



AT-A-GLANCE

CUSTOMER'S BUSINESS:

Mexico City-based IT and consulting firm that creates electronic-invoicing software and applications.

CHALLENGES:

Must meet stringent security requirements during regular government audits.

RACKSPACE® SOLUTION:

Hybrid infrastructure with high performance dedicated servers and scalable cloud servers.

BUSINESS OUTCOME:

Successful annual audits maintaining status as a PAC. Smooth compliance and consistent high-level financial and insurance industry security standards amidst a rapidly changing environment and tight timelines.

Mexico's Konesh Soluciones Delivers More Secure Electronic Invoicing Platform Rackspace hybrid cloud helps the company boost its agility in a rapidly changing industry.

Konesh Soluciones was founded in Mexico City almost 10 years ago, in tandem with the advent of paperless billing in Mexico. One of the first companies to become an authorized certification provider (PAC, for its Spanish acronym) – an entity specially authorized by the Mexican Tax Administration Services (SAT) to process and certify electronic documents for tax purposes – Konesh Soluciones has spent the past decade developing innovative products and services that facilitate ecommerce and efinance transactions for businesses and individuals all over Mexico.

After a decade of strong and steady growth, Konesh Soluciones today comprises 400 employees and has more than 4,500 clients, including some of the largest and best-known businesses in Mexico and Latin America as well as prominent multinational companies like Pepsico, Femsa, and Sherwin Williams. In addition to their official services as a PAC, Konesh Soluciones develops software and applications for generating electronic invoices, receipts and pay slips, and offers a variety of IT and consulting services.

“Rackspace Hybrid Cloud allows us to have the best of both worlds. We have all the flexibility of a cloud environment with the performance of dedicated servers when needed. We can design our applications to leverage the features of both platforms, and play with that to obtain the best results.”

Jorge Imar

Director of Infrastructure and Development,
Konesh Soluciones

STAYING AGILE IN A CHANGING INDUSTRY

Electronic invoicing is a relatively new phenomenon in Mexico, meaning the guidelines are still evolving and change constantly, which

has clear business consequences. “At least once a year, if not more, they’re forced to make major updates to their products and services in response to changes in tax law,” said Hector Gutierrez, General Manager with Konesh Soluciones. These changes often come with tight deadlines, and Konesh Soluciones must move quickly to ensure they can meet their clients’ needs and stay ahead of the competition. In this environment, fast response times and the ability to innovate quickly are crucial for survival.

Gutierrez says Konesh Soluciones depends on Rackspace to help them meet this challenge: “Rackspace is a key player in our strategy. We rely on them to be able to grow in seconds – to be available, to be secure, and to quickly deploy our new services, bringing them to our clients in very little time.”

PERFORMANCE AND FLEXIBILITY WITH HYBRID CLOUD

Konesh Soluciones has hosted with Rackspace for four years and uses a hybrid architecture

“We evaluated other vendors, and Rackspace is the team that gives us the best quality, service and support levels. They have fast support service, and they have always supported us to maintain our customers’ satisfaction. We’ve been able to maintain the high level of service we offer our clients thanks to Rackspace.”

Marisol Vazquez
Support Manager, Konesh Soluciones

with both dedicated and cloud servers. Jorge Imar, Director of Infrastructure and Development, says this architecture met their needs perfectly from the beginning.

“We knew our business was going to grow quickly because of legislative changes in our country,” Imar said. “We wanted to design something that was easily scalable, so we could meet the growing demand of our clients, but we needed something extremely stable too. This architecture (hybrid cloud) allows us to have the best of both worlds. We have all the flexibility of a cloud environment with the performance of dedicated servers when needed. We can design our applications to leverage the features of both platforms, and play with that to obtain the best results.”

HIGH SECURITY STANDARDS

As a certified PAC, Konesh Soluciones is subject to regular audits from government authorities and must meet demanding security requirements to maintain their certification. They must also meet the at-times equally strict requirements of their clients in the financial and insurance sectors, who entrust them with highly sensitive data and have their own security standards to uphold.

“Rackspace supports a really important part of our business by hosting the infrastructure in a secure data center that meets all the security needs of our clients and the governmental authorities,” said Imar.

UNBEATABLE SUPPORT

Konesh Soluciones’ managers agree that what really distinguishes Rackspace as a service provider is the support. “We’ve never worked with anyone who’s given us the quality of service that Rackspace gives us,” says Support Manager Marisol Vazquez. “We’ve been able to maintain the high level of service we offer our clients thanks to Rackspace.”

Imar added: “Whenever we’ve needed a specialist for some specific technology, they’ve always been there. Whenever we’ve had any issue, they’ve always responded very quickly. That support has been crucial for us. I’m not sure we valued it sufficiently at first, but you’re always going to need support. It doesn’t matter how good your hardware or software is, at some point you’re going to need it, and it had better be there when you do. We don’t know of any other service provider that has better support than Rackspace.”

ALL BACKED BY
FANATICAL SUPPORT.

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