Wowberry Solutions LLP

Custom CRM / SaaS | Mumbai | Leapswitch Dedicated Servers, VMs and Backup/DR | 5+ Years

At a Glance

INDUSTRY	IT / ITES, Custom CRM SaaS
COMPANY SIZE	1 to 10 employees, lean founder-led SaaS studio
LOCATION	Mumbai
TENURE WITH LEAPSWITCH	5+ years
PREVIOUS SETUP	Local hosting provider
SOLUTION	Dedicated Servers, VMs, Backup/DR, Mumbai DC
KEY RESULT	Better performance, faster support, reliable Backup/DR, 5+ years and counting

5+ Years With Leapswitch **<1 Week** Migration Time **5/5** Support Rating **10/10** Would Buy Again

Company Profile

Wowberry Solutions LLP is a Mumbai-based SaaS studio building custom CRM software for small and mid-sized businesses across India. Founded and run by Chaitanya Dhareshwar, Wowberry operates lean, 2 people (husband-wife), but punches well above its size. Their flagship product automates customer onboarding and handles marketing, operations, finance, and reporting in a single integrated platform, deeply customised to each client's business processes.

Wowberry also serves non-profit organisations with a tailored CRM variant, and their DocumentBerry product addresses document management needs. Their clients are businesses for whom the CRM is mission-critical daily infrastructure. That means the hosting environment Wowberry runs on directly affects the experience of their own paying customers. Infrastructure is not a back-office concern for Wowberry. It is front and centre of their product quality.

The Problem

Wowberry had been hosting their production CRM platform on a local hosting provider. For a while, it was adequate. As their client base grew and their product matured, the gaps in their hosting partner's capability became impossible to ignore.

Support was the sharpest pain point. When something went wrong, or when a non-standard configuration was needed, the local provider was slow to respond and rigid in their approach. For a founder running a lean team with no dedicated ops person monitoring infrastructure around the clock,

slow and unhelpful support is not just an inconvenience. It is a direct threat to client uptime and to Wowberry's reputation.

Backup and disaster recovery was the other critical gap. The previous environment offered no reliable DR, meaning production CRM data for multiple business clients was sitting without adequate protection. For a product positioning itself as dependable enterprise infrastructure for small businesses, that was an unacceptable exposure.

The trigger: Chaitanya, the founder, encountered Leapswitch at an industry event and recognised that a better option existed, one that could actually talk to him like a human being when things needed sorting.

Why They Chose Leapswitch

WowBerry chose Leapswitch on two factors:

✓ the promise of faster, more human support

✓ genuine flexibility on configurations.

They were not running a long procurement process. They had a specific problem, unreliable support and no DR, and needed a partner who could solve it quickly without bureaucracy. The sales cycle ran one to four weeks and the entire migration was done in under a week.

What We Delivered

✓ Dedicated servers in Mumbai data centre for production CRM workloads

✓ Virtual Machines provisioned for development environments

✓ Backup/DR infrastructure, properly protecting production data for the first time

✓ ISO and SOC 2 compliant hosting environment meeting the standards Wowberry's clients expect

✓ Direct, named support relationship, a human to call when something needs fixing

✓ Flexibility on configuration requirements the previous provider would not accommodate

✓ Migration from the local provider completed in under one week with no client-facing disruption

The Results

✓ 2x faster application performance

✓ Infrastructure scalability resolved

✓ Reliable Backup/DR operational

✓ Faster support response

✓ 5+ year relationship

In Their Words

— *Chaitanya Dhareshwar, Founder and CEO, Wowberry Solutions LLP*

The Bigger Picture

WowBerry's story speaks to one of the most overlooked segments in Indian cloud infrastructure: the small SaaS studio or product company where a single founder or a tiny team is running software that their own clients depend on daily. These companies do not have enterprise IT teams. They do not have ops people monitoring dashboards at 2am. What they need is an infrastructure partner who picks up when something goes wrong and does not say "that configuration is not supported" when a legitimate requirement falls outside the standard catalogue.

For this segment, the quality of human support is very important. A slow-response support ticket from a large provider costs a small SaaS company clients, reputation, and sleep. Five years of consistent renewal from a founder is the clearest signal that this is a segment worth building around.

If you are running a small product or SaaS business in India and your current hosting provider treats you like a ticket number, Wowberry's story is worth a conversation.

Running a SaaS product that needs infrastructure you can actually rely on? Talk to the Leapswitch team

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