



Pandora FMS Success Story Salvesen Logística



"With Pandora FMS we've been able to very quickly deploy transactional business monitoring".

José Luis Santamaría, CTO at Salvesen

COMPANY PROFILE

Salvesen Logistics was established in 1996 as a logistics operator when they begin to render their services to a food producer that hired their entire logistic scheme externally in Valencia, more precisely in the small town of Aldaya.



Little by little they have made their customer index and infrastructures grow to the point where, today, they have 18 logistics bases with 117,000 sq. meters of storage and 78,000 cubic meters of refrigerator space distributed around the entire Iberian Peninsula.

On the aspect of transportation they operate with approximately 840 long distance trailers and 700 vehicles for capillary distribution with a network of 49 correspondents, giving coverage to some 52,000 drop off points.

Salvesen Logistics has participations from Danone and XPO logistics, both at 50% each.

In the year 2015 it closed budgets with a revenue of over 145M € and an average staff number of 800 employees.

Among its clients we find leading brands in the food industry, from manufacturers to large distributors, passing through hotel/restaurant companies. These, through a large variety of operations, prove that Salvesen guarantees all type of integral solutions for the food industry's business chain.

STARTING POINT

At Salvesen Logistics we're in the middle of a technological transformation process, inspired in part by our sector's large competitiveness, in which the commercial margins are very

"We have an exhaustive quality control over our Global IT Services that are focused toward our employees and customers" / **José Luis Santamaría, Salvesen Logística.**

slim, and where the business itself demands maximum efficiency and "more for less" when it comes to resources.



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Following the path of transformation and using the IT department as the launch platform for management methods based on ITIL standards on a process level, on SCRUM when it comes to software creation and development for end customers, and AECOC to obtain international standards on a logistics and customer communication level.

This strategy, applied for the last year, has made us lean on a tool that not only measured custom technical indicators such as performance, CPU, memory, etc.; but also we, from a beginning, knew that we wanted to place an educated bet on **User Experience and business indicators**.

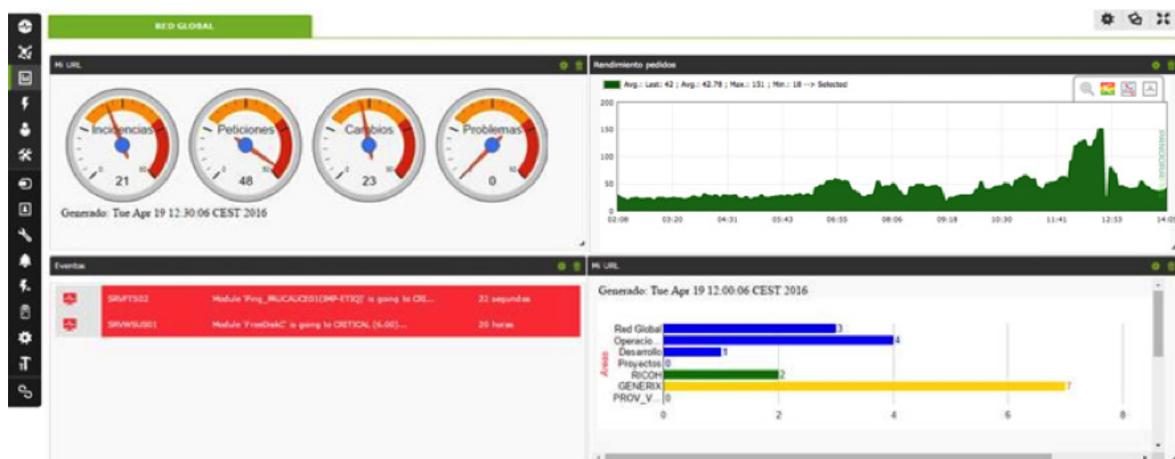
BENEFITS OBTAINED

Thanks to the user experience applied with Pandora FMS, we have some probes set up

These robots register times and, in case deviations appear, generate alarms that are duly tended to by specialized technicians from our UAS (User Aid Service) 24/7. This allows us to always face issues before they bring actual

“These robots register times and, in case deviations appear, generate alarms that are duly tended to by specialized technicians from our UAS (User Aid Service) 24/7. This allows us to always face issues before they bring actual consequences.” / **José Luis Santamaría, Salvesen Logística.**

consequences. Another contribution that Pandora FMS has brought, and which has been fundamental for us, is **monitoring our main business KPI**. For a Transportation



to emulate an user's behavior, and that every few minutes **perform transactions on the main Global IT Services we offer our users.**

and Logistics company the most important milestones are **communication with its customers (orders, deliveries, etc.)**. With



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Pandora FMS we've been able to very quickly implant transactional business monitoring, reproducing **the entire cycle through which a message goes, from when the**

system with the employee or customer. This is based on alarms created from templates and can be via email or SMS, in case the issue at hand is of utmost priority.



customer sends it, until it reaches our inbox (office 365, EDI, AS2, FTP, etc.). We also integrated Pandora FMS into our WMS (Warehouse Management System) and we even transferred it over to our TMS (Transport Management System):

Early alarms/proactivity management: we're capable of detecting defects on all levels: messaging, communications, performance or others -regardless of their nature- before they have direct effect on our operations. This gives us the needed reaction time to tackle the problem and put to practice an automatic communications

SLA management: we have an exhaustive quality control over our Global IT Services that are focused toward our employees and customers. We measure the availability these services have, and can now offer an executive report to the company's management and board of directors. Thanks to SLA management we have all the information necessary to negotiate a contract renewal from a purveyor, etc.

Operational load reduction: thanks to Pandora FMS, **we've reduced our IT operational load by 24%.** This percentage was previously dedicated to specific system



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health checkups; now we can reinvest that time in offering better products and services for our business.

ÁRTICA ST AND PANDORA FMS

Artica ST 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 or Babel Enterprise.

Pandora FMS is one of the most flexible solutions on the market for monitoring systems and networks. Pandora FMS is used in data centers of different organizations and companies, including universities in USA, Europe and Latin America, as well as multinational companies in the sector of communications and IT. It has thousands of users and customers on five continents.