Success Stories

Atuntaqui Financial Cooperative

Atuntaqui ensures 100% 24/7 operation of its partner and customer transactions by integrating Pandora FMS with Solaris and Sybase

The Atuntaqui Financial Cooperative, always at the forefront of the National Cooperative System of all Ecuador, is a prosperous institution that has been operating since 1963 under the values of honesty, trust, solvency, seriousness and social responsibility. These factors, together with persistence and courage, have earned it a permanent and vertical development, at the same time that they have earned it several recognitions, rendering it as one of the largest and strongest cooperatives in the equatorial country.

Atuntaqui is a synonym of well-being and development for its clients thanks to its ability to provide agile and timely financial services with great social responsibility. However, its integrity, efficiency and quality of service found, not long ago, a stumbling block. The cooperative saw the need to have a sufficiently efficient tool to centralize the monitoring of the institution's technological infrastructure. In fact, until now, this monitoring was carried out with several mechanisms at the same time, suddenly complicating computer and IT service monitoring.

As explained by the **Cooperative's Director of Technology**, Ing. Roberto Peñafiel:

*"The greatest danger that they feared in those crucial moments, was that several of the main computers of the cooperative would **suddenly collapse, without a prior alert** that would allow them to counteract the emergency; reflected in the unavailability of the service and, consequently, in the discomfort of partners and customers."*

The company already had a monitoring system, but they used it mainly for communication links, it did not have the necessary features for monitoring the entire infrastructure. The plan was to centralize everything, through a tool that would integrate all of their computers and allow them to manage their resources efficiently. As well as, having online and historical data on the status of the computers, to prevent possible failures and carry out the necessary activities to solve any inconvenience detected. And that's where Pandora FMS comes in.

Engineer Roberto Peñafiel
Head of Technology of the Cooperative

*"We chose Pandora FMS for the **amount of features and integrations** that the solution has to monitor several types of computers and services, as well as the licensing mode per device and not per monitor."*

Although during the implementation of Pandora FMS, we encountered the challenge of configuring the monitoring agent on computers **with operating systems other than the conventional ones (Windows and Linux)**, there were no major issues and Atuntaqui was immediately enjoying the expected benefits: a substantial productivity increase of monitoring personnel, since real-time information on resource performance is available; reduction of incidents and risks thanks to the new information provided; cost reduction, thanks to the fact that with incident prevention no additional expenses are incurred…

Pandora FMS once again proved to be a robust software, which can be integrated into a wide variety of equipment, 100% customizable to the customer's needs, and with all its features meeting all kinds of expectations.

Roberto also told us that, in his opinion, the users who had benefited the most from the arrival of Pandora FMS to the company had been **partners and customers, since they now had a wide range of services** (ATM's, Mobile Cooperative, POS Payments, transfers, etc.) 24 hours a day, every day of the year.

"Likewise, internal users are also favored because the system's availability allows them to provide a better service to our associates and customers."

Once all the inconveniences have been solved and our union is strengthened, the only thing left left is to think about the future of our journey together. On the one hand, Atuntaqui shared with us that their next challenge is to delve into all the features that Pandora FMS tool has, in order to improve its monitoring and incorporate new resources whenever possible. As for us, we just have to work hard and consolidate our bond, because as that quote from that famous movie said, just before the image fades to black, we think that this is the beginning of a beautiful friendship.

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