

CUSTOMER STORY

RGK4IT

Reliable Monitoring at Scale for a Growing
IT Services Organization in Brazil

Many customers approach RGK4IT because their infrastructure has grown faster than their internal capabilities. The result is loss of visibility, missing inventory information and difficulties reacting to issues before they escalate. Monitoring quickly became a key foundation of RGK4IT's service delivery.



RGK4IT is a Brazil-based IT services company supporting customers across a wide range of industries. With a team of around 70 analysts, the company provides consulting, infrastructure services, security, backup and tailored IT solutions for complex and heterogeneous environments.



The Challenge

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Icinga was the first choice. It aligned better with what we were searching for.

Guilherme Carvalho
Infrastructure Analyst
RGK4IT

The Need for Flexible and Scalable Monitoring

Because RGK4IT works with customers of every size, they manage a highly diverse ecosystem: different vendors, different operating systems, physical and virtual environments and a wide range of networking and storage technologies. The company needed a monitoring platform that could grow with them, adapt to any customer landscape and integrate cleanly into their operational workflows.

“We needed something flexible enough to monitor everything – and that could grow with us,” says Guilherme.

Reliability and stability were equally important. With a broad and growing customer base, RGK4IT needed a solution that could process large volumes of monitoring data, provide reliable alerting and integrate directly with their internal communication and ticketing systems.

Icinga had been introduced at RGK4IT around 2016. Alternative tools were evaluated, including Zabbix – but Icinga proved to be the better fit for their operational model and long-term expectations.



The Solution

Centralized Monitoring with Satellites Across Customer Environments

Today RGK4IT runs a central Icinga master in their own data center, protected by a Cisco Firepower firewall. Customers connect to this monitoring infrastructure either through secure internet connections or IPsec VPNs.

Each customer is treated as an individual zone. RGK4IT deploys Icinga Satellites in the customer's environment – on-premises, in their virtualized infrastructure or in cloud environments like AWS or Oracle Cloud. These satellites communicate securely with the central master. Smaller customers with only a few servers are monitored through agents and PowerShell checks.

This setup gives RGK4IT a unified monitoring landscape while respecting each customer's architecture and operational requirements. Currently the team monitors more than 1,000 hosts and around 10,000 services, and these numbers continue to grow.

Monitoring a Vast and Diverse Technology Stack

The variety of technologies monitored by RGK4IT reflects the diversity of their customers. The company uses Icinga to monitor:

- Network infrastructures
(Cisco, Aruba, Fortinet, Ubiquiti and many more)
- Server hardware from Dell, Lenovo, HP and others – including iLO, iDRAC and XClarity
- Windows, Linux and Unix systems
- Active Directory, Apache, Nginx, Tomcat
- Databases such as MySQL, PostgreSQL, Oracle, MongoDB, Firebird
- Storage devices from Dell, NetApp, IBM, QNAP, Synology
- UPS systems, PDUs and power infrastructure
- Backup and virtualization platforms including Veeam, vSphere and Kubernetes
- Cloud environments such as AWS and Oracle Cloud

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Most of the time, when we onboard a customer, Icinga immediately shows problems they didn't know about.

Guilherme Carvalho
Infrastructure Analyst
RGK4IT

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We like to say that if a customer needs something customized for their infrastructure, we will help them with that.

Guilherme Carvalho
Infrastructure Analyst
RGK4IT

Success

Integrations That Fit Real Operational Workflows

RGK4IT integrates Icinga deeply into its operational platform. Alerts are sent directly into the company's ITSM system, where tickets are automatically created. The team uses Icinga modules such as Icinga DB, Maps, vSphere DB and graphing integrations. They also rely on check_wmi_plus and various community plugins to extend monitoring to additional devices.

Custom Bash and Python scripts are used to integrate new applications, automate checks and send notifications via email, Telegram or WhatsApp. Consistent customer naming across solutions is implemented using Icinga variables, making multi-system correlation straightforward.

RGK4IT monitors Icinga itself – satellites, cluster status, service health – ensuring the monitoring platform remains as reliable as the infrastructures it observes.

Benefits: Flexibility, Reliability and Historical Insight

For RGK4IT, the greatest benefits are flexibility, scalability and the ability to analyze historical metrics.

"Icinga is flexible enough that we can add new services and hosts whenever we need to, and reliable enough to handle everything we monitor," says Guilherme. "One of the most important aspects is historical data – it helps us troubleshoot issues and make informed recommendations."

When customers ask whether they need new servers or more capacity, RGK4IT relies on Icinga's long-term metrics to guide decisions and predict future needs.

Icinga always brings something new to us – without breaking what we already have.

Guilherme Carvalho
Infrastructure Analyst
RGK4IT

I think Icinga is an awesome solution – and I'm excited to explore what comes next.

Guilherme Carvalho
Infrastructure Analyst
RGK4IT

Looking Ahead

RGK4IT is exploring next-generation use cases. One area of focus is using AI to analyze historical monitoring data and correlate alerts with ITSM tickets – supporting faster incident handling and better reporting.

The team is also increasingly interested in monitoring cloud services and Kubernetes environments, both internally and for customer workloads.

With Icinga evolving rapidly and RGK4IT expanding its services, the company sees a bright future in which modern monitoring continues to support customers worldwide with clarity, reliability and innovation.

Outcomes

- Service for more than 1,700 customers
 - across all industries and sizes
- Central Icinga master with satellites deployed across customer environments
- Over 1,000 hosts and 10,000 services monitored
 - steadily growing
- Deep integration with ITSM systems and automated ticket creation
- Broad monitoring coverage: network, servers, storage, databases, cloud, virtualization, power
- AI-driven analysis and Kubernetes monitoring on the horizon



Share your Story

Do you also have excellent experiences with Icinga and would like to [share](#) them?
We'd be happy to make your story come out big on our website!

Please get into contact with us at:

info@icinga.com



About Icinga

Icinga is a comprehensive open source monitoring solution that integrates easily in existing infrastructures and is unbeatable in configuration possibilities, automation and scaling. Monitor private, public, or hybrid clouds. For more information, visit icinga.com

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