



Pandora FMS Success Story In international banking

"Having Pandora FMS has been great due to all the capabilities and flexibility it has. It has improved follow-up in some areas and set a new one on others where it did not exist before. "

Orlando M. IT Monitoring Engineer

COMPANY PROFILE

Our client is a multi-faceted global service provider, among the largest in the world, with assets of approximately \$1 trillion. It is present in 23 countries in America, Europe, the Middle East and Asia. Its clients include companies, investors and family fortunes. It has earned the distinction of Industry Leader for its exceptional service, financial experience, integrity and innovation.

This is a success story we are especially proud of. This time we have achieved a level of functionality and operability that our competitors could not achieve, who were already operating inside when we arrived. We achieved significant cost savings for what is now one of our largest customers in the US.



STARTING POINT

As it is customary at the beginning of any worthwhile relationship, it all started slowly. We had to understand the client's needs knowing that Pandora FMS can offer much more, although at the start of the project, the features were not the most important thing for our client.

Indeed, one of the principles of Pandora FMS DNA is **empathy**: we firmly believe that it is essential in any relationship to understand what the client needs, how to complement it and how to carry it out, and then focus all our effort on it, even before the customer actually becomes a customer. It is precisely at that stage when you have to sit back and just **actively listen**: probably one of the most difficult things in our industry.

When we got to the project, several monitoring tools were already in use, our competitors, so they had plenty of experience in that area.

In fact, their technical team was the one who contacted us after some time evaluating the Open version.

They have a very critical and user-intensive Oracle environment. Low-level hardware monitoring is vital for them, as well as monitoring applications such as Marklogic, SQL Server and Sybase. They use several Java application monitoring through JMX, Apache or Kafka among them.



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IMPEDIMENTS

You have to understand their operation, where any change must imply a direct or indirect benefit for their customers. Every time they change something, they make sure that it won't become an issue. It is not a conservative environment but rather an extremely demanding environment, where there is no room for mistakes or surprises. In the financial world, decisions are sometimes made quickly and the systems that support the business must always be available and at full capacity. A system that does not respond as it should might mean economic and prestige losses that can become irreparable.

Obviously, when over 17,000 systems are monitored - and growing - it takes industry best practices and being supported by an exceptional product to keep up in such a demanding environment.

We have been working together for more than five years in an increasingly close relationship.

PANDORA AS A SOLUTION

As the technical team became more familiar with Pandora FMS, their ambition grew and we realized that a standard approach would not be enough for the success and challenges they were facing. We saw a great opportunity to show how Pandora FMS is totally focused on offering a valuable service for the customer and how we could adapt to complex situations quickly. For us this is **one of the most complex cases that we have undertaken** and where we are especially proud of the final result.



PANDORAFMS

In the process, we developed special plugins for the client, adapting to their own applications and, above all, to the strict banking security standards of their environment. There are certain types of applications that one finds in very few clients, and we were fortunate to be able to do so.

Pandora FMS does not stop, and we constantly incorporate new features and improvements. We live in a very dynamic world and with new increasingly complex technological paradigms.

"It has a lot of improvements and good features. Pandora FMS seems to really invest time in understanding customer needs."

Orlando M. IT Monitoring Engineer



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THE KEY TO SUCCESS

One of the keys to our success was the ease of executing a command and a script to collect specific values. This has allowed our client to be able to expand monitoring to levels much higher than what they thought possible. They also brought the use of High Availability to very demanding operating levels, where we learned a lot from their experience.

Thanks to the Metaconsole, which allows them **to manage more than 17,000 computers in a single console**, we can say that we have overcome a challenge that many promise and few meet. At the end of the day, our client has been with Pandora FMS for five years, growing step by step and that is the best indicator of their satisfaction.

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The driving force behind our entire team is to feel like the customer, put ourselves in their shoes and give them the solutions they need, and in this specific case, we have been able to fully exploit the "customer driven" philosophy that we both share.

"I would say the technical support is the best I have worked with and the relationship with Pandora FMS is fantastic.",
Orlando M. IT Monitoring Engineer

CONCLUSIONS

After five years of relationship and 17,000 managed systems, the client himself confesses that they are aware that they are using only part of the potential of Pandora FMS. We all want to go further, and we want to do things step by step, without haste.

Among its next challenges are automation and getting end users to create custom monitors with a couple of clicks through a custom management portal, integrated into their internal provisioning model. Things that we have already implemented with other great clients and that we will be happy to explore.

Our clients help us to continue walking towards the future, combining innovation and stability. We have been proving for 15 years that there is no need for large investments to achieve results, and that commitment is the only thing that can guarantee success.



For further information about Pandora FMS case studies, please visit our website:

www.pandorafms.com