certificate or attendance certificate
- None

**Exam pre-requirements**
- Zabbix Certified Specialist certificate

**Duration:** 2 days

**Price:** €1,450
Starting from Zabbix 4.0

**Zabbix Certified User**
- Use Zabbix front-end to view information. Know potential of Zabbix
- Duration: 1 day
- Course pre-requirements: None
- Exam pre-requirements: None
- €550

**Zabbix Certified Specialist**
- Setup & configure Zabbix in SMBs or configure Zabbix in large companies
- Duration: 3 days
- Course pre-requirements: Advanced computer literacy and knowledge of operating systems
- Exam pre-requirements: None
- €1,650

**Zabbix Certified Professional**
- Manage big, distributed, highly loaded installations in large companies
- Duration: 2 days
- Course pre-requirements: Zabbix Certified Specialist certificate or attendance certificate
- Exam pre-requirements: None
- €1,450

**Zabbix Certified Expert**
- Design & maintain highly efficient & loaded setups with expertise in API, HA/DR, and DB partitioning
- Duration: 3 days
- Course pre-requirements: Zabbix Certified Professional certificate
- Exam pre-requirements: Zabbix Certified Expert attendance certificate
- €1,850

**Bundle**
- €2,750
Starting from 2019

Level 1
Zabbix Certified User
Use Zabbix front-end to view information. Know potential of Zabbix

Duration: 1 day

Course pre-requirements
None

Exam pre-requirements
None

€550

Classroom
On-line
Starting today

Level 2-1
Zabbix Certified Specialist Update
Duration: 1 day
€750

Level 3-1
Zabbix Certified Professional Update
Duration: 1 day
€750
### First courses schedule

<table>
<thead>
<tr>
<th>Course</th>
<th>Date</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zabbix Certified Specialist Update</td>
<td>21 March</td>
<td>English</td>
</tr>
<tr>
<td>Zabbix Certified Professional Update</td>
<td>10 April</td>
<td>English</td>
</tr>
</tbody>
</table>
What is next?
Some nice statistics

PRESENTED IN

12
LANGUAGES

DELIVERED IN

38
COUNTRIES

FOR 2019

158
PUBLIC SESSIONS

TEAM OF

36
CERTIFIED TRAINERS
3. Turn-Key Solution

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What is Turn-Key Solution?

- Installation and configuration of Zabbix according to customer’s specifications
- Price is based on complexity of devices and applications to be monitored, homogeneity of infrastructure, requirements for integrations
4. Integrations

Evolving your Business with Zabbix
What is Zabbix Integrations?
Thank you!

Sergey Sorokin
Team ZABBIX

ZABBIX 2019 Conference
BENELUX