

EFFECTIVE CONTROL SOLUTION

With Zabbix Monitoring Software, ITelligent Consulting Services became much more proactive in the care of company's clients systems and allowed to become more productive over all.



"Zabbix was the most suitable solution for our requirements: open source, quick and easy to get started whilst offering near limitless expansion and upgrades, easy to maintain"

Mark Rogers, Lead Architect at ITelligent Consulting Services

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ITelligent Consulting Services is an Australian company that provides IT support for small to medium businesses. ITelligent Consulting Services has implemented Zabbix Monitoring Software to resolve the issue with the control over the remote hardware and client's servers.

INDUSTRY:
Information Technology

OBJECTIVE

ITelligent was looking for a reliable solution that makes it possible to monitor client's servers remotely from the company's office.

REQUIREMENTS

Monitoring solution needed to fulfill the key company's need i.e. precisely monitor situation with client's system and to know about any dropdowns before the end-user. Additionally, the system also should be cost-effective, quick and easy to implement and work with.

APPROACH

After trying testing out Nagios, PRTG Network monitor, SolarWinds, N-ABLE and Kaseya, the testing of Zabbix Monitoring Solution went so well that the company decided not to spend more time investigating other products. Implementation of Zabbix Monitoring Solution took 2 hours, even taking into consideration that the person who worked on this implementation was a complete novice to Linux.

BUSINESS OUTCOMES

- General host availability i.e. ability to know about a host outage before end-user
- Performance related data i.e. ability to notice trends in CPU/Memory, Disk and network usage that allows the company to see minor problems and prevent major issues
- Reports generating from Zabbix data for the end-users



ITelligent is an IT company, established in 2007 in Melbourne (Australia) that supports and configures IT systems for small to medium businesses. ITelligent offers a variety of support options to cater for all client needs, following their key philosophy: "We are a Customer Service Company; that just happens to fix IT Systems".

One of the key reasons why ITelligent needed and started to search for a monitoring solution was existence of numerous remote sites, most with very limited remote connectivity, thus it just wasn't feasible to see what was happening on so many remote systems and hardware at once. A simple problem of a hard disk filling up could go unnoticed, and as a result cost ITelligent hours of reactive time. "We simply had no feedback from the client's servers, all of which were remote to our office." Mark Rogers, Lead Architect at ITelligent Consulting Services.

Before choosing Zabbix Monitoring Solution, our company has compared Nagios, PRTG Network monitor, SolarWinds, N-ABLE and Kaseya. The final choice was made in Zabbix favour as the easiest of the open source products to get going in a testing phase that

CUSTOMER AT A GLANCE

NAME:

ITelligent Consulting Services

HEADQUARTERS:

Melbourne, Australia

FOUNDED:

2007

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+ 61-3-9188-4244

NUMBER OF EMPLOYEES:

8 (as of April, 2013)

URL:

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went so well that there was no point in spending more time investigating other products. ITelligent has implemented Zabbix as the most suitable solution for their company requirements i.e. open source, quick and easy to get started whilst offering near limitless expansion and upgrades, easy to maintain. In company's opinion the key benefits of Zabbix that make its stand out over other monitoring solutions are: extreme solidity and reliability, constant development and upgrades, performance increasing with every release.

Mark Rogers describes his experience of Zabbix Implementation for ITelligent Consulting Services: *"At the time I was a complete novice to Linux, even so I had no difficulties finding a guide that was relevant to my preferred Linux distribution and installing. The entire process only took me 2 hours. With a bit of experience under my belt - I can do the same process now in 20 minutes. Zabbix use of templates means that a large amount of metrics can be configured and monitored very, very easily."*

After implementing Zabbix in 2008, ITelligent was now able to action and resolve many issues brought to their attention by Zabbix. A significant issue was general host availability information. Now the company was able to know about host poor-availability to full outages before the end-user, making it possible to notify the clients about the problem and offer them a solution and ETA of return to full services, before they even knew the problem existed. The second issue that has been solved thanks to Zabbix was associated with performance related data. Zabbix has provided the ability to notice trends in CPU/Memory, Disk and network usage i.e. allows the company to see minor problems with applications before they balloon out and cause major issues; assists in capacity planning. As an added bonus, ITelligent can now generate reports from Zabbix data for the end-users on their servers and their health.

To conclude, *"Zabbix allowed our company to become much, much more proactive in the care of our clients systems. We weren't left chasing our tails. This has allowed us to become more productive over all."* Mark Rogers.

CUSTOMER SOLUTION AT A GLANCE

IT Infrastructure:

One single Zabbix server; approx. 100 sites; currently zero proxies

Zabbix services used:

Zabbix Professional Training

Hardware used for Zabbix:

IBM x3650, RAID1 SATA HDD, 4 GB RAM

Performance:

Number of hosts monitored - 164

Number of items monitored - 11689

Number of triggers - 8031

New values per second - 49.02

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Created in January 2014

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