

Improving the reliability of MVNO SaaS

Customer **overview**

The customer is a Telecom enterprise

[Idea](#) | [Discovery](#) | [Execution](#) | [Acceleration](#)

Customer's **challenge**

The client's system struggled to scale with subscriber growth - service outages, high MTTR, low NPS, and breach in SLAs. SRE practices were undefined, infrastructure and services not fully compliant with security.

Our solution



Re-architecting the cloud infrastructure for resilience, implemented autoscaling, rate limiting, and enhanced automations (patches, upgrades, IaC, immutable infra).



Built necessary dashboards for measuring key metrics, defined SLOs with alerting, notification, and escalation for threshold violations



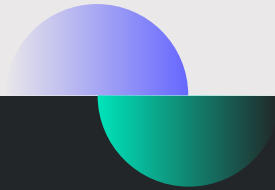
Implemented common logging infrastructure and distributed tracing to support observability.



Designed the BCP plan, implemented high availability and DR solutions



Defined scope, roles, and responsibilities for the SRE team and strengthened incident and problem mgmt process



Business impact

Application scaling

- Application scaled from supporting ~500K to 2M+ subscribers

Improved application reliability

- 99.9% availability achieved through SRE Practice
- 50% reduction in MTTR, from 2 hrs to 1 hr