

Client. (now part of Progress Software) is the pioneering enterprise mobility platform company providing mobile Backend as a Service (MBaaS) for the digital enterprise. Client helps global enterprises, agencies, and developers launch fast, successful and engaging apps and enables digital businesses. Client is a leader and top ranked current offering in 'The Forrester Wave' for Mobile Development Platforms.

Over 30,000 Mobile apps built on this MBaaS Platform with 85,000 developers using it worldwide. Among the different hosting options, they use AWS infra-structure to service many of their marquee customers.

Existing system:

The customer had development teams spread across USA (multiple locations) and India. The development process involves close collaboration from the team, central versioning and code repository system in a secure and shareable environment. The client has an evolved agile development process with AWS as a primary development and staging infra-structure. They use multi-tenant feature to service multiple clients whose mobile applications are on Android and iOS.

The target customer base is mostly in APAC and USA to whom they must extend Restful APIs for integrating enterprise applications like SAP, Salesforce, SharePoint etc. and offer operations support services. They were looking for a partner with deep AWS expertise and skills in mobile front-end development, database integration and DevOps orientation to support their partner eco-system.

Key business requirements were:

- Reduce customization costs and accelerate integration with enterprises data sources
- Implement Follow the Sun support for the MBaaS platform to support ISVs and Systems Integrators.
- Develop out of the box, DLC programs to exchange data from applications to the MBaaS platform.
- Monitor the SaaS platform and infra-structure for uptime in the AWS environment

Choice of Newt Global as partner:

The client wanted to engage a partner with development skills and prior experience in offering round the clock support for SaaS companies. They were looking for expertise around Atlassian Confluence, Git Hub, JIRA, Slack, Freshdesk, Kibana, Node.JS, Express.JS, Ember.JS, Coffeescript, MongoDB, Mocha, Should.JS for development.

The IaaS expertise should span across AWS services like S3, Cloud Formation, RDS, IAM/OAuth, Cloudwatch and third party products like ELK, New Relic etc.,

Cross Platform Support on AWS

Solution Overview:

With a deep understanding of the AWS features as well as the tech-stack Newt Global set-up an off-shore development center for platform re-engineering/enhancements.

Newt Global implemented a follow-the-sun model to provide cost-effective, quality, 24-hour technical support to the client, using staff resources in India

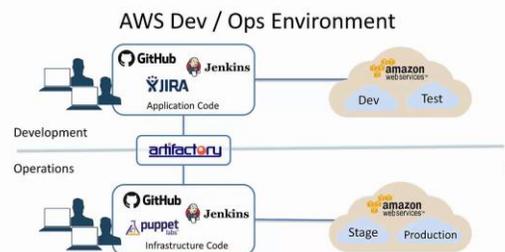
Newt Global could quickly create the mobile platform support team which included Native, Hybrid and Cross platform app developers which are able to develop and support apps on the MBaaS platform.

Process Expectations:

- Adherence to Scrum Agile methodology for more predictable release cycle, higher solution stability, and accurate project visibility
- Collaboration using Atlassian Confluence, JIRA, and Slack to support cross-functional and geographically scattered teams

Business benefits:

- ✓ Cost Savings + Lower turnaround on development of platform features and hence Faster Time to market
- ✓ Better and flexible product support to end customers and partners, for their self-service systems
- ✓ Reduced cost overheads when providing technical assistance and support towards the client's products and infrastructure



Developed and deployed by: Newt Global LLC