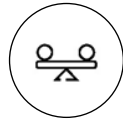




Confidence and Peace of Mind



Continuity and Stability



Cost Reduction



Increased Availability

Grupo Monge Achieves Continuity and Ensures Business Stability by Implementing VMware vCloud Suite Solution



Grupo Monge is a Costa Rican corporation dedicated to the retail sale of household appliances and furniture in Central and South America. Currently, Grupo Monge has stores in Costa Rica, Nicaragua, Honduras, El Salvador, Guatemala and Peru.

The problem

Grupo Monge needed to implement a technology that would offer self and comprehensive management tools within the platform they used to provide business continuity. The technology they were using did not guarantee stability to support the operation, translating into lost time, which directly affected the business.

The main challenges to be solved by the new platform were focused on stability, capacity, and the ability to automate processes, accompanied by the functionality of being able to train platform administrations in the new management tool without negative impact that could be due to a faulty configuration.

The solution

Grupo Monge management analyzed VMware and other platforms. The process concluded that VMware was preferred due to its virtualization and technology capabilities.

“We were aware of VMware’s capabilities; we bet on a “mature” platform, which implies that it is a platform with demonstrated capabilities, backed by real success stories that allowed us to have confidence in that at least the technical part was not going to be a problem for us,” explains Jean Pierre Quesada, CIO of Grupo Monge.

“All the professional expertise we were able to secure, together with the acquisition of the platform license, provided us with a VMware solution that integrated well with our team’s skills, making the implementation successful,” emphasizes Quesada.

SECTOR

Retail

INSTITUTION

Grupo Monge

COUNTRY

Costa Rica

SOLUTION

VMware vCloud Suite® Enterprise

Grupo Monge uses all the VMware vCloud Suite® Enterprise suite products, of which one of the most important is vRealize® Operations™ (vROps), which helps us see what is happening in real-time. “Before we were blind. When there was a problem, we did not know where to look because we did not know what was going on. With vROps, we can identify any problem that arises more easily. This visualization that the tool provides is one of the most important factors for our operation,” says Jhonatan Carvajal, Regional Infrastructure Manager.

Impact on the business

“At the time we decided to start using this technology, which we were already familiar with, the challenges were mainly providing the company an improved time-to-market, meaning, providing infrastructure and technology in a more timely manner than we were already achieving. We also had to demonstrate platform scalability that translates into the best use of economic resources derived from the virtualization,” explains Jean Pierre Quesada.

“The confidence and peace of mind that we managed to obtain allowed us to lower our stress level since the chances of a failure occurring is small. Translating it to the business, the technical demands will be fully absorbed by the technical team without major stress, allowing them to focus on what they have to do, which is selling, serving customers, and generating deals”.

Return on investment (ROI)

“The return on investment has been immediate based on the hardware and software optimization. By optimizing the hardware capabilities that we already have acquired thanks to virtualization and because we have optimized the allocation of resources for each virtual machine, etc., in and of itself translates into an immediate return on investment. Thanks also to these acquisitions, during the past three years we have been able to support the growth of projects within the company, without having to make additional hardware acquisitions,” concludes the CIO.

As a transnational company that sells to millions of clients, Grupo Monge also impacts the end-user. Using the same platform, it has been implementing solutions that provide support and care to the end customer. They have already crossed the border of the physical point of sale, now they also have digital channels, which are accessed directly by each end customer, and all this is under a regionalized platform that is primarily supported by the VMware solution.

MAIN CHALLENGES

- Business continuity and stability
- Accurate volume metrics
- Automation process
- Training of platform administrators in record time
- Minimizing downtime

IMPACT ON THE BUSINESS

- Confidence and peace of mind
- Continuity and stability
- Cost reduction
- Increased availability