"A system like Pandora FMS allow us to save costs when comparing with similar solutions". **Mariano Díaz Valdecantos.  Architecture and Operations, Cajasol.**

## COMPANY PROFILE

Cajasol is a private credit entity established as a foundation with a social aim: to operate as a non profit organization what focuses its activities on achieving the greatest social good.

CAJASOL, Monte de Piedad and Caja de Ahorros, is a private bank with almost a thousand office branches all over Spain.

## STARTING POINT: THE CHALLENGE

**Why did Cajasol need a system like Pandora FMS?** Our production environment is large and complex, with different architectures and platforms. We need to control all of them if are to remain focused and proactive.

**Expectations and objectives:** Our platform has 250 servers with applications used by 6000 internal clients and by millions of external customers.

We must reduce the time we employ solving issues, so we need a system that will alert us even before we detect or acknowledge a problem, and a system that can narrow it down  in a way that makes it faster to solve.

## RESPONSE TO THE PROBLEM:
## THE SOLUTION

**Steps taken during deployment:** Proprietary and Open Source alternatives were evaluated and Pandora FMS was the best solution that fitted our requirement.

We were using two other Open Source systems each of them performing two separate tasks. The first one, with an agent installed in the remote servers, offered information about system resources. The second one, agent-less, offered information about server availability based on port testing, SQL queries and other scripts made by us.

By leaving just one of the systems in place  to fulfill all of our requirements,  lost of adaptations would be necessary to the remaining sys-

tem, but Pandora had all the features we needed out-of-the-box and also had a very friendly console.

Furthermore deal breaking point was its high capability to employ diverse checking systems. During the the commissioning of the project we had the support of El Sendero, Artica's official partner, which developed a deployment that included:

• Customization of the graphical interface and its integration with the corporate image.

• Control consoles for operators and administrators with limited access to common operations depending on each user profile.

• Deployment and configuration of 240 customized agents to control data services, network monitoring, storage services, web applications, etc.

• Alert thresholds definition.

• Documentation tool for operators and administrators.

• Training plan based of face sessions for operators and administrators.

**What kind of user can benefit from Pandora FMS?** Internal clients, because every application used by the staff, either in our central services or in the local office, is monitored. External clients also benefit from it, as the server side of critical services like Electronic Bank, Phone Bank and Cash Terminal network is also monitored.

In this way we can predict errors and we can narrow the margin of error focus and we can anticipate solutions and their possible effects in the system.

> " Our platform has 250 servers with applications used by 6000 internal clients and by millions of external costumers. We must reduce the time we employ solving issues" **/ Mariano Díaz Valdecantos. Architecture and Operations, Cajasol.**

**What were the requirements for the deployment?** We had other systems deployed, so Pandora FMS must be able to integrate with the features already in place.

The agent should be able to work on (AIX, Linux and Windows) without the need for a lot of resources.

## RESULTS OF PANDORA FMS IMPLEMENTATION

**Specific benefits obtained:**

· Unique interface to access all information assigning different user roles.

· Unified monitoring tool.

· Easily agent installation and automatic incorporation of them into console.

· Real time information through e-mail alerts.

· Easily access to historical database.

· Possibility to create visual consoles easily.

· Possibility to define services depending on modules and based in their weights.

· Checks of CICs through our HOST.

· Checks of backups through BRS.

## ÁRTICA TS & PANDORA FMS

Artica TS is an innovative company that develops its own solutions and is also the company behind the development of Pandora FMS, as well as other software solutions such as Integria IMS. Pandora FMS is one of the most flexible solutions on the market for system and network monitoring.

Pandora FMS is used in different organizations' and companies' data centers... as well as multinational companies in the IT and communication sectors. It has thousands of users and customers spread across five continents.

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