



# Pandora FMS Success Story Tuenti

"Pandora has been able to keep up with the check numbers and execution frequency and by adding new monitoring servers, we've been able to horizontally scale Pandora FMS successfully and it now forms the core of our production infrastructure monitoring and alerting".

James Chivers, Head of Systems at [tuenti.com](http://tuenti.com)

## COMPANY PROFILE

Tuenti is a social application and their mission is to improve communication and the sharing of information between people who know each other. In less than three years, Tuenti has grown to become the most-trafficked website in Spain, and one of the largest invite-only websites worldwide. Headquartered in Madrid, Tuenti has an international team made up of over fifteen nationalities.



## BACKGROUND AND STARTER POINT: THE CHALLENGE

**Why did the company need a monitoring system like Pandora FMS?** Our previous monitoring and alerting mechanism was based on a bunch of scripts that executed specific checks against specific parts of our production infrastructure. These checks were hard to maintain; required modification, when our production servers or services changed, did not offer any redundancy, used a primitive alerting system and did not provide any means to collect historical data.

**What are the expectations for a new monitoring system?** Alerting mechanism with escalation, automatic monitoring of new targets and to enable a wider number of staff to work on building new checks

**Why is a monitoring system so important for the company?** Without monitoring, we are blind and will have zero insight into how the production environment is performing.

With our new monitoring solution, we needed a platform that would not just provide a detailed and realtime overview of our production systems, but also enabled us to view historical data and perform some basic trend analysis and capacity planning.





# Pandora FMS Success Story Tuenti

## RESPONSE TO THE PROBLEM: THE SOLUTION

**What steps were taken towards the implementation?** Pandora's software was deployed to a test monitoring host, initial checks were loaded and basic alerting added.

"We've been able to horizontally scale Pandora successfully and it now forms the core of our production infrastructure monitoring and alerting"

**James Chivers, Head of Systems at tuenti.com**

Existing checks were carved up and migrated, in stages, to Pandora and ran in parallel for a period to ensure that Pandora remained responsive, as load and monitoring scope increased.

**Who can benefit from Pandora FMS?** The core beneficiaries are the Systems Team who operate and maintain the Tuenti production platform. Other Teams such as Backend and Architecture will also benefit from Pandora too as they are empowered to create and maintain their own highly-specific checks that would not normally fall under the Systems Team remit for monitoring and observation.

The plan is to increase our adoption on Pandora FMS in an effort to make it a core tool for

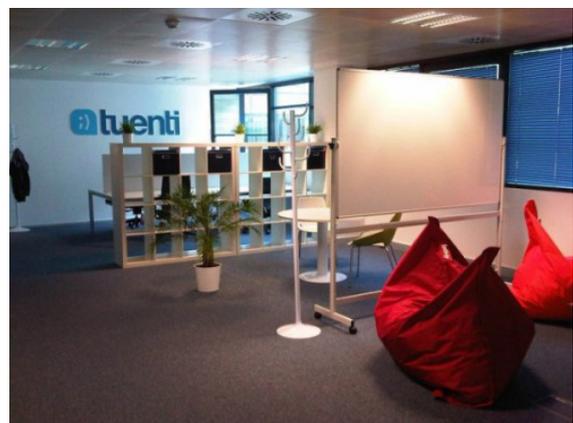
Systems at Tuenti.

**What was required for the implementation?** Servers for monitoring hosts, MySQL databases for check data collection and time.

## RESULTS OF PANDORA FMS IMPLEMENTATION

**What advantages and benefits did you achieve ?**

- Quick deployment of checks and new servers.
- Unified interface for check maintenance.
- Historical performance data used for root cause analysis and capacity planning.
- Tiered user permissions to enable different 'classes' of users to benefit from the platform.





# Pandora FMS Success Story Tuenti

**What actions were needed to ensure the monitoring targets were met?** There were no core objectives originally specified, the main

“We needed a platform that would not just provide a detailed and realtime overview of our production systems, but also enabled us to view historical data and perform some basic trend analysis and capacity planning”

**James Chivers, Head of Systems at tuenti.com**

concern has been on whether Pandora FMS would scale and keep up with the rate of checks against the large number of targets.

Pandora has been able to keep up with the check numbers and execution frequency and by adding new monitoring servers, we've been able to horizontally scale Pandora FMS successfully and it now forms the core of our production infrastructure monitoring and alerting.

## ARTICA 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.