

Virtana & Zenoss Customer & Partner FAQ

Frequently Asked Questions Relating to Virtana's Acquisition of Zenoss

About the Acquisition

Q: What was announced?

A: We are thrilled to share that Virtana has acquired Zenoss. This move combines Zenoss' expertise in service-centric monitoring and AI-powered event intelligence with Virtana's strengths in infrastructure and cost observability. Together, we're creating a platform that connects business services with infrastructure behavior, helping organizations operate more efficiently across hybrid and multi-cloud environments.

Q: Why did Virtana acquire Zenoss?

A: We believe customers are best served when they can connect service impact with what's happening throughout their IT environment. Zenoss brings the service layer, while Virtana provides deep infrastructure visibility. The combination gives customers a clearer, more actionable view of their environments.

What This Means for You

Q: Will my current products or support be affected?

A: No. Both companies will continue to support their existing products and services. You'll have access to the same tools, support teams, and contacts you rely on today.

Q: Will this change who I work with at Virtana or Zenoss?

A: Your existing account and support contacts remain the same. As we move forward, we'll keep communication open and give you plenty of notice about any updates.

Q: What new value can I expect from the combined platform?

A: You'll gain access to a broader set of capabilities that link service behavior, infrastructure health, and cost insights into one experience. This helps you detect issues earlier, solve them faster, and make more informed decisions.

Q: Will pricing or packaging change?

A: There are no changes to pricing at this time. Any future updates will be shared with you in advance and discussed directly with your account team.

Q: Will Zenoss products continue to be offered?

A: Yes. Zenoss products will continue to be available and supported. Over time, we'll explore ways to unify the best features of both platforms into a stronger offering.

Roadmap and Innovation

Q: What does this mean for product development?

A: With combined R&D efforts, you'll see faster delivery of new features that span service monitoring, infrastructure insights, capacity planning, and automation. Our teams are already working on an integrated roadmap that builds on the strengths of both platforms.

Q: Will there be disruptions during the integration process?

A: We are taking a measured, transparent approach to integration. Our priority is to protect your operations and keep your experience consistent. We'll keep you informed and involved along the way.

Q: Will I be required to migrate to a different platform?

A: No. We are not requiring migrations. Over time, we'll provide clear options and guidance for customers who want to take advantage of new capabilities as they become available.

Relationship and Communication

Q: Who should I contact if I have questions?

A: Your existing account representative is your best point of contact. They'll be reaching out to discuss how this acquisition may benefit your organization. If you'd like to start that conversation sooner, we welcome it.

Q: Where can I learn more?

A: You can read the [press release](#) for official details or visit our [blog post](#) for a deeper look into the combined vision. We'll also share more updates in the weeks ahead.