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Industry
IT / Social network



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www.pandorafms.com

Tuenti.com increases Operational Efficiency by deploying Pandora FMS

“ Pandora has been able to keep up with the check numbers and execution frequency and by adding new monitoring servers, we've been able to horizontally scale Pandora FMS successfully and it now forms the core of our production infrastructure monitoring and alerting ”. James Chivers, Head of Systems at tuenti.com

Company profile

Tuenti is a social application and their mission is to improve communication and sharing of information between people who know each other. In less than three years, *Tuenti* has grown to become the most-trafficked website in Spain, and one of the largest invite-only websites worldwide. Headquartered in Madrid, Tuenti has an international team made up of over fifteen nationalities.

Background and starter point: The challenge.

Why the company needed a monitoring system like Pandora FMS ?

Our previous monitoring and alerting mechanism was based on bunch of scripts that executed specific checks against specific parts of our production infrastructure. These checks were hard to maintain, required modification when our production servers or services changed, did not offer any redundancy, used a primitive alerting system and did not provide any means to collect historical data.

What are the expectations of a new monitoring system ?

Alerting mechanism with escalation, automatic monitoring of new targets and to enable a wider number of staff to work on building new checks.

Why is so important a monitoring system for the company ?

Without monitoring, we are blind and will have zero insight into how the production environment is performing.

With our new monitoring solution, we needed a platform that would not just provide a detailed and realtime overview of our production systems, but also enabled us to view historical data and perform some basic trend analysis and capacity planning.

Response to the problem: The solution.

What steps done for the implementation ?

Pandora software deployed to a test monitoring host, initial checks loaded and basic alerting added. Existing checks were carved up and migrated in stages to Pandora and ran in parallel for a period to ensure that Pandora remained responsive as load and monitoring scope increased.



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Who are the potencial users who will benefit from Pandora FMS ?

The core beneficiaries are the Systems Team who operate and maintain the Tuenti production platform. Other Teams such as Backend and Architecture will also benefit from Pandora too as they are empowered to create and maintain their own highly-specific checks that would not normally fall under the Systems Team remit for monitoring and observation.

The plan is to increase our adoption on Pandora in an effort to make it a core tool for Systems at Tuenti.

What requirements were needed for the implementation ?

Servers for monitoring hosts, MySQL databases for check data collection and time.

Results of Pandora FMS implementations

What advantages and benefits did you get ?

- Quick deployment of checks and new servers
- Unified interface for check maintenance
- Historical performance data used for root cause analysis and capacity planning
- Tiered user permissions to enable different 'classes' of users to benefit from the platform

What actions are required to ensure the monitoring objectives are achieved?

There were no core objectives originally specified, the main concern has been on whether Pandora would scale and keep up with the rate of checks against the large number of targets.

Pandora has been able to keep up with the check numbers and execution frequency and by adding new monitoring servers, we've been able to horizontally scale Pandora successfully and it now forms the core of our production infrastructure monitoring and alerting.

About Artica and Pandora FMS

Artica is an innovative company that develops its own solutions and it is also the firm behind Pandora FMS development, as well as other software solutions licensed as Open Source Software.

Pandora FMS is in use in the datacenters of several organizations and corporations, including several Universities, as well as huge multinationals in the telecommunications sector and IT companies. It has got more than 250,000 downloads all over the world and have a estimated community of one thousand users around the globe.



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