



# Pandora FMS Success Story

## Governo Povo do Acre

“Pandora FMS helped us to understand that a monitoring system should be simple but effective”.

**Luciano Zeni. Coordinator of the Department of Information Systems.**

**Direction of Information and Communication Technology of the Government of the state of Acre, Brazil**

### COMPANY PROFILE

Acre is located in the northwest of the country, and is one of the 26 states that, with the Federal District, conform the Federative Republic of Brazil.



The Information Systems

Department that Pandora FMS chose, depends on the Direction of Information and Communication Technology of the Government of the state of Acre, Brazil

### STARTING POINT

**Why choose Pandora FMS?** We have a big project called “Floresta digital”. The main objective of this project, is to bring free Internet services to all of the citizens of our state. Actually we have 22 counties and 700.000 people, and we are working really hard to bring free Internet for 16 of this counties.

In the Government we work with Open Source tools based in Linux, but we were searching for a management and control system for big environments to cover our need to control all

of our devices all over the state, including: servers, routers, switch's, directional and omni-directional radios.

For a long time, we tried a lot of different tools: Nagios, Zabbix, Zenos, but none of them could satisfied our needs. Was then when we discovered that Pandora FMS was exactly what we were looking for.

Pandora FMS is the perfect combination of conventional maps visualization (Network maps) with GIS maps. That helped us to understand our wireless network and monitoring all our devices in a very efficient way.





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**Project scope:** At this point, around 350 devices interconnected via VPN has been registered, and there is still a systems park pending to install. We calculate to have a total of 800 devices in the next months.

“Pandora FMS got the better result between all the systems evaluated with it. We follow Pandora FMS from the 3.2.1 version and its development its getting better.” / **Luciano Zeni.**

### BENEFITS OBTAINED

Now we understand in a better way how to distribute our infrastructure through GIS maps, so we can interfere quickly when some have problems. It's very useful for making analysis of the data obtained via SNMP, to evaluate efficiency and capacity problems.

Alert system is excellent, it warns us about any problem in the device, overall when an Internet link isn't available in any city, or when there are troubles in the bandwidth consumption in any of the key points.

Another important function is the SSH gateway, the allows us to access directly to the web page monitoring through SSH or Telnet, an excellent idea because we can access to external devices that are connected via VPN.

In summary:

- Easy to intervene in case of device failure.
- Easy understanding of the distribution and network growth.
- Excellent integration with GIS maps.
- Simplicity in device inscription
- Easy modules configuration
- Excellent alerts system

**Implementation process:** We install Pandora FMS in a virtual machine with Debian Linux and two web interfaces, internal and external, and we named our DNS (pandorafms.ac.gov.br/pandora\_console).

We used a Google API key to use the GIS cartography systems.

Once the devices are monitored, the next step was to set alerts. Actually we are working on the priority and register process of other devices.

### RESULTS

Pandora FMS got the better result between all the systems evaluated with it. We follow Pandora FMS from the 3.2.1 version and its development its getting better. Pandora FMS helped us to understand that a monitoring



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system should be simple but efficient.

Supervising the events of a so big network is the base of any professional in the field of the information technology.

The principal politic of the department is to save costs, and that includes the technician trips to the different counties to solve problems.

Now, thanks to Pandora, we know with precision what we have to replace, and what is more important, if it's really necessary to travel to this place, so it also allows us to save costs in fuel, living and diets of the government employees.

**How do you know Pandora FMS?** After a deep investigation in the Internet in search of the most complete solution, we found this link: <http://blog.aeciopires.com/zabbix-zenoss-ou-pandora-quem-vai-ganhar-esta-briga/>

The topic was "Zabbix, Zenoss and Pandora FMS", who will win this fight?" In this article, was mentioned the tools that we had tried previously: Zenoss and Zabbix. Pandora FMS was completely new for our team, and then we wonder why not trying.

Quickly we found the web site and we set the site in a Pandora FMS virtual machine.

Was then when we discovered that Pandora

FMS was the perfect solution for our project.

### FUTURE DEVELOPMENT

**Pandora FMS importance for the future of the project:** This project will be very important for the citizens. It will enable us to solve problems before people complaints about the fall of any access point. That will allow us to intervene with agility and velocity.

The use of the GIS maps, helps us to decide and plainly where to put our wireless radios to bring free Internet for all the citizens.

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/ Luciano Zeni

With custom fields, we can put the contacts of people who need to connect without having to dislodge the location, even a non-technical staff can easily make the intervention, for example, an administrative professional area.



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### 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.