



Customer Case Study – Global Logistics

CICE Group increases agility in the marine cargo industry

By moving to the cloud, CICE Group is able to add value to its offerings and realize a costs savings of approximately 15%.

Our customer

Corporation Integral de Comercio Exterior (CICE) Group was the first private port operator within Mexico's National Port Systems and is one of the country's most important marine cargo handling companies, playing a key role in innovation and modernization of foreign trade.

The obstacles they faced

CICE Group's customers needed real-time information on the status of operations and the transfer of their cargo. CICE Group had to move to the cloud while minimizing disruptions, maximizing security and staying under budget.

How we helped

Business/IT Transformation; Rackspace Professional Services — Rackspace Application Services, Oracle Cloud Infrastructure (OCI).

What we achieved together

CICE Group was able to seamlessly transition from a legacy infrastructure to the cloud on schedule and without impacts to their customers and with an approximate 15% savings.





“Experience and the number of certified specialists were the most important factors in choosing Rackspace Technology, as well as their commitment to service, agile procedures ability to scale.”

Genaro Mendez
Director of IT, CICE

Decades of service

Over the course of 30 years, Corporation Integral de Comercio Exterior (CICE) Group has served as one of Mexico’s most important marine cargo handling and logistics services, playing a key role in the innovation and modernization of foreign trade.

As the first private port operator within the National Port Systems, not only has CICE Group established itself as the main provider of comprehensive logistics solutions, it also provides national transport services.

CICE Group operates out of Tultepec, State of Mexico, and near the port area of Veracruz, in the San Julián Logistics Park. Its economic

impact to those areas can’t be understated, as the organization serves the most ships in the region and provides the most jobs, paying workers for hundreds of thousands of shifts every year.

A history of modernization

Throughout its history, CICE Group has realized the importance of technology as a differentiator and has been diligent when it comes to keeping pace with technology as it’s become more integrated with the marine cargo industry.

“We’ve continuously adapted to changes in the market and the global environment

to ensure the continuity of our logistics and foreign trade operations,” said Genaro Mendez, Director of IT at CICE Group. “The adoption of these changes is essential for the economic and social development of our country,” he added.

Adapting at the speed of customer expectations

The challenge CICE Group faced was completing a digital transformation process demanded by their customers. More and more, customers needed to know the status of operations and transfers of their cargo in real time. The new cargo tracking capabilities

demanded by customers in the industry required the increased performance, network uptime and scalability afforded in the cloud.

CICE Group looked at the DIY method and all its inherent costs and quickly realized that partnering with Rackspace Technology and Oracle Cloud Infrastructure (OCI) was the best way forward.

“Through cloud infrastructure services, it’s no longer necessary to make [substantial] investments in computing capacity to withstand peak demand or redundancy,” said Mendez. “You pay [for] what you use and adjust when you really need to. However, mastering the cloud platform [you

choose is] a challenge for your enterprise technical team.”

The future delivered, for less

By moving from Oracle E-Business Suite to OCI, Rackspace Technology helped CICE Group achieve a savings of approximately 15% all while avoiding disruptions to their day-to-day operations.

“Rackspace Technology helped us transition to a cloud platform securely, minimizing the risks of disrupting the organization’s day-to-day transactions and securing budget restrictions and costs for the project,” said Mendez.

“The migration process was extremely agile,” explained Mendez. “The tasks were performed according to the plan and on time, which allowed us to coordinate the transition in an orderly manner with our customers.”

After the migration from its data center to the cloud, CICE Group saw immediate improvements to query times, reports and transactions.

Leaving the data center also led to better performance, better monitoring of resource usage and a shift from an irregular capex spending model to a more predictable opex model,

All of these benefits allow CICE Group to focus more on innovation and future projects, and alleviate any worries about the day-to-day complications that used to arise.

“Having a team of experts to manage and solve all of our day-to-day challenges allows us to focus our IT team on organizational strategy and planning for our future,” said Mendez.



“The migration process was extremely agile. The tasks were performed on-time and according to plan, allowing us to coordinate the transition with our users in an orderly manner.”

Genaro Mendez
Director of IT, CICE

About Rackspace Technology

Rackspace Technology is the multicloud solutions expert. We combine our expertise with the world’s leading technologies — across applications, data and security — to deliver end-to-end solutions. We have a proven record of advising customers based on their business challenges, designing solutions that scale, building and managing those solutions, and optimizing returns into the future.

As a global, multicloud technology services pioneer, we deliver innovative capabilities of the cloud to help customers build new revenue streams, increase efficiency and create incredible experiences. Named a best place to work, year after year according to Fortune, Forbes, and Glassdoor, we attract and develop world-class talent to deliver the best expertise to our customers. Everything we do is wrapped in our obsession with our customers’ success — our Fanatical Experience™ — so they can work faster, smarter and stay ahead of what’s next.

Learn more at www.rackspace.com or call **1-800-961-2888**.

This case study is for your informational purposes only. RACKSPACE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS CASE STUDY. All customer examples and the information and results illustrated here are based upon the customer's experiences with the referenced Rackspace services and are not necessarily indicative of the future performance of Rackspace services. Rackspace detailed services descriptions and legal commitments are stated in its services agreements. Rackspace services' features and benefits depend on system configuration and may require enabled hardware, software or additional service activation. Actual cost of specific hosted environment and performance characteristics will vary depending on individual customer configurations and use case.

Copyright © 2020 Rackspace - Rackspace®, Fanatical Support®, Fanatical Experience™ and other Rackspace marks are either registered service marks or service marks of Rackspace US, Inc. in the United States and other countries. All other trademarks, service marks, images, products and brands remain the sole property of their respective holders and do not imply endorsement or sponsorship.

September 2, 2020 / Rackspace-Case-Study-CICE-TTT-TSK-2545