

SUCCESS STORY

PANDORA FMS AND THE MINISTRY OF TELECOMMUNICATIONS OF ECUADOR

Pandora FMS: Monitoring at the service of Ecuador

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Verónica Jácome, Electronic Government Services
Development Specialist in Ecuador



THE MONITORED ECUADOR

The Ministry of Telecommunications and Information Society is the governing body for the development of technologies and communications in Ecuador. Its scope of action ranges from telecommunications or the radioelectric spectrum, to the coordination of actions in strategic sectors to ensure equal access to IT services for Ecuadorian population.

We needed to carry out a complete visual monitoring of the components of the IT services of the Undersecretary of Electronic Government in Ecuador, since the administrators did not have a monitoring system that would allow them to receive alerts about the behavior of the infrastructure, nor to manage their components so that users would not suffer the consequences.

+150

MONITORING DEVICES

100%

SLA

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WHY CHOOSE PANDORA FMS?

Our main needs included providing all our users with an optimal and uninterrupted service, manage components, foresee infrastructure capacity, and, finally, measure SLAs of agreed services.

Likewise, our requirements when implementing the software were based on installation simplicity, having a knowledge base and, above all, having a software that would adapt to our infrastructure on different operating systems. Pandora FMS provides us with accurate service statistics, SLA measurements and global monitoring of all the components of our system.

We currently have more than 150 monitored devices, among which there are servers and networks, which make up our infrastructure. We are also trying to figure out how to implement the Pandora FMS User Experience monitoring tool within our systems.

We mainly monitor web portals, databases, storage, latencies and availability, with quick alerts through Telgram bot and email.

The implementation was very simple: firstly we activated the infrastructure to monitor, then we installed the Pandora FMS agent in all the infrastructure and eventually we configured agents, alerts, thresholds and templates to have our console ready to control all of our systems and devices.

We have managed to prevent damages to the service infrastructure, customize the management of the administration and have task statistics to analyze results and anticipate any kind of issue. **With Pandora FMS, we have a reliable visual monitoring system that allows us to adjust thresholds, implement customized modules and measure services.**

Our biggest challenge now is, as we said, to monitor user experience to detect problems before our customers do.

"We had previously another monitoring tool, but it did not include all the features that we needed. Pandora FMS has become our main monitoring solution, since it provides extremely complete features, an user-friendly management and interface, excellent support and a much lower cost compared to its competitors."

