

Cafeto

24/7 Monitoring, support,
and maintenance teams for
cloud-based dynamic pricing
and CPQ platforms for B2B
software companies.





ABOUT THE CUSTOMER

This pricing solutions giant executes more than **400 million prices** and **1.7 billion forecasts** annually. They work across 30+ industries and with more than **150.000 clients** worldwide. They offer 24/7 365 days a year support.

Customer Needs

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- Extending the capacity of the operations team.
 - Ensuring service level agreements with clients.
 - Increasing team capacity 24/7 with an expert partner to optimize costs.
 - Having a long-term B2B partner.
 - Providing customer satisfaction with respect to the support of their operations by means of a qualified technical team.
- ✓ Achieve a deep understanding of the clients' end-user priorities and needs.
 - ⚙️ Coordinate roles between in-house and augmented teams.
 - 🌐 Reach the highest levels of service and incident management to ensure 99% uptime.





How we supported them

We deep-dived into the product.

Gained understanding of customer's model and operations.

Built the team and trained it to be part of the customer's value chain in its support service.

Ensure a team that is sustainable over time.

Proactive monitoring of the platform to identify potential failures that could impact the availability of the service.



Communication is done by email, phone, Zoom calls, and Teams.

We use Jira for task management, planning, pre-planning, etc.



A team of engineers with rotating shifts.

Tech Stack

 Confluence  PagerDuty  POSTMAN  Grafana  DATADOG  Scala

Outcomes

Ensured **99.96%** availability of solutions to the end-user.



Increased compliance with service level agreements.



30% increase on client onboarding.



Contributed from experience to processes and procedures related to customer service operations.



Improved response and resolution times.

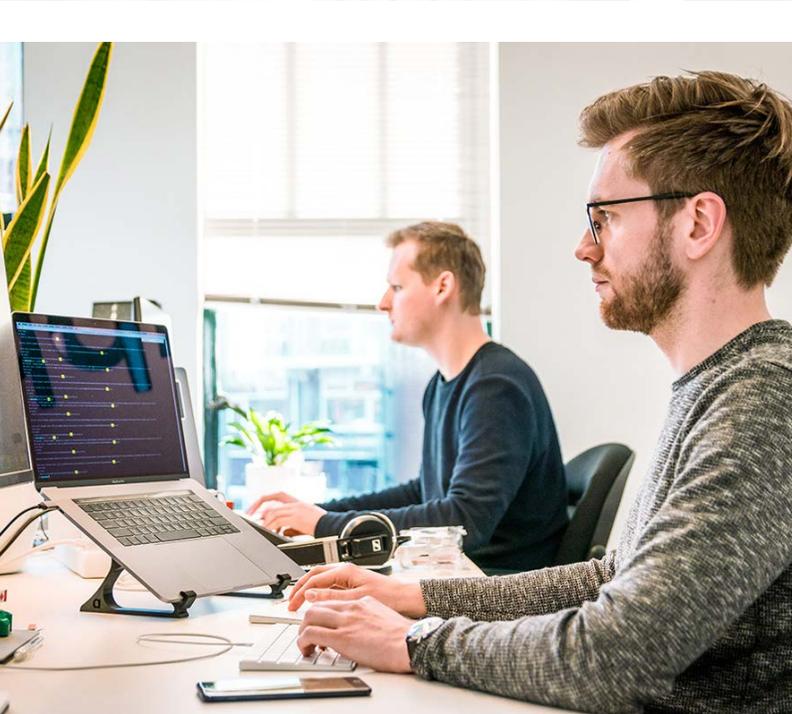


Improved end-client satisfaction with the service.



1067 support tickets solved in 2021 so far.





Testimony

“They’re experienced, technically skilled, and communicate well. I like that they are close in time zone with us, as well.”

“The team is responsive, seasoned, and technically proficient. They’re able to manage assignments seamlessly.”



About Cafeto

Cafeto is a global software development company with a presence in the United States and Latin America to help companies build their dream products by guiding the whole development process, starting from strategy to delivery and maintenance. Cafeto works with global enterprises and small businesses, and early-stage startups based on specific milestones and where they want to be in the project timeline to turn their ideas into reality through its four lines of service: our Software Factory, Development Staff Augmentation, Digital Agency, and Support & Operations.

100+
Projects

40+
Customers

300+
People

3+
Countries

11+
Years



Cafeto

www.cafeto.co