Improving the reliabilityof 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