

**PayGroup**, a leading company in the development of transactional, payment, collection, card core, fraud prevention, and anti-money laundering solutions, with presence in over 15 countries in Latin America, accelerated its business processes by implementing two Pure Storage® FlashArray//M50s. As a vendor for banking transactions, PayGroup must deliver rapid response times and batch processing for reporting. PayGroup has improved its service level and freed its customers from operational burden, becoming a critical partner for its clients.



#### BUSINESS TRANSFORMATION

PayGroup has accelerated its business processes and are now able to complete transactions 3x faster. This has allowed the company to broaden the number of clients it serves. Additionally, the company has been able to lower its operating costs by cutting IT staff overtime up to 90%.

#### REGION / COUNTRY

LATAM / Chile

#### INDUSTRY

Banking

“We used to report around 90 hours of overtime per month, now we report an average of 10 hours. This has had a positive effect on the company’s cash flow.”

Jose Luis Godoy,  
IT Infrastructure Assistant Manager

#### PAYGROUP IMPROVES ITS SERVICE OFFERING WITH PURE STORAGE’S ALL-FLASH SOLUTIONS

Chilean-based PayGroup was founded in 2015, resulting from the integration of EFT Group and Uruguayan PayTrue, and acquired in 2017 by Evertec, Inc. (NYSE: EVTC). With operations in over 15 countries across the region and a headcount that surpasses 320 professionals, PayGroup is a leader in Latin America in the development of transactional, payment, collection, card core, fraud prevention, and anti-money laundering solutions.

First as EFT Group — dating back to 1995 — and currently as PayGroup, the company has had a leading role in the development of transactional financial services in Chile, with various innovations and electronic solutions that have changed different industries, improving the experience of end users and allowing the implementation of new business models that are currently being replicated regionally.

Technological development is a key element for PayGroup, allowing it to evaluate and adopt new technologies that will benefit its customers by freeing them up from operational burdens and allowing them to focus on their core businesses. Additionally, being a vendor for banking transactions, speed and security are essential; so, an IT infrastructure that delivers consistent and secure performance is among PayGroup’s highest priorities.

#### PAYGROUP CHOOSES PURE STORAGE TO UPDATE ITS STORAGE ARCHITECTURE

In 2017, PayGroup’s storage solution was nearing its end-of-life, so it was decided to evaluate different options. Its IT department started by estimating the storage capacity required, with its highest priority being improving performance and broadening technical support.

IT staff continued evaluating different vendors, including mechanical disk, flash and hybrid technologies. During that process, an IT consultant introduced PayGroup to Pure Storage. They decided to test the FlashArray™ in a Proof of Concept (POC), which allowed it to assess performance. The test showed lower latency and higher IOPs in comparison to other vendors, plus Pure Storage offered very high data reduction rates. “The test was spectacular. We were very impressed by the consistency in performance,” said Jose Luis Godoy, IT Infrastructure Assistant Manager at PayGroup.

The IT team was convinced to acquire Pure Storage and presented the board with the POC results. PayGroup then purchased two FlashArray//M50s for their refresh.

**COMPANY:**

PayGroup  
[www.paygroup.com](http://www.paygroup.com)

**USE CASE:**

- Database – Oracle®
- Virtualization software – VMware®

**CHALLENGES:**

- Aging storage architecture was nearing its end-of-life.
- Architecture presented performance issues, undermining critical business processes.
- IT staff suffered burn-out.
- Business growth was at risk, as architecture was not scalable.

**IT TRANSFORMATION:**

- The company achieved predictable performance and 3x faster transaction processing of critical business processes.
- PayGroup can now deliver highly available solutions.
- Average data reduction rate of 4.6:1 reduced CAPEX costs.
- The company streamlined storage management.

“The test was spectacular. We were very impressed by the consistency in performance.”

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 IT Infrastructure Assistant Manager

**PAYGROUP ACCELERATES ITS SERVICE WITH PURE STORAGE**

PayGroup completed setup, began production within one week, and continued to migrate its clients to the new storage platform, who rapidly benefitted from all-flash performance. Consolidating multiple workloads, through VMware virtualization together with Pure Storage, has been a great experience. Processing times have decreased, allowing different tasks to be performed in parallel. The IT team has been able to manage all the Pure data services via vCenter.

One of its clients, a welfare services compensation fund, reduced its invoicing process from 12 to 4 hours. “We were able to present a before and after. Our client was impressed. In fact, it had to redesign its process, so it could keep up the pace and it now has accelerated its business,” noted Godoy.

With the previous storage platform, PayGroup faced several challenges. When carrying out backups, services frequently lost performance. There were many incidents that caused clients to raise tickets, which resulted in staff members working overtime and weekends. Having to constantly work after hours, even when staff members were receiving overtime pay, resulted in IT staff burn out. After implementing Pure Storage, the number of support tickets have decreased significantly.

PayGroup also provides a billing collection process for telecom companies, which involves loading millions of records into the database on a daily basis. Before Pure Storage, the process took a couple of hours and had to be done overnight, so nothing else could run while data was loading. If a customer had any delay and was not able to send its information first thing in the morning, the entire system was affected. Now, clients send their records at any time of the day and receive results within a minute. This efficiency has allowed PayGroup to expand their business to serve a greater number of clients. Additionally, they have virtually eliminated overnight processes and storage management, which cut staff overtime. “We used to report around 90 hours of overtime per month. Now we report an average of 10 hours. This has had a positive effect on the company’s cash flow,” said Godoy.

Clients have noticed a difference in the service they receive. “The conversation with our clients has changed radically. Before it was whether we were able — or not — to meet our service level agreement (SLA) of 99.99% availability. Now, clients are asking us what else can we do for them, and how can we continue to help them,” said Godoy.

Storage management is now simpler. Previously, PayGroup hired an external vendor to consult about specific challenges. Now, through the Pure1® app, the team can manage arrays very easily, investing almost no time with a user-friendly dashboard. Pure1 also provides proactive technical support. In April 2018, PayGroup received an alert about one of their disks, despite not detecting a problem. Pure1 Support reached out to PayGroup and requested to set up a connection, so they could validate if there was an issue or if it was a false positive. The disk was replaced within two days. PayGroup didn’t suffer any interruption or performance loss, even during replacement. After the replacement was completed, the support team continued to follow-up and make sure that PayGroup did not experience any further issues.

PayGroup utilizes the unique Pure Evergreen™ Storage subscription program, which will deliver continuous software and hardware innovations and keep their storage modern and agile. The subscription is for 10 years, and within that time, PayGroup will receive at least two included controller upgrades, delivered with no disruption to their business and with all data staying in place.



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