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Background and starter point: The challenge.

Grupo Amma needed change from its old monitor application to a new and more intuitive one, and also integrate it with a powerful ticket system. We had been working with OpenSource solutions like GLPI and Nagios for a long time.

Those two applications were good choices for us in the beginning, but now, Grupo Amma is a more complex and larger company, so **we needed a solution which was totally integrated with an expert company in the background to give us support when we would need it.** We were blinded by how alarm rules were implemented in the old system, and with the complexity of the present business **we needed a better way to define alarms, and manage IT tickets.**

Response to the problem: The solution.

We choose this solution because it integrates the Pandora FMS monitoring system with the Integria IMS ticket system. Also, we took this decision because Artica adapt to our requirements quickly and manifests their compromises with clients.

One of the main goals for our IT team is to simplify everything. If the tools used are user friendly (like Pandora and Integria), the process will be applied faster and result more useful for the business. **This is how to overcome adversity: find the correct tools and learn the right things about them.**

Integria IMS implementation results

Now we know what's happening with every IT related system in our company instantly. We have expanded the number of processes that control the tool. Previously, processes such as a change of management or management configuration were not executed using the tool. Also, **with Integria IMS SLAs are contemplated whilst they were not on our previous tool.**

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We have a tool which is both easy to use and operate, and which also evolves over time. Actually we are 25 managers giving support



to about 500 users (people who report issues and then can see their status). Integria has managed to give us **a 50% cost savings regarding evolutionary developments and extras** required by the system, with regards to the standard that Integria already applies. Also **it has reduced the time to register new incidents by 25%**.



grupoamma
centros gerontológicos

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About Grupo Amma.

Grupo AMMA is a company dedicated to manage nursing homes in Spain. With more than 5.000 beds, and an annual bill of about 100 million euros it's one of the top 5 companies in the healthcare sector in Spain.

Totally oriented to the patients, we believe in a humane way of giving services and every client, before being a client he or she is a person for us.

Integria IMS and Ártica ST

Ártica 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.

Integria IMS is a software for SMEs: It integrates all tasks related to customer management, project management and service desk in one tool. It includes useful features for all kind of companies and issues.



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