

Case Study

Improving Mobile App User Experience for a Leading LMS Provider

Magic
EdTech

The Client

The client offers cloud-based learning management system (LMS) to organizations. Their platform is engineered to inspire learning and fuel business productivity.

The Challenge

The client was facing challenges in analyzing and resolving feature issues on their mobile apps due to team shortages. They wanted a Support on Demand (SoD) services partner for their mobile apps to find resolutions for app-related queries, maintenance, workflow clarifications, and documentation.

Critical Success Parameters

- ✓ Close collaboration with the onshore team for faster TAT.
- ✓ Have a good grasp of the requirements for support ticket solutions.
- ✓ Providing technical excellence on Android and iOS and version maintenance of App/Play store.
- ✓ Delivering quality output within SLA for high customer satisfaction.

Our Approach

- ✓ Provided white label solutions for different customers.
- ✓ Implemented different LMS (Learning Management System) for different clients as per their needs.
- ✓ Offered cross-platform support with JavaScript enabled libraries.
Integrated Sonarcloud for code quality check and gradual improvements.



Key Result Highlights

Reduced the recurring issues in the apps by **70%** leading to 3 successful releases in a quarter.

Brought stability in the LMS for different clients.