

OneCall App is digitally bridging the service provider and customer gap using AWS cloud with KeplerWorx



Executive Summary

One call app is a connecting hub, helping customers connect with local businesses and service providers. It acts as a e-directory allowing companies to market their expertise to local customers.

As a business that thrives on their database and ability connect the two parties involved through requirements (queries), every misprocessed query is lost business. One call app is an asset-light business model, underpinned by innovative technology, which requires to be mature, capable, stable, and future-rich. Their current infrastructure was unreliable, faced high downtime and offered limited visibility making it difficult for the team to monitor and act. KeplerWorx's team understood the critical issues and ensured a result oriented fast paced execution with tight timeframes.

Customer Challenge

One call app was using Virtual Private Server (VPS) which was neither reliable nor resilient. Users received slower server response time during peak periods. Their technical team had recurring performance monitoring issues, unable to access slow query logs and error logs which disrupted the overall customer experience on the application.

The application is required to have the ability to respond quickly to business needs i.e., scale as per the requirement. But the existing infrastructure lacked the capability to achieve that goal.

An app-based business that achieves its competitive advantage through continuous development in innovation technology and is a constant touch point for both demand and supply side they wanted to have reliable and resilient infrastructure, zero downtime, scalability, performance monitoring and enhance the overall customer experience.

Why AWS

Customer chooses AWS primarily because of their need of reliable infrastructure that can scale up and down based on the growth and requirements of a business, and they need cost effective & easy to use platform to host their application. In One Call App's case, AWS services were an ideal solution as it provides a solution for each challenge being faced.

Why KeplerWorx

One Call App was looking for a reliable partner that can help them in architecting their AWS Environment. Keplerworx is experienced in migrating and running mission critical applications on AWS cloud. We address their problems and each issue leading to the lack of performance. KeplerWorx team remained on call to help with any issues that arose and to monitor One Call App's environment for security and stability.

About OneCall



OneCall is the platform that helps customers get in touch with the respective businesses and service providers and vice versa. Whether you require a serviceman or wish to order groceries for your kitchen, One Call is here to help broadcast your request to all the nearby vendors and service providers in the area.

With OneCall, you can get access to all the local businesses with just a click. Enjoy an automatically generated list of all the available business profiles with their complete business-related details right away. Assess the ratings and reviews on each profile and choose the most compatible service provider to solve your problem.

How KeplerWorx helped in enhancing the Customer Experiences on the platform

Struggling with various issues, the current IT structure of OneCall was not solid. Performance efficiency, scalability, monitoring, and ability to bear high traffic were central points assessed by KeplerWorx team in settling the worries.

Among the first tasks, was to migrate one call app from Virtual Private Server (VPS) to AWS and put their database on Amazon RDS to increase agility, security, and speed of innovation. The AWS managed service helps them to increase their developer team productivity by taking on time-consuming database administration tasks including backups, software patching, monitoring, scaling, and replication. For database monitoring we have enabled logs and performance insights.

We have launched the customer EC2 server and database in the private subnet with encryption enabled at rest using KMS. We use AWS Elastic Beanstalk for their application deployment with high availability and scalability configurations and integrated it with AWS Code Pipeline for continuous deployment. We are taking backups of database after every 4 hours; their RTO is 1 hour and RPO is four hours.

We have used db.t3.medium type as per customer requirements and they are very happy with the performance and cost of database instance. In addition, Amazon RDS provides them with high-level security for MySQL databases. It also provides them with metrics for the database instances using Amazon CloudWatch, enabling performance insights gives them more detailed information about their queries and it helps them to enhance customer experience.

Results and Benefits

- Scalable as per business needs – following the transformation the OneCall App is responsive to traffic spikes and can be easily scaled up and down.
- Reliable uptime & infrastructure – the OneCall App team witnessed significant improvement in user experience along with greater flexibility.
- Improved database performance with Amazon RDS.
- Time to market reduced by 50%, using tools such as Elastic Beanstalk and AWS Code Pipeline.
- Faster deployments – OneCall App team can release new updates 50% faster than before. Accelerating their development process.

About KeplerWorx

KeplerWorx is a global consulting company with operations in Middle East, India, Palestine, and Europe. Driven by technology, we focus on delivering solutions on Cloud, mobility DevOps and Big Data. Speed, innovation, and excellence are the underlying tenets that drive our culture.



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