> "For the technicians working with Pandora FMS the platform has exceeded expectations, both for reliability and usability. Any kind of check can be carried out from the console, and the information is 100% reliable, as is alert detection".
>
> **Manuel Sánchez Vicente, Operation Manager at B2B.**

COMPANY PROFILE

B2B Management Services is the IT Division of Grupo Ribera Salud. B2B-MS was founded in 2015 with the mission of **leading the digital transformation of the model of healthcare service management**, initially within the group itself and, by extension, in the sector as a whole.

Grupo Ribera Salud is the only Spanish company specialized in developing public-private collaboration initiatives in the healthcare sector, with various projects at both national and international level. Its field is the total management of healthcare and healthcare partner services and the development of new organizational models, to better exploit public sector healthcare resources while guaranteeing service quality.

Ribera Salud is the perfect partner for citizens, professionals and institutions, who demand an efficient, responsible and sustainable healthcare service.

INITIAL PHASE

During the second half of 2014, as part of the group's strategy of insourcing its IT services, it was decided **to include monitoring in the catalog of services provided by our Operations team**.

In order to accomplish this, **the original monitoring platform was migrated** to our ITIL-based Service Model; a complex project, bearing in mind the needs of our users and the critical nature of hospital environments. **At that time we had 552 agents deployed, with 3825 monitors and 2940 alerts.**

> "The project was completed on time and to client satisfaction. We now have 1162 agents deployed, with 6305 monitors and 5178 alerts." / **Manuel Sanchez Vicente. Operation Manager at B2B.**

PROJECT CHALLENGE

Once the most adequate solution had been decided upon **we had three months to carry out the project, which entailed migrating the monitoring of two of the hospitals' infrastructure to the new platform**.

A year after the first Pandora FMS installation it became necessary to incorporate another hospital and against an even tighter deadline - only two months. Incorporating this third hospital into the monitoring program meant an additional 556 agents with 2132 monitors and 1987 alerts.

Not having the tool ready on time would have resulted in the lack of data on the status of the hospital's IT infrastructure, and of its critical applications such as HIS or RIS. **In both cases the deadlines were met.**

WHY PANDORA FMS?

We needed a monitoring system capable of integrating features of the system already in place with new functions that add IT Service value.

Our principal requirements were:

With respect to monitored elements::

· Virtual and physical servers (hard drive, memory, services...) (Windows, Linux).
· Control of cluster environments at resource layer.
· Storage systems (SAN, NAS).
· Network elements (SNMP) (Switches, routers...).
· Applications (MS-SQL, MySQL, Exchange, IIS, Apache).
· Monitoring access to web applications.

With respect to reports and dashboard:

· Possibility of defining topology and service maps.
· Generating programmed reports.
· Inventory of monitored systems (hardware, software...).

With respect to tool management:

• Implanting and maintaining the tool should be agile and easy, without the need for a specialized IT team.

• It should be easy to adapt to any monitoring. requirement, by developing simple scripts.

• It should be able to accommodate different user roles (operator, administrator).

• Multiclient management (the assigning of a technician to administer a specific client's monitoring) should be included.

During the selection process we considered various tools - **Zabbix, Zenoss and most of all Nagios – before finally deciding on Pandora FMS**, which fit perfectly with our needs.

BENEFITS OF PANDORA FMS

The CAU operators receive critical alerts by email, and have eyes on the dashboard 24/7 to achieve real time control of the infrastructure. After receiving an alert the relevant scaling procedures are executed and the incident resolution process begins.

The tool is very useful **for layer two technicians to get feedback on traffic, disc space, memory consumption or device status, all on a daily basis; plus**

for real-time reports that provide predictive alerts and a heads-up in case of incoming incidents.

Pandora FMS successfully integrated the previous platform's monitoring and was a pleasant surprise, making it recommendable as a tool to keep in mind for the present and, most of all, the future, as it is being constantly updated and is always incorporating new functions and features - another source of satisfaction for us.

> "We estimate cost-savings of 20%" / **Manuel Sanchez Vicente. Operation Manager at B2B.**

Pandora FMS currently monitors the Hospital Universitario de la Ribera, the Hospital Universitario del Vinalopo and Hospital Universitario de Torrevieja.

ÁRTICA ST AND PANDORA FMS

Artica ST is an innovation company which develops its own technological solutions, and is responsible for developing Pandora FMS, as well as other software tools like Integria IMS.

Pandora FMS is one of the most flexible tools on the market in terms of system and network monitoring. It is deployed over various databases in different organizations and companies, including universities in North and South America and Europe, as well as in multinational telecom and IT companies and has thousands of users worldwide.