INT.

Lycamobile

#DigitalSuccess Stories

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

Lycamobile

Lyca Mobile, a prominent British enterprise mobility solution provider seeked 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

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

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

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

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

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.

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We Deliver
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