

# EQUINIX CUSTOMER SUCCESS STORY

## ELANCERS



**Elancers achieves scalability, speed in customer service and reduces IT costs by 30% with Equinix.**

“In the past, updates used to be time-consuming, which led to difficulties. With Equinix, we get a very fast level of response, unparalleled update speed and even managed to lower costs in the industry. In addition, our internal and external clients have realized that access to site and server are even faster”.

Cezar Antonio Tegon, President of Elancers

### The Customer

Elancers is the largest enterprise specialized in recruitment and selection systems in Brazil, with 15 years of operation in the job platform segment with more than 10,000 client enterprises, such as Volkswagen, Ypê, Sebrae SP, Grupo Meta HR, Toyota, Azul, Tam and Portal Vagas Online. Its database has more than 12 million unique registered resumes, with almost 50% hosted in exclusive bases with restricted access to specific clients.

### Challenge

In the last 12 months, the Elancers saw more than 1.5 million new resumes registered and 3.4 million people enrolling in job vacancies, therefore keeping the availability 100% of the time is crucial. In the search of system scalability and faster and more efficient service, Elancers chose to host its IT infrastructure with Equinix. “Availability is an essential requirement in our platform and often there is a need for immediate expansions to support the high number of access, for example,” explains Cezar Antonio Tegon, President of Elancers.

### Solution

Equinix sales and architecture teams got a good grasp of Elancers business and, along with the customer, developed a unique hybrid environment design to meet their needs to perfection. Elancers’ environment, hosted in the Equinix IBX® SP2 data center in Tamboré, includes physical and private cloud servers. In less than a month, the company has managed to reduce its IT costs by 30%.

### Results

**30% reduction in IT infrastructure costs**

**Easily scalable environment**

**Prompt service**

**Increased update speed**

**Better browsing experience**





EQUINIX

## Why Equinix?

### Service Level Manager (SLM)

This whole structure is exclusively administered by Equinix, counting on a Service Level Manager to enable the customer to focus their demands and ensure a faster service. This professional is responsible for understanding Elancers' business demands, leading planning activities, proactive management of incidents and changes. All developed actions are presented in monthly meetings, which allows Elancers to be continuously aware of the situation in its environment and to plan the next steps in a more structured way.

By hiring the Service Level Manager, Elancers gets:

- Service Monitoring and Performance through reports from SLA reviews, calendars of meetings, incident reports, Escalation and GMUD processes
- Direct performance in the occurrences of problems and/or improvement
- Better understanding of its business, which allows the anticipation of future problems and new requirements
- Operational and managerial assistance for possible crises, deployment of new services and change management
- Review of Change Management Processes, Escalation, Array of Responsibility and Service Level Agreements (SLA)
- Monitoring of environmental risks, negotiating with peripheral areas about suitable dealings
- Highly specialized professional as a focal service point, available 24/7 (dedicated mode) or during business hours (shared mode)



### About Equinix

Equinix, Inc. (Nasdaq: EQIX) connects the world's leading businesses to their customers, employees and partners inside the most interconnected data centers. In 33 markets across five continents, Equinix is where companies come together to realize new opportunities and accelerate their business, IT and cloud strategies.

Learn more at [Equinix.com.br](http://Equinix.com.br)

### About Elancers

Elancers is an enterprise specialized in on-line recruiting and selection systems, it has 12 million resumes in its database and over 10 thousand companies registered as partners. Its innovative system uses Big Data and Geolocation technological resources that enable filtering the content of millions of resumes through a word or combination, and finding candidates physically close to the job opening. The system also facilitates the advertisement of open job positions on social networks and automatic disclosure in other job sites, creating a curricula database exclusive to the enterprise and internal recruitment.

Learn more at [Elancers.net](http://Elancers.net)

### Hybrid projects

We understand that every company has its particularities and specific needs in IT infrastructure. Some applications can be hosted in shared environments or in the cloud, others need a dedicated physical server, from the enterprise or the data center. That's why we provide advisory service to our customers, helping them draw their environments combining the different hosting options and content management, without wasting resources and assets.