



PARTNER AWARDS 2020

# Industry

20-002976 - Brazil - Cobmais reduces the number of complaints for environment instability by migrating to Azure

[Nomination Contents](#)

## **Cobmais reduces the number of complaints for environment instability by migrating to Azure**

### **Highlights**

- Reduction to zero the number of complaints for environment instability
- Economy of 10% on the cost initially estimated
- Reduction of 87% on the calls asking for support.

### **The client**

Cobmais is an independent software vendor that sells software solutions to automate the financial collection process of companies from various market segments. The company started as a software factory, took a chance on the SAAS (software as a service) market to grow and today counts with clients that represent the biggest companies on retail and services in Brazil.

website - <https://www.cobmais.com.br/>

### **Understanding client needs**

With the business expansion and Cobmais' transformation from a factory to a financial collection solution provider, the company saw the need to expand its datacenter. During the process, the structure went through four different providers, which resulted in dealing daily with complaints from their clients due to instability problems, in some cases, having their environment unavailable for up to a whole day, which caused damages financially and to the company's brand image. Before the migration to Azure, Cobmais used the AWS platform, which as time went by and the demand increased, started to have costs much higher than predicted at the beginning of the project, which made it unfeasible.

### **The solution**

Cobmais sought Solo Network to help with the exchange of their cloud platform with 3 main needs. The company needed a service that could be feasible in terms of costs, that could support the elasticity of its data demand, that mainly could offer stability and the support necessary so that Cobmais could deliver a quality service for their over 400 customers.

Solo Network acted in all stages of the project in a consultative manner, looking to understand the challenges of the client's business, to measure with precision figures and resources.

The stages of the process, that contemplated since the migration and environment stabilization until the tests and validation of the new application were fully accompanied by Solo's technical and commercial team, which guaranteed that the project happened without any impacts on the client's routine.

Today, with their environment 100% on Azure cloud, Cobmais lives a new reality on their technical support routine. With Azure, besides the economy of 10% on the cost initially estimated, the company reached an incredible mark of one year without calls from their customers motivated by instability on the environment. Cobmais counts today with Solo Network's high specialized technical support, that monitors the environment 24/7, to guarantee total availability of the applications.

## Products and services

- Microsoft Azure
- Solo Network services (Solo Cloud solution)
- Solo Network Technical Support (Solo It Care Solution)

Before	After
Aws platform	Azure platform
Costs much higher than predicted	Economy of 10% on the cost initially estimated
Daily complaints from their customers due to instability issues	One year without calls from their customers motivated by instability on the environment
Difficulties with technical support	High specialized technical support, that monitors the environment 24/7, to guarantee total availability of the applications.

## Customer testimonial

For Cobmais today the partnership with Solo is fundamental. I have specialized support when needed, with quality and agility, without the need to have an internal team to monitor the environment. I stopped worrying about technical problems and now have more time to think about my business strategy. We did an estimate compared to 2019, in 2020 we had a reduction of 87% on the calls regarding the environment stability. Today we count with a platform on the cloud prepared to support systems that demand high performance, besides the high-quality support.

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*Cobmais CEO*

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## Case Cobmais at news media

<https://www.baguete.com.br/noticias/27/04/2020/cobmais-migra-para-nuvem-azure>

<https://www.channel360.com.br/solo-network-transformacao-digital-cobmais/>

[http://eexponews.com/cobmais-migra-para-nuvem-azure\\_6239752023441408](http://eexponews.com/cobmais-migra-para-nuvem-azure_6239752023441408)

Supporting Documents

\*\*\*\* END OF NOMINATION \*\*\*\*