CASE STUDY

COLLABORATION IMPROVES PRODUCTS FOR INTERNET AND APPLICATION SOLUTIONS PROVIDER

Client Background

Our client, a global provider of Internet services and application solutions, improves end-user internet privacy and security for consumers and enterprise companies. With users across the globe, the client owns and operates server clusters in North America, South America, Europe, Asia, and Oceania.

To ensure the highest levels of security, privacy, and service delivery, the company owns and manages 100% of its servers, hardware, and network.

soft**serve**

Business Challenge

The client's focus is on protecting end-user privacy and security as well as letting users experience free internet browsing without firewalls imposed by undemocratic governments. The company believes encryption is a necessary tool for data security and technological innovation.

Project Description

The client collaborated with SoftServe to achieve the following goals:

- **Product improvement**—feature enhancement, new feature research, and prototyping achieving high quality
- **Service improvement**—support new operating systems and multiple devices, and user support
- **Increase end-user satisfaction**—implementing users' ideas
- **Increase target audience**—introduce a secure personal VPN service that provides a secure encrypted connection to the internet to protect users' privacy and security, and develop solutions for new devices

The SoftServe team acted as an extension of several of the client's US teams and was involved in the engineering processes as satellite team members. The project is in active development with most project management activities falling under the client's responsibility. The SoftServe team is actively engaged in daily communication and planning.

Technology Stack

- Java
- C/Objective-C
- Git/Stash
- Jira
- HTTP, TCP/IP
- Cryptography (RSA keys)
- Scrumban

Value Delivered

As a result of the project, the client has realized the following benefits:

- Improved product quality
- Improved productivity

The SoftServe team—an extension of the client's development team—delivered values closely intertwined with the US team's achievements.

ABOUT US

SoftServe is a digital authority that advises and provides at the cutting-edge of technology. We reveal, transform, accelerate, and optimize the way enterprises and software companies do business. With expertise across healthcare, retail, media, financial services, software, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation—from generating compelling new ideas, to developing and implementing transformational products and services.

Our work and client experience are built on a foundation of empathetic, human-focused design that ensures continuity from concept to release.

We empower enterprises and software companies to (re)identify differentiation, accelerate solution development, and vigorously compete in today's digital economy—No matter where you are in your journey.

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