

Mobile Communications

Managed Services

# Managed Services

for a Marketplace for a Large Telecom Operator

Monitoring & Health Check

of application, DB and Storage servers

24 x 7 L2 & L3 Support

Content Moderation

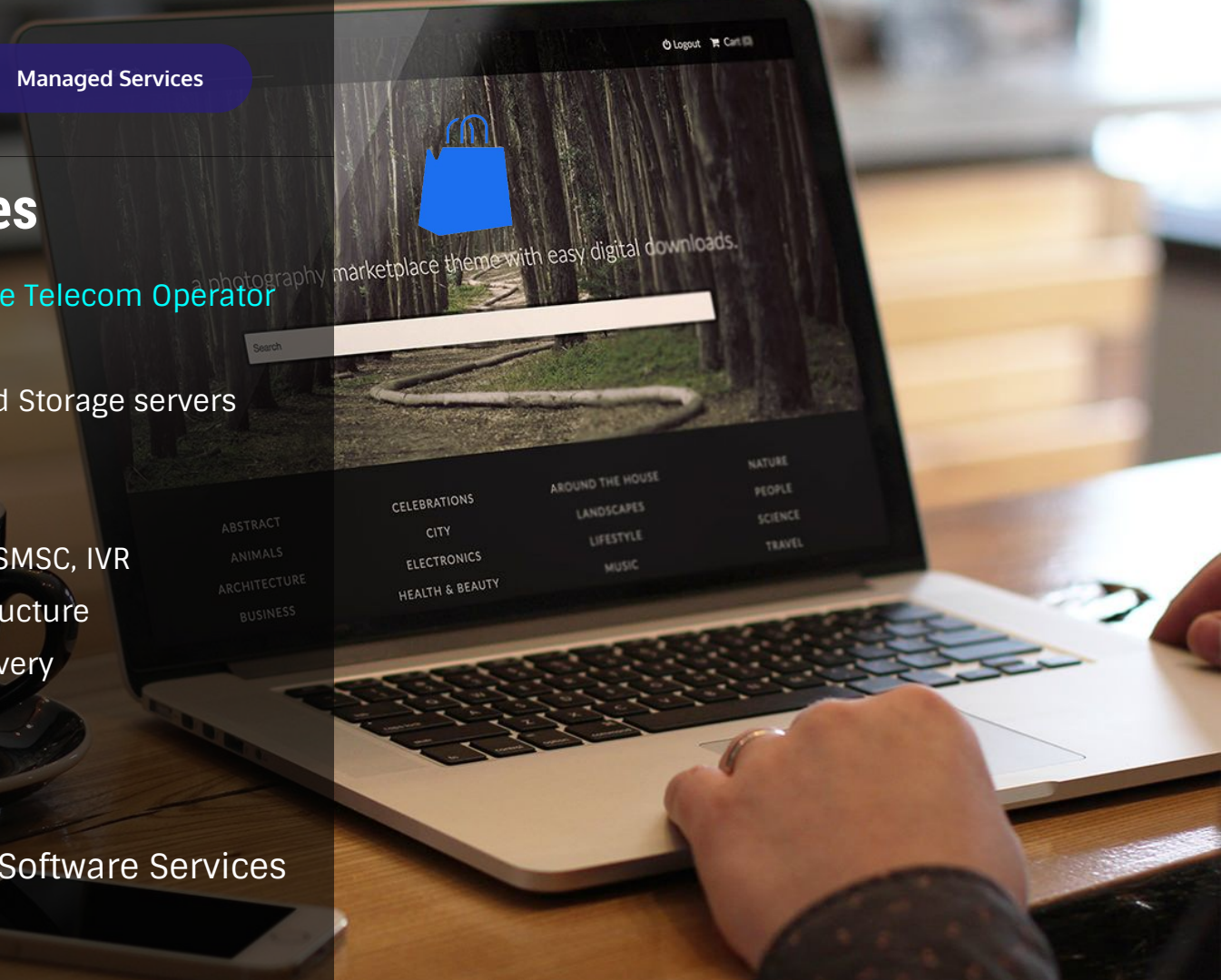
Configure with USSD, WAP, SMSC, IVR

Dynamic Scaling of Infrastructure

Project Management & Delivery



Integra Micro Software Services



## About Client

The client is a multinational telecommunications company, leading among the mobile operator groups globally and has over 400 million customers worldwide. The client has operations in over 80 countries.

## Business Need

The client is having a Mobile based Marketplace which is a virtual market platform for connecting buyers and sellers to transact the goods across multiple categories like mobiles, cars, bikes, jobs, agricultural products etc.,

The client needs end to end Managed Services & Support across multiple countries including Kenya, Congo, Mozambique and Tanzania.

Integra also undertook ownership of L2 engagement completely and successfully delivered the project.

## Challenges

Sharp & tight deadlines from the client which Integra is able to successfully meet.

## Technology Highlights

Amazon Web Services, node.js, JAVA, NGINX, mongoDB, SOLR, USSD

### Client Proprietary Software

Site24X7 tool

Content Moderation tool

Customer Care tool

Marketplace web interface for USSD sanity check

Marketplace ETL tool

## Engagement Scope

- Monitoring of application servers, DB servers and Storage servers as per the SOP's given by Client.
- Technical operations - L2 issue monitoring, response and either resolutions or escalation to L3.
- Content Moderation and uploading of contents using the tools provided by Client to the market place.
- Server health check for Hardware, OS and Network parameters through monitoring tools.
- Application server health check for USSD, WAP and Mobile application channels.
- Manage the Mobile Marketplace product production environment which includes RHEL/Ubuntu Linux OS, DB servers MongoDB, application servers of Node.js on RedHat/Ubuntu and Elastic Load balancers.
- Co-ordinate in configuring the Mobile Market place product with USSD, WAP, SMSC and IVR server.
- L2 Support 8x5 on regular basis and 24x7 from Integra office for identifying source of the issue, fix bugs / configurations, monitor performance / availability and take corrective actions as necessary.
- Deploy additional instances and application updates whenever required in identified markets.
- Provide assistance in scaling the infrastructure to maintain performance.
- Content moderator operations to view the contents and act based on the SOPs provided by Client.
- Overall project management and delivery responsibilities.

## Engagement Scope

- Integra team took the complete ownership of L2 support with minor bug fixes and deployment of the software as per the Service Level Agreement.
- The operations were carried out of Integra, Bangalore premises and subsequently involved a combination of onsite/offshore delivery capabilities.
- The team was led and managed by a senior developer who also acted as the Operations Manager from Integra who was in-charge of the overall project coordination.
- The entire proposed set of activities were grouped under three major categories/teams.
- Monitoring of application servers, DB servers and Storage servers as per the SOP's given by Client.
- Technical operations – L2 issue monitoring, response and either resolutions or escalation to L3.
- Content Moderation and uploading of contents using the tools provided by Client to the market place.
- Server health check for Hardware, OS and Network parameters through monitoring tools.
- Application server health check for USSD, WAP and Mobile application channels.
- Initial engagement was with a team of 5 people, consisted of 3 developers and 2 content moderators. The individual team sizes were dynamic. Integra deployed shadow resources for this purpose.

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## Shorten the development life cycle

For more information, reach us at [enquiry@integramicro.com](mailto:enquiry@integramicro.com) or [integramicroservices.com/contact](http://integramicroservices.com/contact)



Integra is a leading provider of software services specialising in BPM, FinTech, IoT, Mobile Communications and Enterprise Mobility. With a strong track record across these domains, proven expertise and knowledge, we are an ideal partner for technology and solutions development.

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