

# CUSTOMER SUCCESS STORIES

DISCOVER HOW CONSO4RS HAS DELIVERED  
SUCCESSFUL PRODUCTS AND PROJECTS  
FOR A RANGE OF CLIENTS

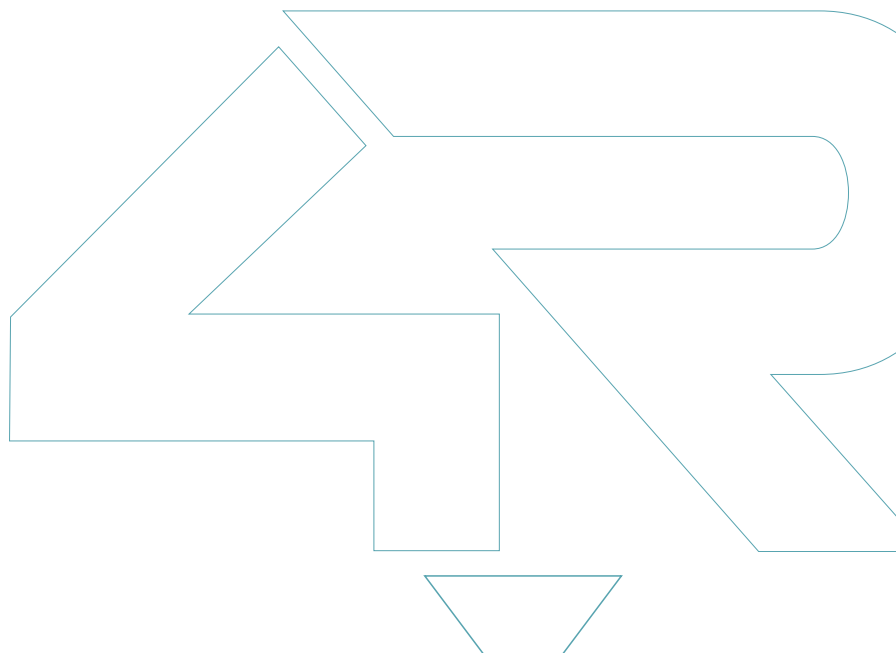


# SOLVING THE PAIN OF LEGACY INFRASTRUCTURE

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Industry – eCommerce

Service – Web Application Software Development



## Project Summary

Ecommerce player Gustazos ran into delivery and maintenance difficulties after experiencing a period of sharp growth. Faced with the challenge of legacy systems and the exit of key personnel, it turned to Conso4s to step in.

## The Client

Gustazos is a highly successful B2C operator in South America with a diverse set of ecommerce, marketplace, loyalty, and finance products for its customers. Post-COVID, demand for its digital services has increased significantly, with the business also planning to add further product lines and expansion into the North American market.

## The Challenge – Growing Pains

Gustazos has evolved rapidly as a leading brand in South America. But growing at breakneck speed brings its own issues; the company's tech stack was delivered by a small team of permanent staff and then added to over time by contractors and part-timers. As it has grown, Gustazos found itself struggling to maintain some of the products.

Legacy platforms and skills gaps became an issue, as did departures of a number of the company's core team. As technology grew rapidly and organically, it found its platforms could have been better designed and architected. A new CTO set a strategy and vision but was unable to deliver as existing staff were kept busy constantly maintaining legacy systems. Contractors and temporary staff were either unreliable or left at short notice.

## What Conso4s did

Conso4s was approached to take on development and maintenance ownership for two legacy platforms, freeing Gustazos' own staff to be redeployed to new and more strategic platforms.

We implemented our Observe – Perform – Own on-boarding process, freeing up our client's senior staff and de-risking business operations. Our small team worked directly with the client's Product Owner and Scrum Master, to manage and deliver the backlog and ensure best practice in place. The scope of work included:

- Daily scrum calls ensure that the client retains control and flexibility.
- Alerting and monitoring in place
- Software frameworks updated
- Environments proactively managed
- Product roadmap and backlog maintained

**“Conso4s has been instrumental in enabling us to maintain a platform and product that had little to no documentation or expertise in the existing team,”** says Nigel Hay, Chief Product and Technology Officer.

**“It was able to reverse engineer the documentation from hands-on review and analysis. It enabled us to take over the platform in a very short time and focus on innovation of other products.”**

Following the success of the project, the two parties are currently exploring how Conso4s could provide additional skills to support the delivery of Gustazos' exciting new digital transformation.

“Conso4s continues to augment our team, working hand in hand with our Agile squads and delivery processes, helping us to update our entire product stack including Infrastructure, DevOps, Front End, Back End and more,” Hay adds.


*"Find out how we can manage your technology stack"*


# ABOUT CONSO4S

THE **ON-DEMAND TECH TEAM**  
WE SOLVE YOUR PROBLEMS

Our expert technology team solves your business problems, from software development and maintenance to CTO-as-a-Service.

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