

## SUCCESS STORY

# PANDORA FMS AND NUEVO MANANTIAL

Pandora FMS: monitoring in the agro-industrial sector

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*“Undoubtedly, the implementation of Pandora FMS has led to an enormous leap in quality of service, which impacts on the satisfaction of the end user and, after all, in the improvement of the business.”*

**Diego Mármol Martínez**, Coordinador de Infraestructura Global



## LA COMPAÑÍA

Nuevo Manantial is a company located in South America, whose main purpose is to provide internal services to a group of companies mainly agro-industrial, being present in America, Europe and Oceania, and reaching a total of more than 60 locations.

Within this diversity of business, among the companies receiving services from Nuevo Manantial we find organic

production warehouses with **the most advanced technology, production plants for food products. It has also been the main responsible for starting one of the first wind farms in Uruguay**, in the district of Rocha, with about 20 wind turbines, accumulating more than 10 years of experience in the sector, since its inauguration in 2006.

**500**

DEPLOYED MONITORS

**+5000**

CHECKS DONE

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### ¿WHY DID NUEVO MANANTIAL CHOOSE PANDORA FMS?

As a group of diverse companies in different countries, the needs of each one of them are very different. Management became more complex as the number of companies increased. As there was no centralized monitoring tool, there was a great difficulty in detecting problems, so it ended up **becoming a top priority for the business.**

**Our main need is to monitor the critical systems hosted in the two global regional data centers located in Europe and South America,** as well as the rest of the centers and systems that we have locally in the different locations and which, for business needs, require 24x7 availability. When we talk about critical systems we are talking about the pure infrastructure of servers -physical or virtual-, storage systems and all the network electronics that allow the availability of the systems and the connectivity of the headquarters to be what the business demands.

**A failure of one of our critical systems could cause production downtime at certain processing plants, resulting in substantial economic losses for the company.** For this reason, monitoring is essential for us.

We were told about Pandora FMS after analyzing different tools, and finally we chose this solution due to its flexibility, its growth capacity and also because compared to other competitors, its price is much lower, while maintaining quality.

After analyzing and testing some solutions in the market, we went for Pandora FMS due to its flexibility and the cost-benefit balance that it offered us.

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### HIGHLY EFFICIENT, EFFECTIVE AND VERY FLEXIBLE

Any monitoring project of a large infrastructure from scratch is a huge challenge, as the workload involved in collecting different data - services, IP, topologies, dependencies, etc. - is very high. The previous research task to put in order all the systems to monitor was the toughest, as we wanted to make sure that the result was the desired one.

Once the internal consultancy was finished, putting all the data in the tool was very simple, thanks to the training provided by Pandora FMS, as it helped us to internalize the best practices and, of course, basic and advanced concepts such as the massive deployment of agents, alerts, etc.

**The devices we monitor range from the infrastructure of physical and virtual servers in a top layer, to the services that run on them and their performance metrics,** through the network electronics and the links of the different sites. We currently have more than 500 monitors deployed through which we perform more than 5,000 checks approximately.

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## RESULTS

**Pandora FMS makes it easy for us to act proactively before a problem arises.** When this is unavoidable, it allows us to react quickly to minimize the loss or unavailability of the systems. Pandora FMS allows us to spend more time having coffee with our colleagues, without worrying about what is going on in those systems.

We are very proud of the work accomplished by our technicians to order that data puzzle provided by all our systems, and to make it fit inside the Pandora FMS console; **the tool also helped to achieve success.**

Naturally, it is difficult to quantify the benefit of a monitoring tool in a company like ours, but we can say that we have managed to **save time and costs when faced with any incidence**, as well as many headaches and sleepless nights by putting our systems back online or trying to detect why an element of the infrastructure failed.

Since the implementation of the tool the number of incidents has decreased, **as we have managed to respond immediately by tackling any problem before it reaches the end user.** Our SLA, by extension, has improved remarkably without any doubt.

We hope that the Pandora FMS team will continue to invest in the tool and to adapt it to the new needs that arise in such a ever-changing world. The software represents an enormous support to achieve the service objective and the continuous improvement of the Nuevo Manantial business conglomerate.

It is clear that the implementation of Pandora FMS has implied an enormous step forward in the quality of the service, which affects the satisfaction of the final user and, after all, in the improvement of the business.



Read more  
about our Pandora FMS  
success stories in our website:

[www.pandorafms.com](http://www.pandorafms.com)