

A graphic featuring a large green circle in the center, partially overlapping a white circle on the left. The white circle contains the text 'INT.' in blue. The green circle contains the text 'Lycamobile' and '#DigitalSuccess Stories' in white. A thin blue circle outlines the green circle. The background is a solid blue color with a diagonal line running from the bottom left to the top right.

**INT.**

**Lycamobile**  
#DigitalSuccess Stories

**Optimize spend and  
scale up their  
telecommunication  
business with  
dedicated managed  
IT support services.**



Lyca Mobile, a prominent British enterprise mobility solution provider sought dedicated assistance from INT's IT managed services team for efficient management of their VoIP platform's service level agreement and act as their integration expert to automate release management for the application to create an uninterrupted delivery pipeline and be more responsive, agile and profitable.

# About The Client

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## Industry

Telecommunication

## Headquarters

London, UK

## Website

<https://www.lycamobile.co.uk/>

Lycamobile is a mobile virtual network provider with a base in more than 12 countries. The company offers SIM products, calling cards, mobile applications such as Lyca Chat, and other telecommunication products and services. Lyca Mobile, under the larger Lyca Group, provides over-the-top (OTT) ethnic entertainment programs, targeted at expat communities across the world.

The company is also one of the market leaders in North America and Europe, and its services are used all over the world.

# The Problem Statement

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Lyca mobile wanted to ensure uninterrupted support services for their VoIP user base in an efficient, culturally appropriate and timely manner. Furthermore, they needed to ensure an optimized technology support for their server and database operators.

Ensuring continuous integration, maintenance and support is as crucial to stay relevant and updated in the business as development of an intuitive mobile/ web platform.

Lyca mobile turned to INT's managed service solution to ensure SLA management, development automation and continuous integration and facilitating technical aspects of continuous delivery for efficient release management.

# Business Solution

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## Technology Stack

ECS - Elastic Cloud Storage

(ECS)

VMware

JIRA

ZENDESK

JENKINS

VOIP

Atlassian Bamboo

iOS and Android App

INT. set up a dedicated team of integration and management service experts to ensure Lyca's user base are offered with streamline support services and the client meets their service level agreement in an efficient and timely manner.

INT. continues to provide unflinching L2/L3 level support and handles the entire spectrum of their managed service operation: issue creation, issue validation, issue resolution and closure.

Additionally, INT. optimizes client's cost by providing support service to their data centres and cloud infrastructure. Platform virtualization and cloud computing support is provided to ensure more responsiveness, agility and profitability. INT moved forward to become Lyca's technology and integration partner for their continuous and streamlined technology and operational support success.

# The Impact

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With a dedicated managed service team always on toes to provide uninterrupted technical and operational support, Lyca Mobile achieved:

- Smoother communication from an end to end support to users with advanced L2/L3 support
- Real time integration with WorldPay Payment gateway to identify and report volume of Lyca chat transactions.
- Dedicated managed service support resulted in 50% faster response time and resolution.
- Monthly/ quarterly quality test reports and analysis for iOS and Android versions helped to improve services.

# Product Glimpse

Lycamobile

HOME PLANS RATES TOP-UP PHONE SHOP OFFERS HELP MY LYCAMOBILE

Help

Home » Help



FAQ

Click here to read answers to frequently asked questions



Mobile Web Settings

Access the internet from your phone. Click here to read the instructions



How to Use

Using Lycamobile is simple. Click here if you need more information



Port SIM

Check Port SIM. Click here to find out how



Store Locator

You can keep your existing number. It's very easy. Click



4G Coverage

Check 4g network coverage. Click here to find out how



Lycamobile

United Kingdom change English Download our APP

HOME PLANS RATES TOP-UP PHONE SHOP OFFERS HELP MY LYCAMOBILE

## Recommended Plans

Here are the most popular national plans offering the best mix of calls, texts and 4G data

### National Plus

£ 10  
30 Days



4GB\*

Data



Unlimited  
UK mins



Unlimited  
UK texts



100  
International mins



EU Roaming

more...

BUY NOW

### UK Plan Mega

£ 20  
30 Days



Unlimited  
UK mins



Unlimited  
UK texts



100  
International mins



EU Roaming

more...

BUY NOW

### UK Plan Super

£ 15  
30 Days



Unlimited  
UK mins



Unlimited  
UK texts



100  
International mins



EU Roaming

more...

BUY NOW

ORDER FREE SIM

LIVE CHAT



We Deliver  
#DigitalSuccess

INDIA | UK | USA | AUSTRALIA | SINGAPORE

**22+**  
Years

**750+**  
Professionals

**11k+**  
Projects

**6m+**  
Hours

We are a full-cycle product engineering company, helping some of the fastest growing enterprises, start-ups and agencies across 20+ countries. With our unique approach and expertise in product thinking, we've been successfully delivering innovative software solutions and engineering excellence to our customers for over two decades.