

Keeping Latin America's Largest E-Commerce Platform Online with ZPE's Out-of-Band Management

Ensuring Uptime for the Digital Economy

Discover how Mercado Livre, the largest e-commerce and online payments platform in Latin America, ensures uptime across 200+ distributed locations. By leveraging ZPE Systems' Nodegrid platform, Mercado Livre gained the strategic capability to mitigate disasters, automate operations, and maintain 24/7 continuity.

Here's the story of how they use ZPE's out-of-band with LTE failover, cloud management, and automation to keep critical services online and support millions of daily transactions.

Like many e-commerce enterprises, Mercado Livre's success depends on being online 24/7. Even small outages can ripple across millions of customers, sellers, and delivery operations. Lost connectivity can stall shipments, delay payments, and erode trust in Latin America's largest e-commerce platform. For Mercado Livre, IT uptime is the foundation of their entire business model.

To meet this challenge, Mercado Livre's IT team needed a way to go beyond standard connectivity and network management. They required resilient out-of-band access, reliable failover, and centralized control that could scale across 200+ distributed sites. By adopting ZPE Systems' Nodegrid platform, they gained a safeguard against outages as well as a powerful toolkit that simplifies deployments, reduces on-site visits, and delivers peace of mind when every minute counts.

About Mercado Livre

Mercado Livre is Latin America's leading e-commerce and fintech platform, headquartered in Argentina and Brazil. Founded in 1999, it serves over 148 million users with online marketplace, payments, logistics, and financial services, powering the region's digital economy.

CHALLENGES

- Maintaining uptime for 200+ sites
- Costly, slow on-site troubleshooting
- Outages halting operations

SOLUTIONS

- LTE for failover and out-of-band
- Secure IPsec over LTE to data centers
- ZPE Cloud centralized management

OUTCOMES

- **Business Continuity:** Packages & payments continue flowing even during outages
- **Fast Recovery:** Remote fixes allow recovery within hours
- **Efficiency:** Saves 6 hours per deployment and reduces truck rolls by 50%

The Challenge

With 200+ remote and central sites across Brazil and Latin America, Mercado Livre needed to overcome major operational hurdles:

- **Connectivity Gaps:** At any site, an internet outage could literally bring operations to a stop. This could leave payment services, logistics, and applications at a standstill until connectivity could be restored.
- **Data Center Interruptions:** At core data centers, connectivity outages risked cutting off order management and inventory systems.
- **On-Site Dependence:** With IT staff at only a quarter of sites, most locations depend on non-technical staff or costly truck rolls for troubleshooting.
- **No Room for Error:** Without adequate tools or rollback capabilities, a single configuration error on a core switch or router could take 24 hours or more to recover.
- **Growing Scale:** With hundreds of distribution centers and logistics hubs expanding, IT needed centralized visibility, backup, and rapid deployment capabilities.

One real incident highlighted the stakes: when a site's internet links failed, packages risked not being shipped that day. SLA violations and revenue loss were imminent without a means to recover fast. But luckily, Mercado Livre had ZPE Systems.

Solution

Mercado Livre deployed ZPE Systems' Nodegrid devices and ZPE Cloud. These delivered resilient connectivity, centralized management, and rapid recovery capabilities.

Mercado Livre's solution included:

- **LTE for Out-of-Band Access:** Dual-SIM 4G/5G modems provide reliable backup connectivity for managing devices and even maintaining app access during disasters.
- **Secure IPsec Over LTE:** Keeps critical data center connections alive when primary links are down.
- **ZPE Cloud:** Centralized management with SSO and TACACS+ authorization, simplifying secure access and control for distributed IT teams.
- **Zero Touch Deployments:** Sites can onboard new Nodegrid devices directly and save up to six hours per deployment.
- **Remote Rescue & Recovery:** Remote IT teams can launch a ZPE Cloud session to restore services at any affected location. This came in handy almost immediately, when a misconfigured link was able to be restored within 24 hours rather than days.
- **Built-In Services:** DHCP for cameras and guest connections, health monitoring of mobile networks, SNMP and syslog integration with Zabbix for real-time visibility, and ZPE Cloud backups for configuration assurance.
- **Multi-Vendor Support:** Nodegrid manages a wide mix of Cisco, Juniper, and other vendor devices via Ethernet and serial connections.

For the site stranded without internet links, the Nodegrid solution was able to keep operations and business running without downtime.

"Everyone on-site was amazed, saying, 'How is this possible?' The built-in LTE automatically took over and distribution carried on like normal. The ZPE solution paid for itself with just this one outage, and it's now our go-to for keeping operations running without downtime."

– Evandro Soares Correia Jr
IT Admin, Mercado Livre

Results and Benefits

By standardizing on Nodegrid, Mercado Livre turned IT operations into a competitive advantage, with benefits that include:

Key outcomes include:

Business Continuity: Shipments and payments continue even when all primary internet links fail. LTE and IPsec keep core apps alive.

Less Downtime: Remote OOB access via LTE allows immediate recovery of misconfigured devices or failed links, rather than waiting days for on-site fixes.

Operational Efficiency: Saves up to 6 hours per deployment, reduces truck rolls by 50%, and frees IT staff from repetitive site visits.

Improved Reliability: SNMP monitoring, syslog, and ZPE Cloud backups protect against outages and human error. Reverting to a last-known good configuration can be done instantly and automatically.

Scalable Operations: Hundreds of sites are managed securely through ZPE Cloud, with new distribution centers already slated to deploy Nodegrid.

Immediate ROI: Avoided critical incidents that would have disrupted packages, payments, and customer trust.

Looking Ahead

Mercado Livre plans to expand its Nodegrid deployment across more logistics hubs and offices, as the solution is crucial to maintaining uptime for its marketplace, payments, and delivery services. By unifying management under ZPE Cloud, the company ensures it can scale securely while meeting the always-on demands of e-commerce and fintech.

See how ZPE Systems can help your organization achieve the same operational agility and resilience.

“ZPE has saved us more than once. It doesn't matter if it's a failed switch or a full site outage – Nodegrid helps us keep business moving without waiting for IT to be on-site.”

– Evandro Soares Correia Jr.,
IT Admin, Mercado Livre

Contact us today to explore the full capabilities of Nodegrid and ZPE Cloud for your e-commerce business. Email Sales@zpesystems.com for more information.

