

Supporting an interactive e-learning business with a scalable, cloud solution



The customer:

Tailored learning programmes for technology professionals

A subsidiary of Pairview Training, StackwisR provides customised online solutions to help learners build careers and thrive in the ever-expanding tech industry. StackwisR partners with industry experts to map out career paths that mirror and predict global tech trends and help learners stay ahead of the competition.

Career-driven programmes provide job-specific skills for top fields in the digital economy including analytics, engineering and software development. These programmes are designed to maximise job opportunities, and as a result, 98% of participants experience job advancement and pay increases.

The challenge:

Building a scalable platform to grow with an ambitious business

“Whatever our clients want to achieve – whether it’s advancing their career, changing jobs or adding to their skillset – StackwisR was designed to be a partner that they can work closely with throughout their career progression,” said Manika Bedi, Technical Trainer & Content Development Lead at StackwisR. “Customised learning journeys proactively help our clients as they develop or change direction, rather than providing one-off learning opportunities.”

StackwisR provides interactive online resources such as videos, tools and quizzes. “We wanted to build a technology platform where both the individual and whole elements could scale as our user base grows,” said Manika. “All parts needed to work cohesively together as a complete software application that could support an agile and competitive business. (Cont’d.)”

“It takes the right people, the right technology and a great deal of knowledge and expertise to put these services together to create a cohesive cloud solution. Not all providers are able to achieve this, but that’s exactly what Lumen has done for us.”

— Manika Bedi,
Technical Trainer & Content
Development Lead at StackwisR



STACKWISR

LUMEN

The challenge:

Building a scalable platform to grow with an ambitious business (Cont'd.)

“We were looking for a technology partner that could provide the right infrastructure and services without the need for us to bring in other vendors ourselves, which would increase complexity and time to market. We also wanted a solution that could accommodate our future business plans – for example, if we move into AR or VR – without needing to make major changes to the platform or our providers.”

The solution:

A highly flexible SaaS infrastructure

StackwisR was introduced to Lumen by its partner and Edge-as-a-Service provider Section.io. “We were instantly drawn to Lumen’s solution because everything – the AWS cloud, the video and content storage and so on – would be under one roof with one vendor,” said Manika. “That meant we wouldn’t have to deal with any issues that arose, for example, with connecting from one company’s data centre to another.”

Drawing on its partnerships with AWS and Section.io, Lumen delivered a highly flexible Software-as-a-Service (SaaS) solution that scales geographically and with traffic volumes. The solution uses AWS Elastic Kubernetes Services with secure CDN Application Delivery and object storage for videos. This provides the dynamic infrastructure that StackwisR’s business model requires, without placing the burden of additional operational management on the IT team.

The benefits:

Saving time to focus on the business

Responsive support

StackwisR has benefitted from speedy support which took its complex architecture into account.

“Our support experience was very good. Once we had clarified ownership of the different areas, any issues were picked up within minutes and sometimes even resolved within a similar timescale,” said Manika. “When other teams needed to be looped in due to our unique application architecture, that happened quite smoothly. Lumen met or exceeded its SLA for support and issue resolution the majority of the time.

“Similarly, AWS provided strong support and worked with us like an extension of our team. They hand-held us through a lot of code- and loading-related issues, and helped us make best use of our resources.

“All of this support made our lives much easier, especially after the pilot when we were busy troubleshooting issues on our side with the application.”

Removing the headache of infrastructure management

“For me, the major benefit of working with Lumen has been that we haven’t had to worry about our infrastructure causing problems or not working, which is a huge reassurance to anyone managing an IT project,” said Manika. “If I need extra capacity, or to move into a new region, or if there’s an issue, it’s easily sorted out and doesn’t hold things up. This means we can completely focus on the requirements of our business and how our applications support that.

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