



Aleator's Transformation through Rocket[®] MVIS



Company Overview

Industry: CRM Software

Aleator Software, a trailblazer in CRM solutions for the telecommunications sector for over three decades, manages the intricate needs of over 500,000 telco subscribers across Argentina, Chile, Uruguay, and Brazil. Known for its expertise and adaptable support, Aleator has earned a reputation for its unwavering professionalism and commitment to evolving with client needs.

The Challenge

Outdated technology slows growth and damages client retention

Aleator faced a pressing challenge: its aging software was holding the company back. Despite a proven track record, their CRM and billing systems relied on outdated web technologies and inflexible design patterns. The lack of modularity and inability to build OpenAPI-compliant and RESTful APIs led to several issues:

Integration difficulties

Without RESTful APIs, the application couldn't sync with modern third-party platforms like Salesforce[®], ServiceNow[®], and Workday[®].

Customer loss

The rigid, monolithic software resulted in a poor customer experience, even costing them a major client.

Hiring struggles

The outdated architecture made it tough to attract and retain talented developers who preferred to work on modern technologies.

To make matters worse, clients were stuck with time-consuming and costly workarounds to bridge the tech gaps, eroding overall satisfaction.



Enrique Murphy

Senior Software Architect and Partner, Aleator Software

“The biggest benefit of working with Rocket MVIS is we focus on development while Rocket handles security, deployment, scaling, and monitoring. This allows us to concentrate on innovation.”

The Solution

Rocket® MVIS revolutionizes Aleator's approach

Aleator turned to Rocket Software's suite of tools, starting with Rocket® UniVerse and extending to Rocket® MultiValue Integration Server (MVIS). MVIS emerged as the ideal solution, offering robust security, comprehensive monitoring, and scalable architecture. Its containerization and hybrid cloud capabilities made it especially valuable.

Shifting from a monolithic to a modular microservices architecture enabled Aleator to:

- Seamlessly integrate with third-party and cloud-first applications.
- Automate and streamline critical functions.
- Ensure a gradual and incremental modernization process.

By embracing open standards like OpenAPI 3.0, OAuth 2.0, Javascript®, and Bootstrap and leveraging the power of MVIS as its API Gateway, Aleator has transformed its Aleph application framework into a modern, top-down, low-code/no-code development platform.

MVIS empowered Aleator to modernize its software architecture, aligning it with industry standards and positioning it as a leader in modern CRM solutions.

The Results

A new era of innovation and growth

Rocket's partnership has been a game-changer for Aleator. By introducing the Aleph framework, built with MVIS, Aleator's CRM solution has transformed into a versatile tool that adapts to future client needs. This innovation has also enabled Aleator to launch a new consulting division offering comprehensive modernization services to other companies and developers within the MV community.

The productivity gains have been remarkable. Aleator now develops data capture forms in 1–2 days and creates new APIs within 1–2 weeks — 2 to 3 times faster than before. This newfound efficiency has streamlined their developer onboarding process, reducing it to just one week and helping attract new talent eager to work with modern technologies.

With Rocket Software's ongoing support, Aleator continues to focus on what it does best — developing innovative software solutions and enhancing customer experiences — while confidently navigating its modernization journey.

The Impact

Speed

80% increase in developer productivity.

Scale

New division and a comprehensive modernization package.

Focus

Enhanced developer efficiency and improved customer satisfaction.

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