



# Pandora FMS Success Story

## EMT

"A system like Pandora FMS allows cost savings compared to similar solutions."  
**Ignacio Uría Echevarría. Responsible for IT and Infrastructure Projects, IT Assistant Director**

### COMPANY PROFILE

A public transport company owned and managed by Madrid City Council. EMT has its headquarters in the capital as well as six operation centers from where a great number of bus routes are distributed all over its city and county. Due to a fleet volume of over 2.100 buses and to the level of service offered, EMT is one of the biggest companies in its field and one of the most technologically advanced to date. Nowadays, EMT is cooperating with many international projects.



### BACKGROUND AND STARTER

#### POINT: THE CHALLENGE

**Why was a monitoring system like Pandora FMS needed?** During the last few years, EMT has changed from central HOST based system, SNA networks and Novell, to distributed process system, TCP/IP communications, web servers, etc.

Because of the growing number of machines and users, their main goal is to have a reliable control over hardware status, process and

systems. Also the control system must be adaptable to system when it comes to growth and diversity.

**Expectations and objectives:** Throughout the Headquarters and the six Operation Centers, there are over 100 servers in total, 70 WIFI access points, switches, etc. In addition to these machines, there are more than 500 internal users and a few hundred thousands of customers who use the service availability system through client applications.

Because a high availability service is mandatory, both for internal and for end user systems, a monitoring system had become paramount. A system like Pandora FMS allows to monitor multiples parameters, in real time, through one





# Pandora FMS Success Story

## EMT

web console. Furthermore, it permits to leave the system unattended by setting the agent in watchdog mode, a task that, prior to Pandora FMS, would have been executed by the system administrators, involving scheduled revisions of the system, and a hurried response following a problem detection.

### RESPONSE TO THE PROBLEM

**Which steps were taken to implement Pandora FMS?** Before making the decision on Pandora FMS deployment, we considered other alternatives based on commonplace commercial solutions. These solutions had every requested feature, but did not allow to monitor different platforms in a single application, so we would have had to combine several solutions.



Pandora FMS trial was easy using the Open Source version and it proved to be the potential solution to the problem. Due to our specific needs for technical support and training, we decided to buy an Enterprise licence instead of

the opensource one to get technical support and training.

*"Ártica ST offers good technical support, as well as the services to develop modifications or to adapt the system in order to use all the features needed by us." / Ignacio Uría Echevarría.*

**Who are the potential users that will benefit from Pandora FMS?** Our internal customers (operation, garage, HHRR, etc) and external clients (commuting passengers) who avail of EMT services such as mobile applications, web surfing, etc.

**What were the implementation requirements?** The most important goals for our system were adaptability and potential for growth. We have many services and applications designed by our developers and it was mandatory to have a system which offers a quick development of new features, to gather information on our newly developed systems.

Artica offers good technical support, as well as the services to develop modifications or to adapt the system in order to use all the features needed by us. Any incident reported was solved in a short time and in a neat and non disruptive way.



# Pandora FMS Success Story

## EMT

### RESULTS OF PANDORA FMS IMPLEMENTATION

#### What advantages and benefits did you get?

- Unified and universal interface to manage information.
- Monitoring unified in one tool.
- Interesting information in real time by e-mail or SMS.
- Bigger integration with our workflow and our philosophy than other solutions.
- Make a performance inventory obtaining status information.
- Set different access profiles, allowing all users to benefit from the information they need.
- Costs saving, when compared to other solutions.

### ARTICA TS & PANDORA FMS

Artica TS is an innovative company that develops its own solutions and is also the company behind the development of Pandora FMS, as well as other software solutions such as Integria IMS. Pandora FMS is one of the most flexible solutions on the market for system and network monitoring.

Pandora FMS is used in different organizations' and companies' data centers... as well as multinational companies in the IT and communication sectors. It has thousands of users and customers spread across five continents.