SUCCESS STORY
PANDORA FMS AND HUGHES NETWORK SYSTEMS

Telecommunication Monitoring

> *Has Pandora FMS met our expectations? There is no doubt. We have been able to update our dashboards, monitor thousands of nodes, applications, increase our productivity and improve our processes in a way we couldn't imagine.*
>
> **Ashutosh Agarwal, National Manager for IDC and MPLS Backbone Services, Hughes**

THE ORGANIZATION

Hughes India is a majorly-owned subsidiary of Hughes Network Systems, the leading global provider of broadband satellite networks and services. Hughes India is the largest satellite service operator in India providing a comprehensive range of broadband network technologies, solutions and services for businesses and governments, including Managed Services to meet every communications challenge.

For more than two decades, Hughes has been increasingly working to connect people, businesses and communities: bridging the digital divide and contributing to disaster prevention and recovery.

Being the pioneer in Satellite connectivity operations, Hughes offers advanced solutions and enterprise offers for the government as well as businesses. Hughes is present across all key vertical markets ranging from Banking, Education, Defense, Telecom, Energy, Retail and addresses the connectivity needs of multiple government departments.

THE CHALLENGE

Hughes India has a **large customer base and more than 100,000 VSAT nodes active** across the country. The customers were spread across geographical borders across two gateway locations. We were providing status and usage views to customers using our old system on a Gateway basis.

Since customers had been using the same dashboard for many years, we wanted to provide a fresh look to the Network Management Portal. We also wanted to have a **common dashboard for nodes spread across the two gateway locations.** Besides this, **providing statistics for 100,000 nodes** has always been a challenge for any network management portal.

Also, Hughes India dove into providing MPLS solutions to its customers.

> *Hughes India works with several technologies at the same time, so we need a monitoring tool that can unify everything in a single view, like Pandora FMS.*

Initially, we started with the HP NNMi solution with the SIP portal. Later on, we added some open source solutions on a customer basis. The solutions were state-of-the-art at the time they were created, but later on with network evolution, they needed updating.

Moreover, we started operating with multiple NMS systems with different needs and we really wanted to change the dashboards on the Network Management Solution. We had multiple technologies and solutions to take care of, so once and for all, we decided to go ahead with a common platform for all of our customers. And then we found Pandora FMS.

GOALS ACHIEVED

We were **impressed with the features available in Pandora FMS,** specially the ability to monitor devices on a distributed platform, providing **common dashboards for customers**, and of course, the ability to **support more than 100,000 nodes.** We couldn't have been more right about our choice.

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Currently, **we are monitoring VSAT nodes which belong to different customer networks,** Hughes Satellite Network Infrastructure Components and Hughes MPLS infrastructure devices -such as servers, databases and routers.

Our main challenge was that the default configuration of Pandora FMS could include a latency of 600msec. **Thanks to the after-sales and support team, we were able to change this configuration to support VSAT device monitoring.**

RESULTS

Has Pandora FMS met our expectations? Of course it has. **We have been able to update our dashboards, monitor thousands of nodes, applications, increase our productivity, and improved our processes in a way we didn't imagine.**

The main reasons to choose Pandora FMS were the refreshed custom dashboard view, the distributed monitoring, the capability to support more than 100,000 nodes and the long term support for the product.

The results were amazing and were well acknowledged by our esteemed customers. We were able to provide a centralized refreshed dashboard for all VSAT nodes spread across the Satellite Networks and MPLS infrastructure. We were able to design a dashboard for customers according to their view preferences.

"Internally, it became easier for Engineers to focus on one technology for network monitoring rather than keeping multiple NMS Systems. Pandora FMS centralized monitoring is essential for us now."

We are able to meet customer expectations on dashboards and centralized monitoring. We are able to provide API access to some of our customers for the integration of the system with their NMS. **This helped developing an atmosphere of trust between operating departments.**

Pandora FMS has proven to be a **great product with plenty of features supported by an excellent technical support team.**

Version 2
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