

Success Stories

MCM Telecom





MCM Telecom minimizes human error and automates its infrastructure thanks to Pandora FMS

MCM Telecom is a Mexican company that, since 1996, has built one of the most sophisticated telecommunications networks in all of Mexico. All their services operate over said fiber optic network, and their architecture has allowed them to offer quality services over the market average, in a flexible and scalable way. They offer high-performance solutions, exclusive for companies and national and international telecommunications operators.

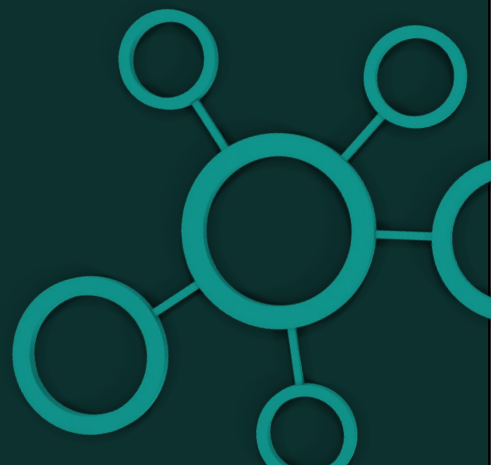
They are known all over the world for being a different telecommunications operator and for being always one step ahead in the market, given their continuous innovation. They are disciplined when working by exceeding the expectations that their clients have placed on them, by acting with great conviction and responsibility until they reach their goals, and they are distinguished by their perseverance and search for new opportunities.

As you can imagine, for all these reasons and for many more, Pandora FMS and MCM Telecom match in spirit and vision, but the reality of why they met is quite another.

As we have pointed out, MCM Telecom is a large company that provides storage, voice and data solutions for the business environment within the most important cities nationwide, it has several metropolitan networks that are interconnected by multiple long distance links, in addition to having a data center for storage and DRP services for all their clients.

MCM Telecom is constantly growing while continuing to add new solutions to their service portfolio. In these cases, enjoying a reliable network, with a high percentage of availability, is a preponderant factor, which makes the difference. That is why it was indispensable to look for a tool for the management of these resources, which had to be versatile enough to adapt to the speed of this growth and malleable enough to be able to integrate with the different platforms that are working in place within the organization. Impossible task? I don't think so. Let's move forward.

“One of the biggest challenges within companies that provide technology services is to deliver quality services by committing to high SLA percentages. This makes it necessary to have the optimal tools for this objective to be met, otherwise it can fall into multiple failures in the network, where the risk goes from increasing the times of solution of problems reported by our clients, to the complete loss of network management.”, tells us *Armando Hernandez, Manager of the Network Operations Center at MCM Telecom.*





As it is evident, all these difficulties that Armando tells us about would lead to a bad perception of the clients about MCM Telecom.

In order not to fall into this type of problem, MCM Telecom set out to search for a new monitoring system, since the different platforms it had were being overwhelmed by the constant growth in the number of devices that make up its network.

“In addition to this, we wanted this new solution for integrating process automation. A more proactive and efficient management in the face of the different events that take place within our infrastructure”, adds *Armando*.

Finally, the feasibility of migrating the devices to Pandora FMS and the ease of integrating platforms thanks to the different programming scripts, made MCM Telecom contact us.

“Our main goal was to have a monitoring software that we could customize according to day-to-day needs and also to have the flexibility of being able to make dashboards with Voice and Data information,” *Armando* told us, “it was also essential that it could be integrated with our ticket system, and it was.”

Currently, Pandora FMS monitors around **4 000 devices** for MCM Telecom, among which there are servers, switches, routers and different network equipment. And although these constitute the majority of the equipment under management, there is also the necessary infrastructure to provide voice services, operating under applications implemented in different operating systems. Linux-based applications, for example, will also be monitored by Pandora FMS platform. In addition to different virtualization tools such as **VMWare** and **Oracle Virtual Manager**.

When we asked Armando directly about the main benefits obtained after the arrival of Pandora FMS to the company, he answered us assertively:

“Among many, I would highlight that response times for failure events have been reduced. This is mainly due to the fact that thanks to Pandora FMS, we have been able to automate the response to critical events from our strategic clients, which has allowed us to have better reactive response times. This has undoubtedly resulted in better perception by our customers. Critical events within the network have also been eliminated thanks to improvements in processes and resource management. And the audits for the validation of resources are now carried out in a more agile way and with more reliable data.”





And the truth is that MCM Telecom has managed to combine Pandora FMS with other platforms in a transparent way, which has led to a better management of its resources, minimizing the possibility of the always potentially present human error. Now obtaining information is easier and is obtained directly from the resources that are already under the platform management. Additionally, thanks to Pandora FMS, they have been able to detect and notify more than 2,000 incidents on the network, from its implementation until today, allowing an immediate response to any situation.

Along with all these little details, a mention should be made about the integrations. For example, the integration with **Zendesk**, a failure event management tool, both in the computers within the MCM network and the computers connected in strategic customer locations; the integration with **ServiceNow** for the management of logical and physical resources of the MCM network that has worked so well as well as the integration of the auditing creation of the existing resources in the MCM network, that it has made the process easier.

Finally, Armando Hernández wanted to tell in detail the experience during the implementation of the service carried out by Pandora FMS team.

“The implementation was carried out quickly and efficiently despite the fact that it was carried out remotely, due to the problem of geographic location and time difference. There was no problem of any kind. And to date it has had the support of Pandora FMS support area at all times, with a quick response to our requests and always counting on the support to correct or clarify doubts in the event of any inconvenience we have had.”

From now on, and as a challenge for the future, MCM Telecom, always seeking to be at the forefront, will embark on the path to be able to provide multi-tenant assistance for self-provisioning services. For this, they will need the flexibility and versatility in the integration with other platforms that can support them in the development of the different systems and processes to achieve this objective, and we will be there.