

immido

SPRIBE

Case: Immido & Spribe

24/7 L1 Support
for an iGaming Industry Leader



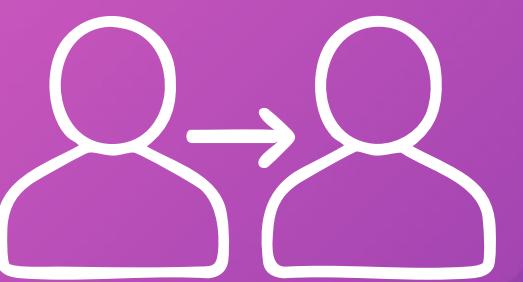
In the dynamic iGaming industry, the speed and quality of support become a **competitive advantage**.

Key Services



24/7 First-Line Technical Support (B2B):

handling requests from casinos and aggregators related to integrations, internal services, and any game-related issues for products developed by the Client.



Escalation of complex cases to the second-line support team:
clear division of responsibilities and prompt escalation of technical incidents.



Creation and maintenance of documentation:

developing manuals to ensure convenient and effective use of the Client's services.

About Immido

Immido is a trusted partner in staff outsourcing, operating 24/7 to support international clients with high-quality communication and consistent business processes.



Client: Spribe

Sprise is an international tech company known for its innovations in iGaming, particularly the Aviator game. It is one of the leaders in the online casino market.

Objective of the Partnership

In the **iGaming sector**, it is critical to ensure:

-  Continuous availability of games
-  Fast response to partner requests
-  Constant technical support for global clients

Sprise was looking for a partner capable of delivering scalable, flexible, and efficient **L1 support** that meets the high standards of the industry.



Our Solution



24/7 handling of casino and aggregator requests:

assistance with internal services, consultations on game-related issues, and escalation of complex requests requiring deeper technical analysis.



Development and updating of internal documentation:

continuous improvement of internal knowledge bases to support staff development and deeper engagement with client workflows.



Stable team:

most specialists work long-term, ensuring high service quality and deep understanding of the client's processes.



Performance support:

we independently scale the team during peak periods to maintain consistent service levels.



High standards

We understand that first-line support is the face of Scribe, so our team is always focused on high communication standards and rapid response times.

Tools Used



Jira, Slack –
request and incident management.



Confluence –
knowledge base.



Back Office Spribe –
database work and system monitoring.

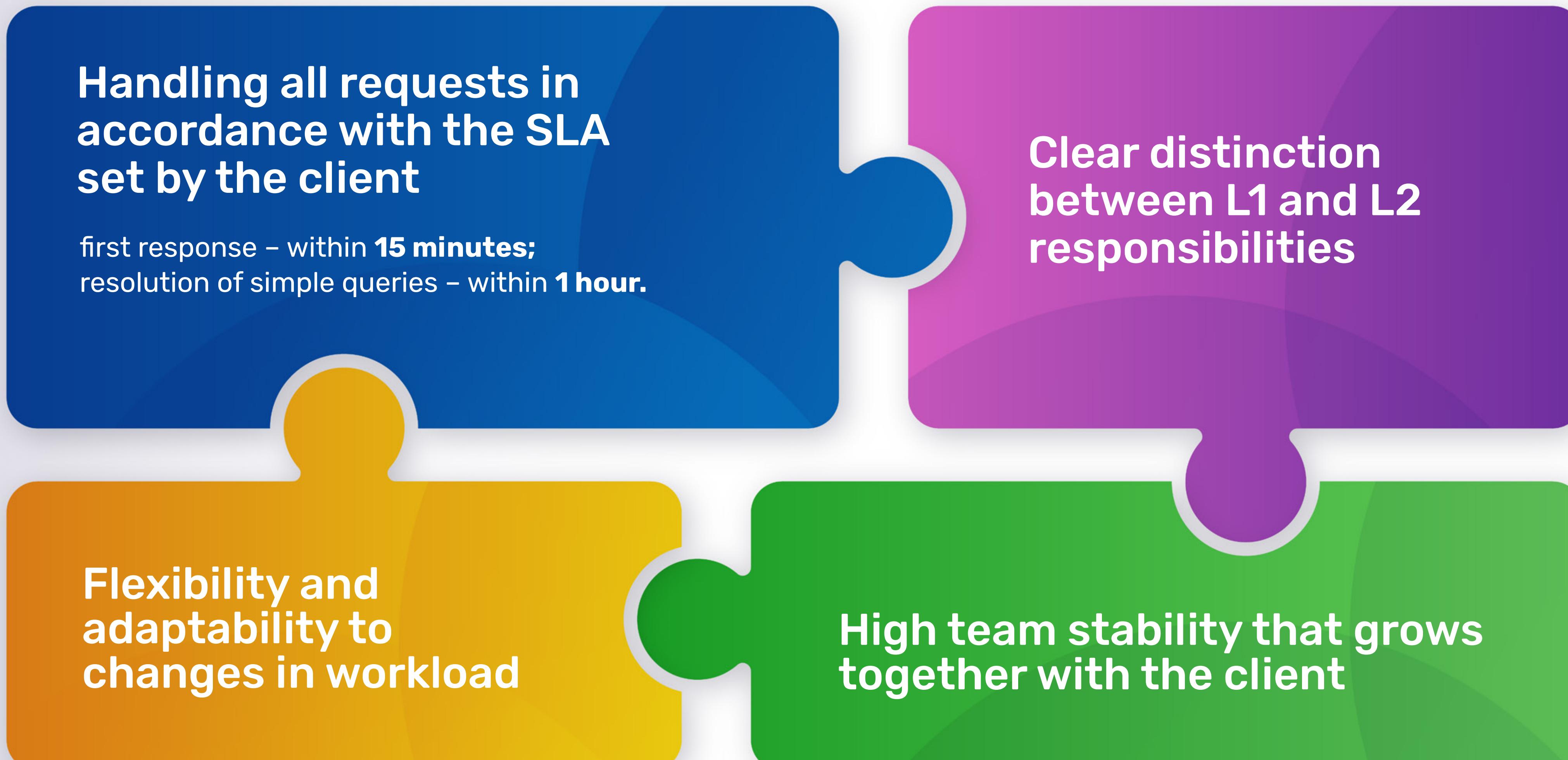
The screenshot shows the Spribe API Documentation for the 'FREEBET API REFERENCE'. The 'Round Details' tab is selected under 'Round Information'. The 'Request' section shows a table of parameters:

| Parameter | Type | Description |
|--------------|--------------------|---|
| operator | string | Operator key |
| player_token | string | Player url token |
| round_id | string | Round id |
| provider | string | Game provider |
| game | string [game enum] | Identifies specific game. (game identifier) |
| op_player_id | string | Player ID on side of operator |

Below the table, the 'URL Structure' is shown as `https://{{game-details-url}}?round_id={{round_id}}&game={{game}}&provider={{provider}}&player_token={{player_token}}`. A note states: 'The {{game-details-url}} can be found in the Configuration details message under the "Game Details URL" section.'



Work Approach



Handling all requests in accordance with the SLA set by the client

first response – within **15 minutes**;
resolution of simple queries – within **1 hour**.

Clear distinction between L1 and L2 responsibilities

Flexibility and adaptability to changes in workload

High team stability that grows together with the client

Collaboration Results

3300+

Average number of requests/month
(handled by Immido L1 team)

up to 15
minutes

First response time

up to 1
hour

Resolution of simple requests



Team stability:
extremely low turnover

Conclusion



The collaboration with **Immido** enabled **Sprise** to:

- Ensure uninterrupted **24/7 support**
- Significantly **reduce the load** on internal teams
- Improve partner **service quality**
- **Scale support operations** along with business growth

Immido remains a reliable support partner for **Sprise** – the first to respond to client requests and consistently delivering a high level of service under any conditions.