

Zabbix Professional Services

Technical support

Get technical advice

Get instant access to a team of Zabbix experts for guaranteed professional support 24x7

ZABBIX



MEETING '24

PRAGUE • CZECHIA

Turnkey solution

Deploy professionally

Install and configure Zabbix according to your specific requirements

Consulting

Talk to experts

Benefit from expert advice and best practices for all Zabbix-related matters

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

Development

Enhance Zabbix

Let Zabbix develop additional features for your business needs

Professional training

Obtain knowledge

Focused, comprehensive training for all your Zabbix needs

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



CUSTOMER ORIENTED
PARTNER AND
DIRECT DELIVERY

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Professional Training

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CERTIFIED COURSES



CORE TRAINING COURSES

Follow your
path to become
a monitoring
expert.

Core Training Courses

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Zabbix Certified User

Level 1

Use the Zabbix frontend to find, filter, and view collected metrics and detected problems.

1 day

Course requirements

None

Zabbix Certified Specialist

Level 2

Deploy and configure Zabbix from scratch and learn about a variety of monitoring protocols and techniques.

5 days

Course requirements

None

Recommended skills

Basic experience in Linux operating systems

Zabbix Certified Professional

Level 3

Manage large, distributed, and highly loaded installations.

3 days

Course requirements

Zabbix Certified Specialist exam or attendance certificate

Zabbix Certified Expert

Level 4

Design and maintain highly efficient Zabbix instances running in high-availability mode with best performance and security practices in place.

5 days

Course requirements

Zabbix Certified Professional exam



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CERTIFIED
COURSES

EXTRA TRAINING COURSES

Study one
specific
monitoring
topic in-depth.

Extra Training Courses

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Automation and Integration with Zabbix API

This course gives a detailed study of Zabbix API functionality and shows how you can save time and money by automating a variety of Zabbix tasks.

1 day

Course requirements
None

Advanced Zabbix Data Pre-Processing

This course will show you an “under the hood” view of how pre-processing is performed as well as an understanding of the underlying design logic.

1 day

Course requirements
None

Advanced Zabbix Security Administration

This course will teach you about encrypting connections between Zabbix components and your monitoring endpoints by defining user permissions and roles, restricting access to sensitive metrics, and more!

1 day

Course requirements
None

Advanced Problem and Anomaly Detection with Zabbix

This course is fully dedicated to problem detection, from creating simple triggers to using new long-term analytics functions.

1 day

Course requirements
None

Advanced Zabbix SNMP Monitoring

NEW

This course covers SNMP polling, configuring Zabbix for SNMP traps, and optimizing SNMP data collection for enterprise-level hardware by utilizing the SNMP bulk data collection features.

1 day

Course requirements
None

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CERTIFIED
COURSES



UPGRADE TRAINING COURSES

Expand
your knowledge
in one day .

Upgrade Training Courses

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Zabbix Certified Specialist Upgrade

This course will teach you how to utilize the latest Zabbix features and improvements. You'll get up to speed with the latest Zabbix configuration changes, new data collection, problem detection and visualization features, and more.

6 hours

Course requirements

Zabbix 5.0 Certified Specialist certificate

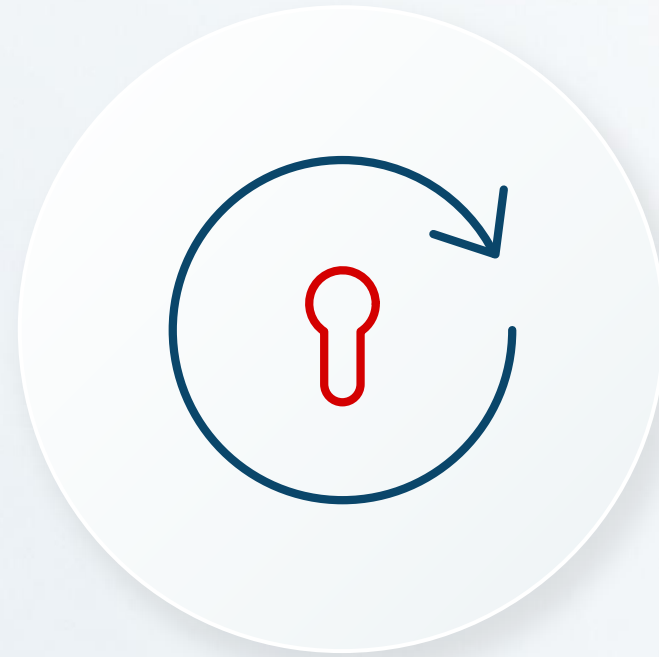
Zabbix Certified Professional Upgrade

Learn how to get the most out of Zabbix 6.0 LTS features by deploying a Zabbix server high availability cluster, creating dynamic problem thresholds with baseline monitoring and anomaly detection, and reducing load by utilizing the latest pre-processing features.

2 hours

Course requirements

Zabbix 5.0 Certified Professional and Zabbix 6.0 Certified Specialist certificates



Turnkey Solution

Turnkey Solution

Deploy professionally.

Deploying, configuring, and optimizing a new monitoring solution can be an arduous task.

Leverage the expertise of Zabbix engineers to deploy a fully optimized Zabbix instance that benefits from years of experience and Zabbix best practices.

- ✓ FIT ANALYSIS (RFI)
- ✓ OFFER PROPOSITION (RFP)
- ✓ IMPLEMENTATION ++ DEVELOPMENT
- ✓ DOCUMENTATION
- ✓ KNOWLEDGE TRANSFER
- ✓ QUICK AND COMPLETE

Turnkey Solution

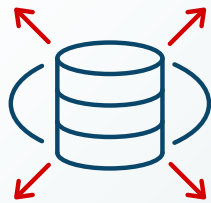
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Let us help you:



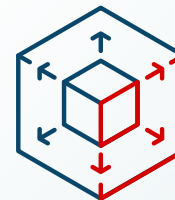
Deploy a Zabbix instance optimized for your monitoring, alerting, and reporting workflows



Secure your Zabbix instance by implementing TLS encryption and designing a permission structure that matches your company policies



Design your Zabbix environment with scalability in mind



Distribute your monitoring across all of your data centers



Template Building and Integrations

Template building and integrations

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| | | | | | | | | | |
|------------------------|--------------------------------|--------------------|---------------|-------------------|--------------|---------------|-------------------|----------------|--------------------|
| Apache HTTP Server | ((OTRS)) Community Edition | IC-Предприятие | 3com | 3CX | Avaya | Avid | AVTECH | AWS | AWS CloudWatch |
| actidata | Active Directory | ActiveMQ | Adaptec | ADVA | AWS EC2 | AWS ECS | AWS RDS | AWS S3 | Axigen |
| Airco | AKCP | Alcatel-Lucent | Alerta | Alvarion | AXIS | Backup | BackupPC | Bacula | balabit |
| AMD | Android | Ansible | Antivirus | Apache Ignite | Bigpanda | Blue Coat | BMC Control-M | BMC Remedy | Brevis.one |
| APC | Appdynamics | Aranet | Arbor | arcserve | Brocade | Brother | Brrr | Buffalo | Calix |
| Arduino | Arista | Arrow | Aruba | AsGa | Canon | Cassandra | Centos | Ceph | Check Point |
| Asigra | Asterisk | ASUS | ASUSTOR | Audemat | Chef | Chrome | chrony | Ciena | Cisco |



Upgrade Services

Upgrade Services

Use the latest version.

Do you want to get the latest Zabbix features and improvements but lack the resources or know-how on upgrading Zabbix environments?

When it's time to upgrade your Zabbix solution, we've got the answers. We integrate with your team and adapt to your environment, handling your upgrade with minimal disruption.

When do you need Zabbix Upgrade Services?

- You want to benefit from the latest and greatest enterprise features in Zabbix
- You don't have the time or resources to carry out an upgrade yourself
- Your current version of Zabbix is no longer supported

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Technical Support

What is Technical Support?

- ✓ Annual support contract with defined service delivery channels and SLAs
- ✓ Pricing based on the number of Zabbix servers and Zabbix proxies used in setup



Technical Support Services

Professional, round-the-clock 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.

| | Silver | Gold | Platinum | Enterprise Best value | Global I |
|--|-------------|-------------------|-------------------|---|------------------------------------|
| Monitored devices and metrics | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited |
| Phone and online 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 90 minutes | Up to 90 minutes | Up to 60 minutes |
| 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 | — | — | — | ✓ 1 visit of up to 5 business days | ✓ 2 visit of up to 5 business days |
| 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 session for up to 10 students |
| Zabbix Certified Expert training sessions | — | — | — | — | ✓ 5 students |
| Integration and Development Man-days | — | — | — | — | ✓ 20 days |
| Zabbix Summit tickets | — | — | — | — | ✓ 3 tickets |

Support response time and satisfaction level

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Initial response time:

SLA: 4 hours

Reality:

51 minutes



95,7 %

of closed support tickets receive positive reviews.



Emergency response time:

SLA: 90 minutes

Reality:

22 minutes

Stay connected!

Join
Zabbix Česko
Telegram
Channel

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Thank you!
