

ZABBIX

PROFESSIONAL SERVICES

Professional solutions for every business.

Zabbix is an all-in-one, open-source observability solution that makes any hardware, software, service, or web application more efficient and reliable.

We offer a wide range of professional services that are designed to fit your unique business requirements. No matter its function, every Zabbix professional service has the same overall goal in mind - providing you with the most effective solution in the shortest time possible.

zabbix.com

Why Zabbix?

Our enterprise IT infrastructure monitoring and observability software can deploy anywhere and monitor any device, system, or app in any environment while providing comprehensive data protection, easy integration, and limitless visualization options.

You can also count on complete transparency, a predictable release cycle, a vibrant and active user community, and an outstanding user experience.

And because everything we do is designed to scale easily, we're able to grow right along with you.



100%

open source - so it's not just affordable, it's **free**

20+

years of experience

300 000+

deployments in 190+ countries

Unlimited

data collection capabilities

Trusted by



Monitor anything

Founded in 2005, Zabbix is a truly global company, with 5 regional offices and an expert team of developers and support engineers who provide 24/7 support to clients. The first version was released in 1997, and Zabbix has been providing outstanding professional support since 2005.

Zabbix automatically detects threats and issues and then either notifies you or fixes them by itself – freeing up your engineers, improving the quality of your services, and making your business more efficient.

Instead of subscribing to multiple observability solutions, we can be your “one-stop shop” when it comes to keeping track of your entire IT stack. Zabbix lets you keep track of anything – from physical and virtual servers or containers to network infrastructure, applications, and cloud services.

No matter what field you’re in, there’s no substitute for consistent, problem-free service when it comes to gaining the trust and loyalty of your customers. Zabbix has a strong track record of helping customers across multiple verticals achieve that goal.



Healthcare

The average modern hospital relies on tens of thousands of connected devices, and manually checking each one for anomalies simply isn’t practical. With Zabbix, hospital IT teams receive potentially life-saving alerts if anything is out of the ordinary.



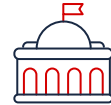
Banking and Finance

Financial institutions depend on their networks to maintain connectivity and productivity. Zabbix allows banks to proactively detect and resolve network problems before they turn into major business disruptions, improving uptime and efficiency.



Education

In an age of digital course materials and resources, schools and universities can’t operate without properly functioning IT infrastructures. Zabbix has proven itself to be a simple, cost-effective method of monitoring geographically distributed campuses and educational sites.



Government

Network monitoring is critical for government agencies, as downtime can bring a halt to vital public services. Zabbix keeps watch on your infrastructure and network utilization, making it easy to stay ahead of any issues and keep your systems running.



Retail

Retail environments increasingly depend on network-connected equipment, so they can’t get away with monitoring only a subset of their connected devices. Zabbix makes it possible for retailers to easily monitor every port on every network device.



Broadcasting and Telecom

Millions of massive-data devices are currently connected to networks and generating value for communication service providers. By keeping track of network health and performance, Zabbix can improve customer experience and drive growth.



Aerospace

In aerospace, timely data delivery and issue notification are the keys to safe operations. Installing Zabbix guarantees that you’ll be alerted about all possible and potential system failures and errors before they happen.

Professional services

We offer a wide range of paid professional services that are designed to fit your unique business requirements.

No matter its function, every Zabbix professional service has the same overall goal in mind - providing you with the most effective solution possible.



Find out more:

zabbix.com/services



Turnkey solution

Deploy professionally. Install and configure Zabbix according to your unique requirements.



Migration

Move all your data to Zabbix. Switch to Zabbix without the trouble of moving all your legacy infrastructure yourself.



Upgrade

Use the latest version.
Eliminate risk and minimize downtime.



Integration

Expand your workflow. Connect Zabbix to your ticketing system, service desk, or any other tool.



Template building

Customize monitoring. Effortlessly start monitoring your specific device, system, application, or service.



Professional training

Obtain knowledge and get certified.
Focused, comprehensive training for all your Zabbix needs.



Development

Enhance Zabbix. Let Zabbix develop additional features for your business needs.

Technical support subscriptions

Professional, 24x7 support

Enterprise-class software for corporate clients needs to come with world-class technical support. We deliver 24/7 support in a multitude of languages, and we go far beyond simple incident reporting, getting to the root cause of your issues and making sure they don't happen again.

Support subscriptions

There are multiple Zabbix support tiers to choose from – everything from simple, per-incident support plans to plans that include remote troubleshooting, version upgrades, on-site training, and on-site consulting.

Pricing

When it comes to pricing, our services are designed to be cost-effective and easy to scale, no matter how many devices you monitor or how many users you have.



Find out more:

zabbix.com/support

	Silver	Gold	Platinum	Enterprise Best value	Global
Monitored devices and metrics	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Phone and web support	✓	✓	✓	✓	✓
Number of support cases	8	Unlimited	Unlimited	Unlimited	Unlimited
Support availability	8 x 5	8 x 5	24 x 7	24 x 7	24 x 7
Initial response time	Up to 1 day	Up to 4 hours	Up to 4 hours	Up to 4 hours	Up to 2 hours
Emergency response time	–	–	Up to 2 hours	Up to 1.5 hours	Up to 1 hour
Support contacts	1	2	3	7	20
Supported Zabbix servers	1	Priced per server	Priced per server	Unlimited	Unlimited
Support for Zabbix Proxy	–	Priced per proxy	Priced per proxy	Unlimited	Unlimited
Support for Native HA	–	Optional	Optional	✓	✓
Legal entities covered	1	1	1	1	5
Remote troubleshooting	–	✓	✓	✓	✓
Performance tuning	–	–	✓	✓	✓
Environment review	–	–	–	✓	✓
Assigned Technical Account Manager	–	–	–	✓ 2 hours per month	✓ 4 hours per month
Upgrades by Zabbix team	–	–	–	✓	✓
On-site visit / remote consultancy up to 5 business days	–	–	–	✓ 40 hours (1 visit)	✓ 80 hours (2 visits)
Zabbix Certified User training sessions	–	–	–	✓ 1 session for up to 50 students	✓ 3 sessions for up to 50 students
Zabbix Certified Specialist and Professional training sessions	–	–	–	✓ 1 session for up to 5 students	✓ 2 sessions for up to 10 students
Zabbix Certified Expert training for 5 students	–	–	–	–	✓
Extra course vouchers	–	–	–	–	5
20 Integration and Development days	–	–	–	–	✓
3 Zabbix Summit full tickets	–	–	–	–	✓
Annual Q&A session with the Product owners team	–	–	–	–	✓

MSP technical support subscriptions

The key to success as a managed services provider (MSP) is creating efficient, cost-effective processes that deliver quality service. To do that, however, an MSP needs to be able to scale up quickly, with a minimum of limitations.

MSP support subscriptions

Zabbix offers 7 intuitive yet feature-rich support tiers for MSPs, organized by the number of devices under management. Worried about exceeding host limit? Don't be – we've made upgrading a simple proposition.

Benefits

Zabbix support ensures uninterrupted monitoring, letting you concentrate on exceptional customer service. Grow your business worry-free, confident that performance problems or downtime won't hinder your operations.



Find out more:

zabbix.com/msp

	500 hosts	1 000 hosts	2 500 hosts	5 000 hosts	10 000 hosts	20 000 hosts	50 000 hosts	100 000 hosts
Customers supported	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Zabbix servers and proxies	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Metrics included	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Online support	✓	✓	✓	✓	✓	✓	✓	✓
Phone call support	–	–	–	✓	✓	✓	✓	✓
Support availability	8x5	8x5	8x5	24x7	24x7	24x7	24x7	24x7
Initial response time	8 hours	8 hours	8 hours	4 hours	4 hours	4 hours	4 hours	2 hours
Remote troubleshooting	Option	Option	Option	Option	✓	✓	✓	✓
Number of incidents	15	25	50	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
ZCU public by Zabbix	2	3	5	5	7	10	15	20
ZCS public by Zabbix	–	–	–	1	2	3	5	10
ZCP public by Zabbix	–	–	–	–	–	1	2	4
ZCE public by Zabbix	–	–	–	–	–	–	1	1
Support contacts	2	3	5	5	5	10	15	50
	–	–	–	–	Option	Option	✓	✓

Training courses

Zabbix certified training is the fastest way to get up to speed – no matter what your current knowledge level.

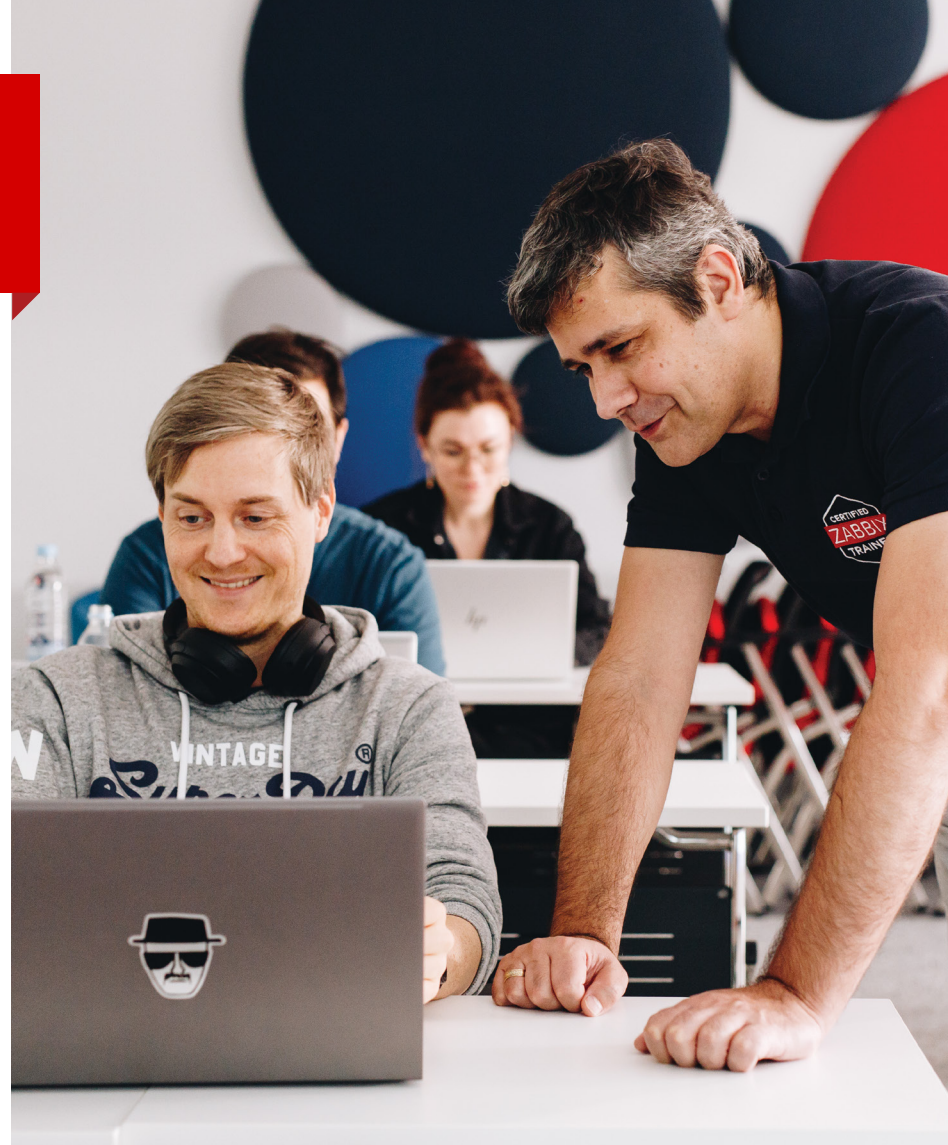
Whether you're a complete beginner or you've been using Zabbix for years, there's always something new and useful in our courses.

Our trainers don't just read the manual – they work with us on a daily basis, so they've got plenty of hands-on use cases, hacks, workarounds, and shortcuts to share. And because we want to make sure we cover all the bases during every training session, there's always plenty of time for Q&A sessions.



Find out more:

zabbix.com/training



Why train with Zabbix?



Official certification

Master Zabbix under the guidance of our top trainers, and you'll receive an official Zabbix certification.



A hands-on experience

Put your new skills to the test by performing practical tasks and solving real-life use cases.



A clear training path

Follow the official Zabbix certified training path to become a Zabbix certified expert.



Worldwide availability

Together with our partner network, Zabbix makes sure that our training courses are available worldwide in your preferred language.



Structured knowledge

Zabbix certified trainings are the most time and cost-efficient way to master all things Zabbix.

Core courses

This multilevel training program delivers systematic knowledge to Zabbix users and guides them from beginner to expert.

Duration: 1 - 5 days

Upgrade courses

Leverage your existing Zabbix knowledge and get up to speed with the latest features and improvements.

Duration: 1 day

Extra courses

Intensive one-day courses full of practical tasks and real-life use cases, aimed at anyone willing to learn a particular aspect of monitoring.

Duration: 1 day

Exams

Become Zabbix certified by testing your knowledge with the Zabbix certified training exam.

Zabbix partner program

276 partners (and counting)



Find out more:

zabbix.com/partners

Why become a partner?



Logo privileges

Use the Zabbix Partner logo on your website and have your logo on the Zabbix website



Discounts on all services

Professional training, consulting, custom development, and more



Event participation

Take part in joint marketing events like Zabbix Conferences, Meetings, and more



Pre-sales consulting

Our pre-sales consulting helps you showcase Zabbix to potential customers



A recognition boost

Gain potential customers and increase the visibility of your business

ZABBIX

REFERRAL PARTNER

Promote and refer Zabbix solutions while gaining entry-level access to the partner program, with referral rewards and minimal commitment.

ZABBIX

AUTHORIZED RESELLER

Resell Zabbix services while unlocking sales and support tools to grow your customer base - while letting Zabbix handle delivery.

ZABBIX

CERTIFIED DELIVERY PARTNER

Provide support in local languages and stand out with delivery credentials and localized service capabilities that will drive added revenue.

ZABBIX

PREMIUM DELIVERY PARTNER

Get certified to deliver Zabbix premium services and first-line support, while engaging in strategic projects.

ZABBIX

DISTRIBUTOR

Manage the end-to-end partner ecosystem within authorized regions and help drive Zabbix's market presence.

ZABBIX

INTEGRATION PARTNER

Develop official integrations, list solutions on the marketplace, and work shoulder-to-shoulder with Zabbix.

We help businesses
deliver flawless services
for a better world
and happier people.

Find out more
about Zabbix

zabbix.com



Contact us

sales@zabbix.com

