Evolving your Business with Zabbix
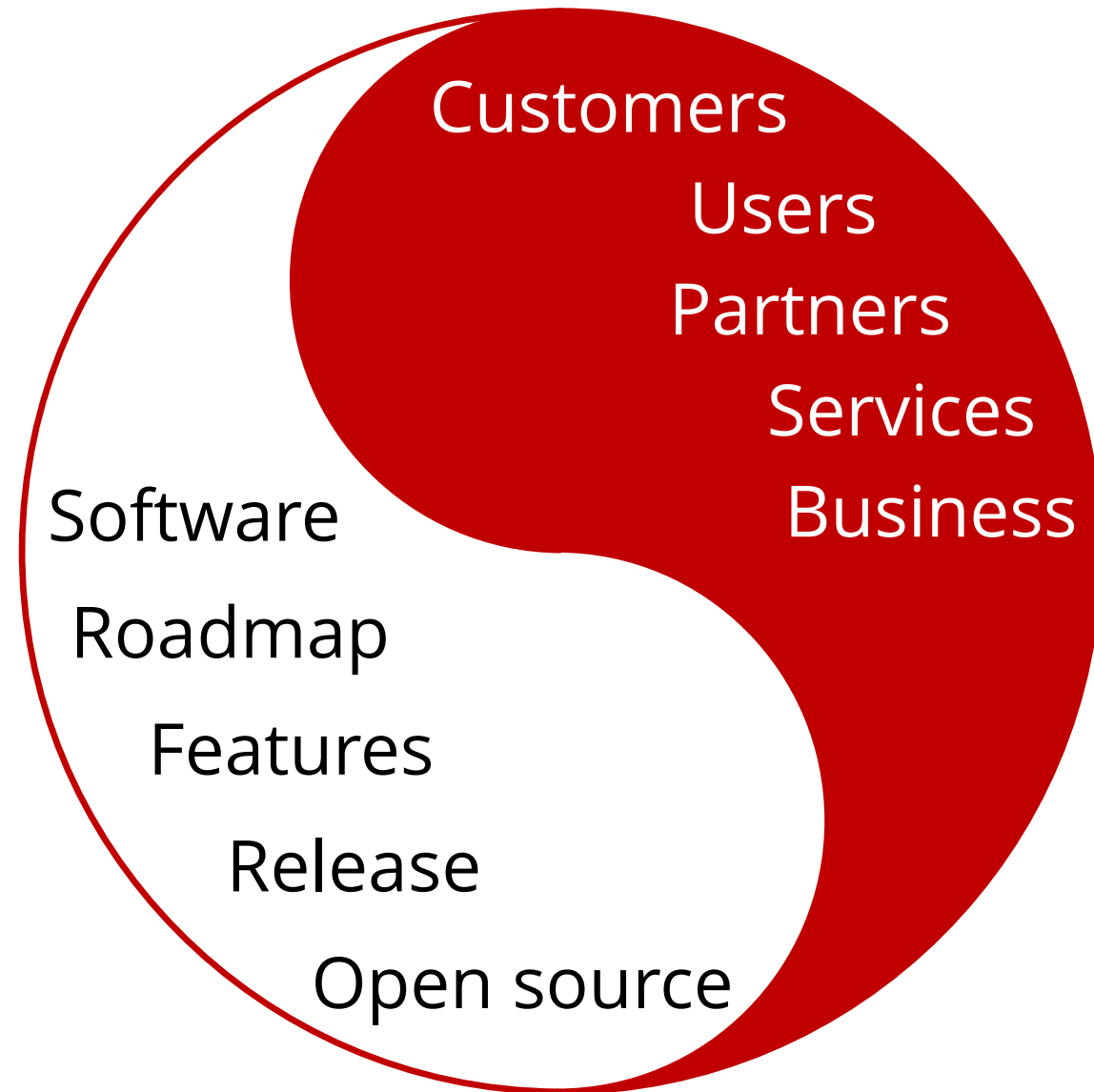
Sergey Sorokin
Team ZABBIX

ZABBIX 2019
Conference
BENELUX

What is Zabbix?

Customers

Users

Partners

Services

Business

Software

Roadmap

Features

Release

Open source

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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- Annual Support Contract with defined service delivery channels and SLA

- Price is based on # of Zabbix servers and Zabbix proxies used in setup

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?

Zabbix support / Enterprise Agreement

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?

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Zabbix support

TICKET OVERVIEW

| Open tickets ▾ | Created by me ▾ | Any ticket type ▾ | Search for tickets 🔍 |

Type	Reference	Summary	Support Agreement	Status	Requester
🎧	ER-2070	I need to show Service Desk interface to customers	Enterprise Agreement	WAITING FOR SUPPORT	Sergey Sorokin

1-1 of 1

What is inside?

Successfully solved!

Zabbix support / **Enterprise Agreement** / **ER-2070**

I need to show Service Desk interface to customers `WAITING FOR CUSTOMER`

| Comment on this ticket... 📎 |

Activity

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

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

Details Today 02:43

Priority
Trivial

👁 **Don't notify me**

↗ **Share**

⤇ **Resolve this issue**

⤇ **Cancel request**

Shared with

Sergey Sorokin
Creator

Zabbix SIA
Remove

Different tiers to fit customer needs

Bronze	Silver	Gold	Platinum	Enterprise
Request a quote	Request a quote	Request a quote	Request a quote	Request a quote
Number of incidents	Number of incidents	Number of incidents	Number of incidents	Number of incidents
4	8	Unlimited	Unlimited	Unlimited
Support contact	Support contact	Support contact	Support contact	Support contact
1	1	2	3	5+
Support availability (hr x d)	Support availability (hr x d)	Support availability (hr x d)	Support availability (hr x d)	Support availability (hr x d)
8 x 5	8 x 5	8 x 5	24 x 7	24 x 7
Guaranteed response times *	Guaranteed response times *	Guaranteed response times *	Guaranteed response times *	Guaranteed response times *
2 days	1 day	4 hours	4 hours	4 hours
Phone technical support	Phone technical support	Phone technical support	Phone technical support	Phone technical support
No	Yes	Yes	Yes	Yes

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

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

Duration: 3 days

Course pre-requirements

Advanced computer literacy and knowledge of operating systems

Exam pre-requirements

None

€1,650

Level 2
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

Zabbix Certified Specialist certificate

€1,450

Starting from Zabbix 4.0

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

Level 2
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

Level 3
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
Zabbix Certified Specialist certificate

€1,450

Level 4
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

Zabbix Certified Specialist Update	21 March	English
Zabbix Certified Professional Update	10 April	English

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
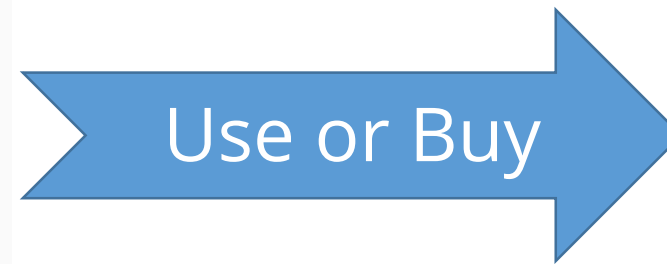
4. Integrations

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What is Zabbix Integrations?

Thank you!

Sergey Sorokin
Team ZABBIX

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