



PARTNER AWARDS 2020

Industry

20-003009 - Brazil - Gazin bets on Azure to guarantee safety and high availability on its channels and sale points

[Nomination Contents](#)

Gazin bets on Azure to guarantee safety and high availability on its channels and sale points.

Highlights

- Stability of the ERP system and the call center operations
- Reduction of the complaints regarding lack of access and availability
- Uninterrupted Access to the e-commerce to all Gazin's customers
- Face recognition system stored on Azure
- Scalability and high availability environment to the applications

About Gazin

Founded in 1966, Gazin is one of the biggest companies in Brazil that acts in several business fronts, such as: retail, wholesale, industry, consortium, credit, travel agency, among others. With 288 retail branches in 10 states and more than 8 thousand employees in the group. In 2019, Gazin reached the position of the biggest retail company in Brasil.

Gazin's goal of providing its customers with the absolute best in service and products has not shifted an inch since its founding almost 45 years ago. With this in mind, the company has worked hard to establish new sales channels that never compromise excellence in service. A shift into online sales through the company's website has brought about great changes in Gazin's structure and focus, and has been hugely successful.

Website - www.gazin.com.br

Understanding client needs

Gazin is an innovative group, known in Brazil mainly for its operation on distribution and direct sale of furniture and home appliances. On account of its business nature, the stability of the ERP system and the call center operations are extremely critical for the company's success. Since 2015 Gazin counts with their own datacenter, however, to support the new projects and the operation's growth with quality, the company searched for a contingency plan that would enable them to have an environment with high availability, balanced and easily scalable. The company that invests on the latest technology for their stores, and need, for example, to store the applications and data derived from their facial recognition system, that contributes to reduce the lines of the stores' cashiers and increase the security against credit plans fraud.

The solution

After analyzing the client's environment, simulating scenarios and costs, Solo Network and Microsoft started to work together on the replication of Gazin's environment to the Azure platform. With the migration completed, today the client has more than 20 virtual servers hosted on Azure, delivering access to the e-commerce to all Gazin's customers in an uninterrupted way, counting also with the robustness of the DNS services provided from Azure. A contingency migration of the telephony of the company's PBX was carried out with more than 3 thousand ports, plus the call center system to the Microsoft cloud.

With the new platform, Gazin reduced considerably the complaints regarding lack of access and availability, concerning ordering system as well as the call center, being able to attend with even more quality their clients

and preparing themselves now to put up the new applications to the Azure cloud.

Products

- Microsoft Azure
- Solo Network services

Before	After
Local data center platform	Azure platform redundancy
Complaints regarding instability on websites	Access to e-commerce in an uninterrupted way
Instability in telephony Service	Call center stability
High hardware costs	Consuming only the resources necessary to meet demand.

Gazin's Testimonial

“Retail is an extremely dynamic market, if you don’t have an environment with availability and scalability, the IT area will be in difficulties. Gazin has always invested in its own resources, and due to that, we had a big concern on using the cloud. Solo has not just convinced us, but also proven Azure’s efficiency and security. Even with a replication plan and backup on stages, we already have more resources on Azure than I would have imagined – with facility and safety.”

Ricardo Brito Soares, IT Manager

[Supporting Documents](#)

**** END OF NOMINATION ****