

# CASE STUDY

# BANCO DAYCOVAL

With 48 years of history, Banco Daycoval specializes in corporate loans, personal loans (consumer, payroll-deductible and car loans), foreign exchange products (foreign trade and currency exchange operations) and investments. It is recognized throughout Brazil for its conservative management profile, and professional and competent business practices. Banco Daycoval is headquartered on Avenida Paulista, in São Paulo.

**BancoDaycoval**

## Summary

Serving a large number of customers and internal users, Internet connectivity has become a critical asset to perform business operations on a daily basis. Banco Daycoval's ability to generate revenue and sign up new customers depends on this service, and a seamless failover process is essential. Constant, reliable Internet connectivity is one part of the problem, the other is the available throughput. Internet media content is growing richer every day, and with growing business requirements, the existing solution no longer a viable option for the organization.

Banco Daycoval researched options to obtain a cost-effective solution that can deliver both the project's business continuity/failover capabilities and increased bandwidth aspects. Martello's Elfiq Networks was selected after a review process

"The Elfiq appliance is very important to raise the level of availability of the main bank's systems that are accessed by our customers on the Internet. Since we installed it, we have attained network availability of nearly 100%."

Alexandre Rhein  
Banco Daycoval

that included the completeness of features, organizational expertise and the ability to provide the required support. Elfiq Networks' professional services delivered the solution to Banco Daycoval through a remote deployment process and, combined with the incremental carrier link, the project's objectives were met. Martello's Elfiq Networks Link Balancer product suite performs an automated failover process when a carrier outage occurs, guaranteeing connectivity while enabling the organization to operate normally throughout the issue. The other business related benefit is the enhanced reputation Banco Daycoval enjoys now that they can deliver the expected services to their customers.

## About Martello

Founded in 2009, Martello Technologies is a private company headquartered in Ottawa, Canada with staff in Canada, the United States and France. In January of 2018, Martello merged with SD-WAN player Elfiq Networks to offer a solution that pairs performance management software with SD-WAN technology to provide stellar UC performance. Martello's solutions deliver confidence in the performance of real-time services on cloud and enterprise networks and is a proven provider of performance management software for Mitel customers.

**MARTELLO**

Elfiq Networks is a subsidiary  
of Martello Technologies

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