

The GoTo logo is displayed in a bold, black, sans-serif font. A thick yellow horizontal bar is positioned directly beneath the text.

## Success Story:

# Fiotec

The Foundation for Scientific and Technological Development in Health, Fiotec, is a private, non-profit foundation established with the objective of providing support to the operations implemented by Fiocruz in its various natures. Its mission is to participate in the scientific, technological and innovation development in health, through the shared management of programs and projects for the quality of life of society.



## Challenge

Created as a non-profit private foundation to support the teaching, research, institutional, scientific, and technological development projects of the Foundation Oswaldo Cruz (Fiocruz), Fiotec had experienced growth in the last years that needed to be accompanied by investments in its communications infrastructure. A move to a larger headquarters within Fiocruz and the Covid-19 pandemic made Fiotec's need to invest in modern technology solutions more urgent.

“When the pandemic arrived, employees needed to use the phone at home to work, but depended on the office's landline,” said Ricardo Speroto, Infrastructure Coordinator at Fiotec. “We had problems with the carrier's service, which had once been down for 48 hours, in addition to the PABX physical infrastructure that demanded a complex maintenance, mainly to find device parts that needed to be replaced.”



## Solution

After analyzing several solutions on the market, Fiotec chose GoTo Connect, GoTo's platform that combines cloud-based phone, video conference, messages, and other features for Unified Communications and Collaboration (UCC) in only one application.

“GoTo's solution was the most adequate to meet our needs. Easy to use, it was able to minimize users' resistance to adopting new technologies. Since the platform's implementation in the beginning of 2021, the phone management has become centralized and we haven't had any problems or tickets,” added Speroto.

“GoTo’s solution was the most adequate to meet all our needs.”

**Ricardo Speroto**  
Infrastructure Coordinator,  
Fiotec



## Results

One of the main results of migrating to a cloud-based tool was to enable a flexible work model for Fiotec’s employees. The almost 400 users based in Rio de Janeiro and Brasília, cities where Fiotec has offices, were able to work remotely without affecting the continuity of operations. They received new mobile devices from the company, through which they also use the GoTo application to easily make and receive calls from any place. Furthermore, without needing services for the physical switch, Fiotec saved 20% in costs with GoTo Connect.

Besides having implemented the solution and followed the customer in all steps, Loupen, one of the largest partners of GoTo in Brazil, offers additional services to Fiotec to deliver more value to its business. “To ensure an effective adoption of GoTo Connect and simplify the onboarding process for new employees, we conduct frequent training sessions on the solution for Fiotec workers,” said Heloane Santos, Customer Success Manager at Loupen.

GoTo’s platform helped Fiotec’s IT transition from a forgotten to a more relevant and critical department, essential to make the foundation’s activities more effective. Therefore, other IT modernization projects are being evaluated for the future.



Loupen was the first reseller and distributor of GoTo in Brazil. Since 2012, it has focused on offering the best technology solutions for companies to achieve their strategical goals with assertiveness and security. With branches in Brazil and Mexico, Loupen stands out for offering quality service with respect to the consumer, valuing honesty, transparency, and a great know-how of the commercialized solutions.

For more information on Loupen, visit [loupenbrasil.com.br](https://loupenbrasil.com.br) or call 0800 591 0365.

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