

Telefonica España

Service monitoring for an international telecommunications company

With Site24x7's monitoring capabilities, it's not just destiny that's calling this telecommunications giant.



“ We migrated from another vendor because our previous one didn't meet our capability, functionality, and availability requirements.”

— Juan Antonio Romo Cañete

E2E monitoring manager (services and IT), Telefonica España

✓ **Detailed reports**
Easily access and share information with support teams.

✓ **Multi-monitoring**
Leverage multiple workflows and multiple active monitors.

✓ **Real-time alerts**
Alarm systems immediately flag issues to resolve.



About

Telefónica is one of the largest telecommunications service providers in the world. The company offers fixed and mobile connectivity as well as a wide range of digital services for residential and business customers. With more than 392 million customers, Telefónica operates in Europe and Latin America.

Telefónica is a 100% listed company and its shares are traded on the Spanish Stock Market and on those in New York and Lima.

Location

Madrid, Spain

Industry

Telecommunications

Telefonica España is the leading telecommunications company in Spain, providing services for calls, mobile data, television, and internet access.



Telefónica also covers Spanish-speaking countries in Latin America, including Argentina, Chile, Colombia, Ecuador, Peru, Mexico, Uruguay, and Venezuela.

A monitoring solution built to last

Monitoring across millions of users



Monitoring internal, residential, and business app services across approximately 13,000 internal users, 3.5 million residential users, and around 40,000 businesses is no easy feat. In fact, Telefónica España's existing monitoring solution was proving inadequate in keeping up with demands.

As a result, Juan Antonio Romo Cañete, end-to-end monitoring manager for services and IT at Telefonica España, says the company was searching for a new tool to provide superior server monitoring.

The search for a monitoring provider

Migrating to a new monitoring solution

When Telefonica España found Site24x7, its decision was simple—it needed to start monitoring with Site24x7 as soon as possible.

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So the telecom giant set to work migrating all of its monitors from its previous vendor to Site24x7, with two existing monitoring groups—one for internal monitoring and one for customer application monitoring.

This ensured that the two monitoring groups could continue to monitor across all of Telefonica España different platforms while still staying coordinated and agile in case of issues.



Monitoring with trust

Putting trust in the tool

As the responsibility of telecommunication service for millions of people rested on its shoulders, Telefonica España was determined to find a monitoring solution that it could trust.

After migrating all of its monitors over to the Site24x7 platform, the company was thrilled with the efficiency and ease of the new tool.

“ We are very happy with the performance of the product, and we really like many of the capabilities that Site24x7 has.

— Juan Antonio Romo Cañete

Optimized performance

Incident alerting and reporting

Being such a large company spanning multiple continents, it is vital for Telefonica España to have the proper visibility across all its different monitoring platforms.

“We have many different types of services and application that are critical to our business and customers.”

— Juan Antonio Romo Cañete

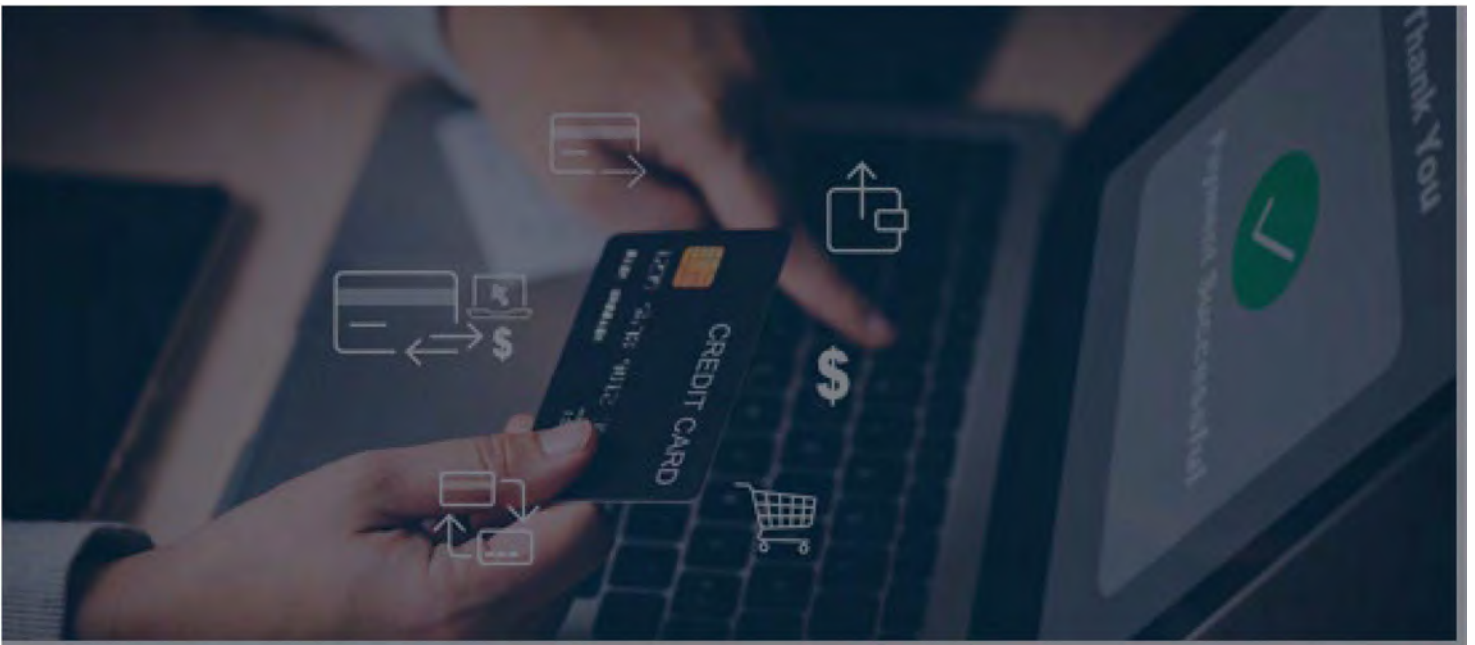
Telefonica España monitors web transaction (browser) information, REST API and REST API transactions, DNS servers, mail delivery, port (custom protocol), ping, FTP servers, FTP transfers, and more.

In order to monitor all of these different parameters properly, Telefonica España needed optimal poller performance and required a monitoring tool that could register information in the shortest time possible. This was to ensure that Telefonica España they could respond rapidly to any detected incidents.

Accessible information

Improved insights

When it came to transaction monitoring, Telefonica España shared how critical monitoring workflows had been to its success and how much Site24x7 had helped in achieving that success.



“ We currently have 187 active monitors. That’s why [transaction monitoring] is Site24x7’s most important feature for us. With just one monitor, we’re now able to supervise different steps to see what’s happening with an end user that may be experiencing problems.

— **Juan Antonio Romo Cañete**

And it wasn’t just the monitoring that impressed Telefonica España. The company found the information provided on connection times, error types, root cause analysis, and map-ping of connections and destination IPs “especially useful.”

This allowed thorough details to be shared with support groups, which would in turn help Telefonica España find solutions for incidents more quickly and make more informed decisions.

Better scalability

One tool for a world of opportunities

Site24x7 didn't just help Telefonica España prepare for the present; it also helped it to face the future.

With new services launching that would require new monitoring requirements, such as TOTP, Telefónica España needed to make sure that it had the tools and solutions it required.

“ What we like the most [about Site24x7's monitoring] is its adaptability. We have a huge variety of services, and due to the large configuration options, we are now able to adapt to many monitoring criteria. We've been covered by Site24x7 perfectly.

Juan Antonio Romo Cañete

Detecting deviations

Staying aware with alerting systems

As well as monitoring, Telefonica España used Site24x7's alert system to its full advantage. In particular, it found the graphical displays important to get the full picture of any incidents.

“ Thanks to Site24x7's reliable and very detailed alerts, our department is always aware of incidents, and the first to detect end-user issues. Even before the infrastructure support groups! Juan Antonio Romo Cañete

Return on investment

Improved MTTD and MTTR

After implementing Site24x7's monitoring capabilities into its everyday monitoring processes, Telefonica España was delighted to see two major improvements—a significant reduction in mean time to detect (MTTD) and mean time to repair (MTTR) durations.

This meant the team was able to discover, identify, test, and repair incidents much faster with Site24x7 than with its previous provider. In turn, this helped Telefonica España achieve its KPIs, resulting in a better offering and better preparation for its future services.

Return on investment

Saving time and money for the company

By relying on Site24x7 to provide quick, easily understandable monitoring, Telefonica España was able to spot incidents much faster and with much less manual input.

This meant Site24x7 not only helped to cut down the time required for monitoring, but also reduced costs spent on all the different monitors across multiple environments and continents.

Ultimately, this increased Telefónica España's ROI and improved overall service times and customer experience.

Make the most of your monitoring with Site24x7

[Start your free, 30-day trial](#)

About Site24x7

ManageEngine Site24x7 is an AI-powered observability platform for DevOps and IT operations. The cloud-based platform's broad capabilities help predict, analyze, and troubleshoot problems with end-user experience, applications, microservices, servers, containers, multi-cloud, and network infrastructure, all from a single console. For more information about Site24x7.

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