

Zabbix vs Grafana

Support & Community comparison

Single-vendor open-source project (Zabbix) vs. commercial-backed open-core company (Grafana Labs). Scored 1–10.

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Companion to the HFT/infra monitoring report

7.7

Zabbix — support & community

8.0

Grafana — support & community

Grafana

Edge on ecosystem vibrancy;
Zabbix edge on support *model*

1 Community & ecosystem

Dimension	Zabbix	Grafana	Edge
Project age / maturity	Since 2001; very stable single-product focus	Since 2014; fast-moving, broad product suite	Zabbix = stability Grafana = momentum
GitHub activity / stars	Moderate, steady	Very high (~60k+ stars); large contributor base across Loki/Tempo/Mimir/Alloy	Grafana
Community dashboards / templates	Official template library + share.zabbix.com; solid but curated	grafana.com/dashboards — thousands of community dashboards & plugins	Grafana
Forums / Q&A	Active official forum, Reddit, Stack Overflow	Community forum, large Slack, Reddit, Stack Overflow	Grafana (volume)
Third-party content / tutorials	Good, infra/NOC-focused	Massive — blogs, courses, conference talks (GrafanaCON)	Grafana
Cloud-native mindshare	Lower	Dominant (Prometheus/CNCF-adjacent ecosystem)	Grafana

2 Commercial / paid support

Zabbix SIA (Latvia)

- **100% open source** — company sells support subscriptions & services; **no paywalled features**.
- Tiers: Silver → Gold → Platinum → Enterprise, with guaranteed SLAs & bug-fix priority.
- Official certification: Specialist / Professional / Expert courses.
- Global partner network + turnkey solutions.
- **You pay for help, never for features.**

Grafana Labs (US)

- **Open-core** — OSS free, but Enterprise/Cloud gate features: reporting, RBAC, SSO, enterprise data sources, SLO.
- Grafana Cloud & Enterprise support contracts with SLAs.
- Training, GrafanaCON, certification program.
- Large partner / SI ecosystem.
- **You pay for help AND for key features.**

3 Scorecard (1–10)

Category	Zabbix	Grafana	Winner
Community size / activity	7	9	Grafana
Community dashboards / plugins	6	9	Grafana
Documentation quality	8	8	Tie
Official paid support (SLA)	8	8	Tie
Training & certification	8	8	Tie
Feature-vs-support model (value)	9	6	Zabbix
Overall support & community	7.7	8.0	Grafana

4 Takeaways

- **Grafana wins on raw community scale, mindshare & ecosystem breadth** — it rides the entire Prometheus/cloud-native wave, so there are more dashboards, plugins, blog posts and Stack Overflow answers.
- **Zabbix wins on the support *model*** — paid support buys help & SLAs without ever locking core capability (reporting, RBAC, etc.) behind a license, which Grafana does. For self-hosted infra teams wary of feature paywalls, that is a genuine advantage.
- Both offer solid enterprise support contracts with SLAs, official training and certification.

Net: Grafana edges it on community/ecosystem vibrancy (**8.0 vs 7.7**), but if the priority is predictable cost and no feature gating, Zabbix's fully-open model is more favorable.