Case Study

Platform Engineering Services For A Leading K-12 DaaS Provider

Magic EdTech

The Client

The client is a well-renowned Data as a Service (DaaS) provider for K-12 institutions. Numerous school districts leverage the real-time data on their K12 administration platform to derive critical insights.

The Challenge

The client found that their customers frequently raised requests for new developments and deliveries which they were unable to cater to due to capacity shortages. They needed help with the maintenance & enhancement of their platform by analyzing, fixing, and resolving issues. Along with these, they were seeking to strengthen and stabilize their current systems.

Critical Success Parameters

✔ Close collaboration with the onshore team for faster TAT (Turnaround Time).

✔ Have a good grasp of the requirement, the issues, or new features.

✔ Provide technical excellence on PHP.

✔ Deliver quality output within SLA for high customer satisfaction.

Our Approach

✔ Offered cross-platform support with JavaScript enabled libraries.

✔ Integrated Sonarcloud for code quality checks and gradual improvements.

✔ Followed the 90%+ FTR (first time right) adherence by clearly understanding the requirements, sorting out dependencies, and minimizing blockers that reduce redundancies.

Key Result Highlights

Achieved over an **80%** code coverage by implementing comprehensive unit tests.

Timely delivered wellness features with adherence to **100%** accurate requirements and ensured robust code quality.

Improved client satisfaction and enhanced customer delight through our efforts.

For more details, visit: **www.magicedtech.com**