

A billion-dollar internet service provider reduced operational, hosting & maintenance costs by 20%



About Client

The client is a billion-dollar Internet service provider offering a wide range of digital media and cloud services for businesses.

COUNTRY
USA

INDUSTRY
Media



Business
Requirement



Our
Solution



Key
Features



Tools &
Technologies



Business
Outcome



Business Requirement

Improve customer service and satisfaction by streamlining a few processes and building new channels.

- Develop backend communication channels and data processing modules
- The client had a legacy system which wasn't enough to achieve the new goals and work well with new features. Hence, they needed to re-engineer the legacy system that enables ideal customer experience management
- Develop and maintain the billing solution along with various transactional activities
- Need a partner to engage in end-to-end project life cycle across the spectrum





Our Solution

- Cloud-based solutions to migrate legacy applications to Cloud - Migrated all applications to AWS
- Upgraded native mobile application to cross-platform technology with React Native
- Integration with the legacy systems
- Rearchitected the Sitefinity framework for better conversion rates for online presence & digital marketing and A/B Testing for better conversion rates
- Implemented Test Rail & Postman for Automation Testing to make the application more robust and error-free
- Comprehensive billing engine with a complete user flow right from sign-up to billing
- Payment gateway integration
- Partnered with digital solutions for payment services such as bank transfer, credit card, direct debit, and in-app purchases
- Accelerator enabled early to market strategy for Blockchain-based digital signing solution
- Created reconciliation reports
- Compliance with GDPR, PCI, geo compliance, and HI-TRUST
- Prevent & mitigate frauds as part of security measures to ensure the confidentiality of customer's information, we leveraged Accertify [PCI DSS validated Level 1 & ISO27001 certified service provider]





Key Features

- VAT functionalities to incorporate tax of respective European countries
- Support for diverse skills, roles in different geographies globally
- Producer-consumer approach through Oracle Advanced Queue
- Successful partnership for client's acquisition strategy



Tools & Technologies





Business Outcome

- The built solution reduced the operational cost by 20% and reduced hosting & maintenance costs
- Reduced request processing time
- Alignment with the client technology & modernization roadmap
- Internalization of applications
- IT process and application standardization
- Over 150 concurrent sessions and 30,000 batch transactions
- Omnichannel experience





Established in 2000, Cygnets Infotech works with clients across 35 countries and has a strong team of over 1000 employees. Cygnets Infotech's offerings range from IT Services, Technology Products, and Tax Technology solutions. Aligned with its vision of providing technology enabled business solutions, Cygnets Infotech delivers end-to-end solutions for clients' most pressing business needs.

Cygnets Infotech's Technology Services enables clients to accelerate growth and optimize business operations through, Product Engineering, Bespoke Solutions, IT Modernization, Automation, Implementation Services, Risk Mitigation Services, Information Security & Compliance Services, and IT Staff Augmentation.



Cygnets DES is a partner to clients in the competitive market space and deploys a consultative and customer-centric approach. Its solutions range from standalone bespoke development and managed services to building connected ecosystems across the enterprise and developing smart systems by leveraging emerging technologies like AI, Blockchain, and Hyperautomation.

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