

Microsoft Azure

CASE STUDY



MICROSOFT AZURE ISV:

ComAround

WEB SITE: www.comaround.com

LOCATION: Stockholm, Sweden;

Oslo, Norway; San Francisco, USA

ORG SIZE: 30 employees

MICROSOFT AZURE ISV PROFILE:

Hundreds of professional support organizations around the world, such as the California Dental Association, Stanford University, and Rolls-Royce, use knowledge management tool ComAround Knowledge to automate and enhance support delivery by capturing, structuring, and sharing knowledge throughout the organization. The tool is cloud-based, KCS Verified v5 and integrates with ITSM tools for faster, efficient support.

Knowledge Management Tool with Microsoft Azure Meets Demands of International Growth

“Microsoft Azure allowed us to quickly scale our platform to handle rapid customer growth in new global markets. We are now able to focus on adding value to our product, ComAround Knowledge, for our customers.” – Martin Wåger, Manager, Development & Platform, ComAround

• SITUATION

During ComAround’s expansion into the United States, the Scandinavian company needed to find a solution to quickly and easily scale its knowledge management and self-service tool ComAround Knowledge, to handle rapid growth into new markets around the world. ComAround was searching for a simple and cost-effective solution that would provide increased control of the operating environment.

• SOLUTION

Microsoft Azure makes it possible to unify the entire solution in the same platform. ComAround moved its entire existing platform to Microsoft Azure. The web application was moved to the Azure Web Apps, the file management to Azure Storage, the database to SQL Database, cache management to Azure Redis Cache, media management to Azure Media Services, and ComAround API to Azure Management API. Application Insights provides a unique insight into how customers use ComAround Knowledge.

• BENEFITS

Microsoft Azure lets ComAround manage the changing volumes of customer use in ComAround Knowledge with auto scale and increased reliability.

The ease of Microsoft Azure allows ComAround to focus on adding value to the product for its customers and handling rapid international growth.

