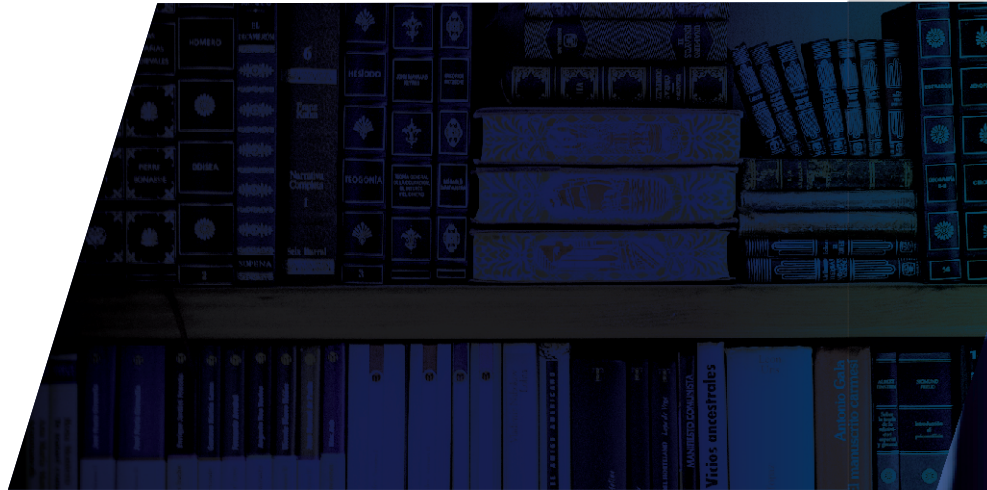




mercado  
libre

www.mercadolibre.com



## Case study Mercado Libre

INDUSTRY: E-commerce  
FOUNDED IN: 1999

EMPLOYEES: 4400  
MARKET PRESENCE: 18 countries

Empower your **Linux** users

CENDIO®

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By replacing Oracle's discontinued Sunray solution, **ThinLinc** contributes to the growth of the technical infrastructure of the Latin American **E-Commerce** giant Mercado Libre.

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Thinlinc supports our growth strategy, through simple management, scalability and security

Diego Silva IT Supervisor at Mercado Libre

## INTRODUCTION

Mercado Libre is the leading E-Commerce company in Latin America. Through its main platforms MercadoLibre.com and MercadoPago.com, it offers e-commerce solutions whereby people and companies can buy, sell, pay, advertise and deliver products through the Internet.

The company serves millions of users by creating an online ecosystem for trading a wide variety of goods and services in an easy, safe and efficient way. The website mercadolibre.com is among the 50 most visited in the world and according to ComScore - research company - is the consumer platform with the largest number of unique visitors in countries where it operates. Since 2007, the company is publicly listed on Nasdaq (NASDAQ: MELI) American stock exchange.

Mercado Libre is present in 18 countries in Latin America and currently has 4,400 employees. In addition to fostering a pioneering and innovative technological approach in Latin America. Mercado Libre is also a growth and economy enabler in countries that it operates in, according to a study conducted by Ecolatina - a research company, Mercado Libre is the single or main source of income for 372,000 people in Latin America, 111,000 of them are in Brazil.

## THE NEED

When Oracle announced the discontinuation of Sun Ray solution. Mercado Libre started to look for a replacement solution. The desired solution had to be simple to manage, scalable, highly performing and also secure. In addition, the idea was to achieve more efficiency through the centralization of resources due to the fact that the customer support centers have a high number of users and the IT staff team are fewer in numbers.

## THE SOLUTION

Mercado Libre had to choose a solution that enables sustainable growth for the future, and by that making it possible to grow simultaneously to support the growth strategy of the organization. MercadoLibre performed tests during 3 months on Thinlinc, along with Citrix Xendesktop, Citrix Xenapp and VMWARE Horizon. The conclusion of the tests pointed Thinlinc as the best solution for Mercado Libre needs.

Thinlinc was the choice with the best fit for their requirements. As Mercado Libre explains: The decision of choosing Thinlinc by Mercado Libre IT department was based upon the simplicity of installation and administration, the high performance and availability. In addition, the ease of use by the end user was a key advantage. Currently, and by using Thinlinc, the IT team of Mercado Libre is supporting about 1600 users in different shifts and in 4 countries (Brazil, Argentina, Colombia and Uruguay) and the organization intends to continue growing. Mercado Libre has a robust solution with auto scaling in their own datacenter. And the future plan will be to test the solution provided within the cloud, assembling the infrastructure in a AWS datacenter.

Thinlinc was therefore the best solution for Mercado Libre IT infrastructure management, allowing an increased support efficiency, simplicity, and security. Thus, enabling the organization's technical infrastructure growth plan through the easy scalability ThinLinc can offer. *"The greatest benefit of Thinlinc is simplicity, which makes the administration simple."* **Diego Silva, IT Supervisor at Mercado Libre.** Thinlinc is a registered trade mark, developed by the Swedish company Cendio, any other trademarks are the property of their respective owners

