# ZABBIX

MEETING '24

PRAGUE · CZECHIA

DATA SYS

initMAX

TOTALSERVICE

TSP DATA

![ZABBIX MEETING '24 PRAGUE · CZECHIA]

# Zabbix Company

**Sergey Sorokin**

Director of Business Development

# Customers

# Zabbix Customers

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**104** of Fortune 500 Global

# Vision, Mission, Strategy

**V** Digital transformation leads to more data being collected than analyzed

**M** Help businesses deliver flawless services for a better world and happier people

**S** Concentrate on monitoring | Accept universal features | Quality over speed

# Business Model

ZABBIX

# Business Model

**1** Create best in class monitoring solution

**2** Make it widely acceptable and available through open-source license

**3** Sell professional services to interested customers

# Product Development

# A clear Roadmap

- Over 2 years planning horizon

- Based on our vision and customer requests

**zabbix.com/roadmap**

# A well-defined release policy

| | 1,5 years | |
|---|---|---|
| **LTS release X** | | **LTS release X+1** |

| **Standard release X.2** | **Standard release X.4** |
|---|---|

6 months     6 months     6 months

**NEW EVERY 6 MONTHS**

**5 YEARS – LTS VERSION**

## Life Cycle of a Zabbix **LTS Release**

Release

| Production (approx. 1,5 years) | Full Support (3 years) | Limited Support (2 years) |
|---|---|---|

Year 1   Year 2   Year 3   Year 4   Year 5   Year 6   Year 7

## Life Cycle of a Zabbix **Standard Release**

| Production (approx. 6 months) | Full Support (6 months) | Limited Support (6 months) |
|---|---|---|

Month 1   Month 2   Month 3   Month 4   Month 5   Month 6   Month 7   Month 8   Month 9   Month 10   Month 11   Month 12   Month 13   Month 14   Month 15   Month 16   Month 17   Month 18

# The software development process

- **Defined coding rules and principles**

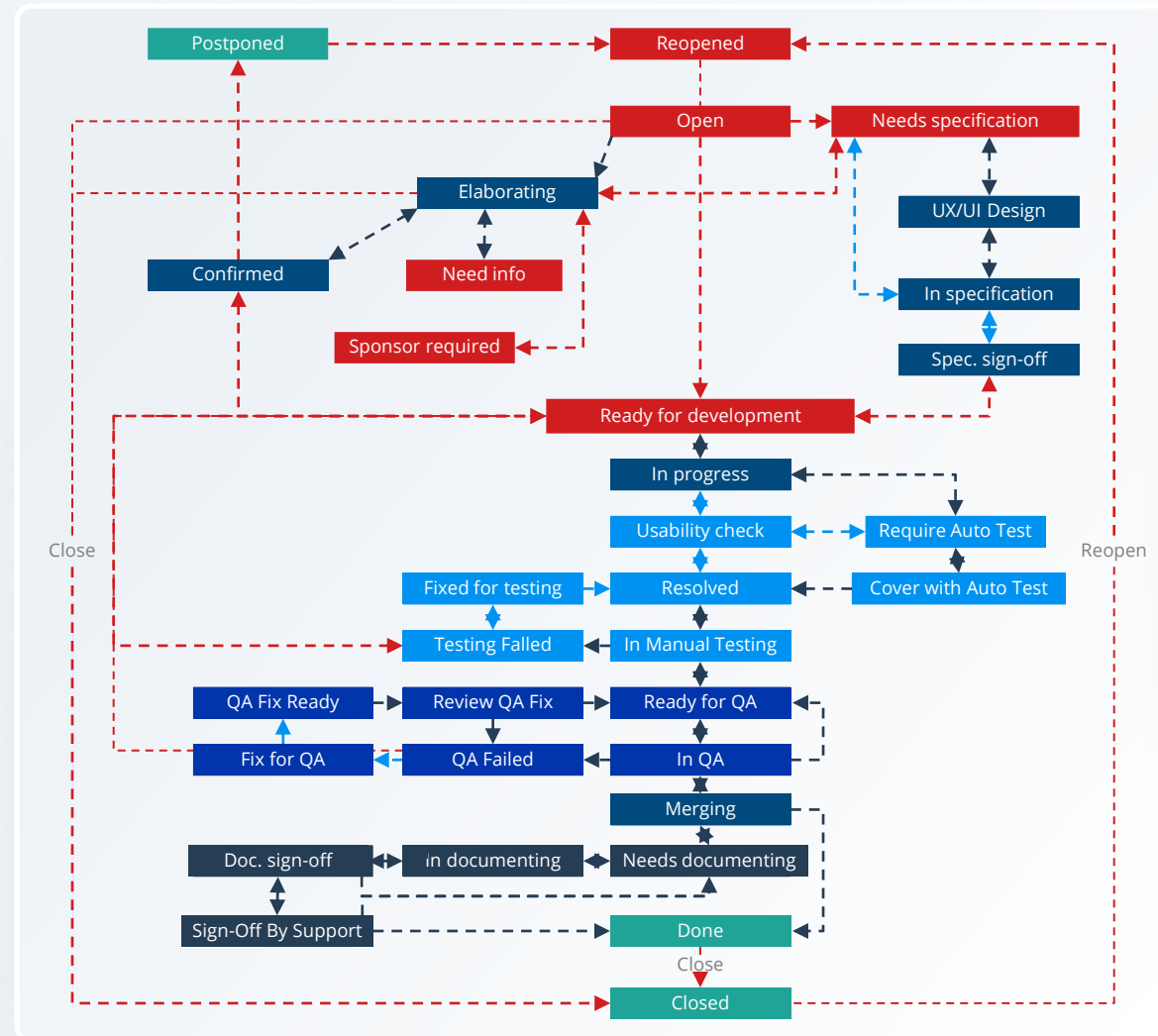  Public developer guidelines:
  zabbix.com/documentation/guidelines

- **Senior team members enable knowledge transfer**

- **Strictly defined workflow**

- **Proven development tools: GIT, BitBucket, JIRA, and Confluence**

- **Product owners - solution architects and project managers**

# Documentation

- 4 dedicated tech/documentation writers

- Original (English) version in GIT repository

- UI (for 6.0): available in 19 languages, 13 more languages in progress

- Documentation available in 4 languages, 13 more languages in progress

- Translate.zabbix.com – Pontoon by Mozilla based translation portal. 400+ registered translators, 100+ active

**English text in markdown**
Whatsnew600.md

**XLIFF Conversion script**
1.Converts/English/Whatsnew600.md to/English/Whatsnew600.XLIFF
2.Creates/Portuguese/Whatsnew600.XLIFF with empty translations

**Pontoon sync**
Pulls/English/Whatsnew600.XLIFF from GIT, changed text block – new translation strings

**Portuguese translator**
Translates and saves new strings via Pontoon UI

**Pontoon Sync**
Push translated strings to/Portuguese/Whatsnew600.XLIFF from GIT

**Markdown conversion script**
Converts/Portuguese/Whatsnew600.XLIFF to/Portuguese/Whatsnew600.md

**HTML generator**
Generates static HTML page for Zabbix.com/documentation/pt/....whatsnew600 from markdown file in GIT

# Quality Assurance

- Team of 7 dedicated QA professionals, each with 5+ years of experience

- Involved at the earliest stages of feature development

- Functional, load, and usability tests

- Auto-tests and regression tests with own framework based on Selenium + PHPunit, including UI, API, and integrations

- Security tests using Acunetix

- Continuous integration tests using Jenkins

- JIRA as issue tracker, with public projects for bugs (ZBX) and new features (ZBXNEXT)

# Security

- Internal cybersecurity team members holding CISSP, CISA, and GCFA certificates

- ISO 27001 certified for software development and professional services

- The list of publicly disclosed cybersecurity vulnerabilities is located in MITRE CVE (Common Vulnerabilities and Exposures) cve.mitre.org/cgi-bin/cvekey.cgi?keyword=zabbix

- Zabbix ticket management system - https://support.zabbix.com

- Zabbix security advisories and CVE database https://www.zabbix.com/security_advisories

- Security policy publicly available https://www.zabbix.com/zabbix_security_policy

- Close cooperation with the leading ethical-hacker platform (HackerOne)

# Investments in Security

## ISO 27001
### System certification

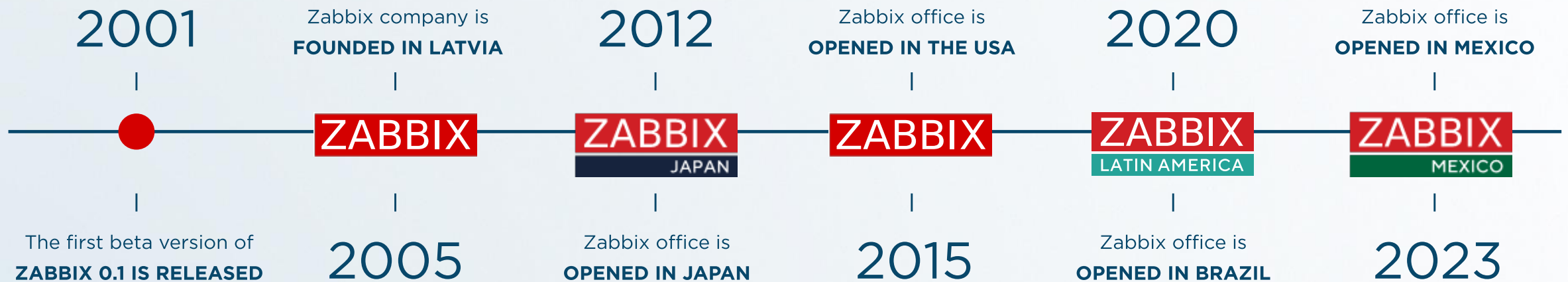Our information security management system has been audited and found to meet international standards.

# Investments in Security

We invest heavily in security by regularly testing
our product against the world's top hackers.

ZABBIX × hackerone

Company

# About Zabbix

**2001**

Zabbix company is
**FOUNDED IN LATVIA**

**2012**

Zabbix office is
**OPENED IN THE USA**

**2020**

Zabbix office is
**OPENED IN MEXICO**

**ZABBIX**

**ZABBIX**
JAPAN

**ZABBIX**

**ZABBIX**
LATIN AMERICA

**ZABBIX**
MEXICO

The first beta version of
**ZABBIX 0.1 IS RELEASED**

**2005**

Zabbix office is
**OPENED IN JAPAN**

**2015**

Zabbix office is
**OPENED IN BRAZIL**

**2023**

# Zabbix Partner program

## 250+ partners

# Ruled by EU legislation

GDPR

No limitations for trade

Clear sanctions policies

# Financial maturity

- Profitable from the first year

- Group financial results audited by sworn auditors

- No venture capital / founder-owner

- Sufficient cash reserves

- Largest customer accounts for 4.5% of revenue

- Group revenue distributed across 60 countries with biggest market being 20%
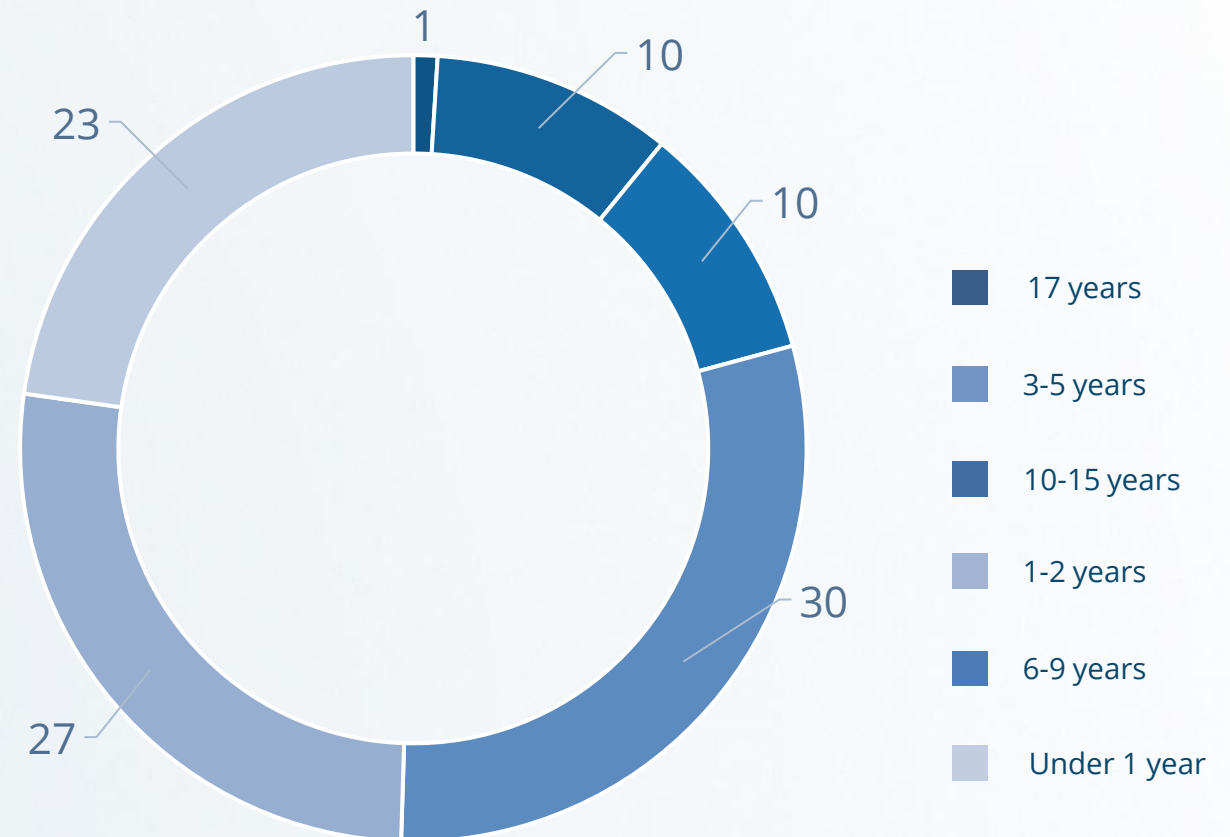
**Financial results, 2014 - 2023, Zabbix Group**

# Our team

- 150+ professionals, including experienced developers, support engineers, consultants, project managers, integrators, test engineers, document writers, and marketing, sales, HR, legal, and accounting specialists

- We were named the best employer of 2022 in the field of information and communication services

**LDDK**
**GADA BALVA**
**2022**

## Distribution of employees by length of service at Zabbix



1
10
10
23
30
27

- 17 years
- 3-5 years
- 10-15 years
- 1-2 years
- 6-9 years
- Under 1 year

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Thank you!

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