

CASE STUDY

Successfully launched an iOS 11 compatible app in record time for a leading Security Systems provider

About Suyati

Suyati is a fast-growing digital transformation solutions company that helps you rebuild your customer experience for the digital consumer. We collaborate with businesses to strategize and implement impactful digital initiatives that position our clients ahead of the competition. We are digital-first and we focus on delivering digital transformation solutions that support your various engagement strategies.

Learn more: www.suyati.com

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Executive Summary

When Apple phased out the 32-bit app support with the launch of iOS 11, a leading security systems provider was faced with business disruption with their legacy app. Suyati's solution ensured that the updated app was deployed quickly before the launch of iOS 11.

About the Client

The client is a leading Security Systems provider for retail giants spread across United States. Their service offerings include round the clock remote Video surveillance, VoIP services, Burglar Alarms, and Secured Managed Broadband services. **Their USP is to provide an integrated solution for protecting people, data and assets.**

Business Problem

When the OEM (Original Equipment Manufacturer) for Chance-I Cameras, a brand used extensively by the client at major customer locations, shut shop without prior notice, the client did not have access to the SDK (Software development kit) of the centralized Video Camera Boxes at individual sites. It did not necessarily spell trouble immediately since the video relay on the iOS and android apps was working as usual. But with Apple announcing the withdrawal of 32 Bit App support with the launch of iOS 11, there would be trouble since the customers who update to the latest iOS would not be able to view the Camera feed on the iOS App.

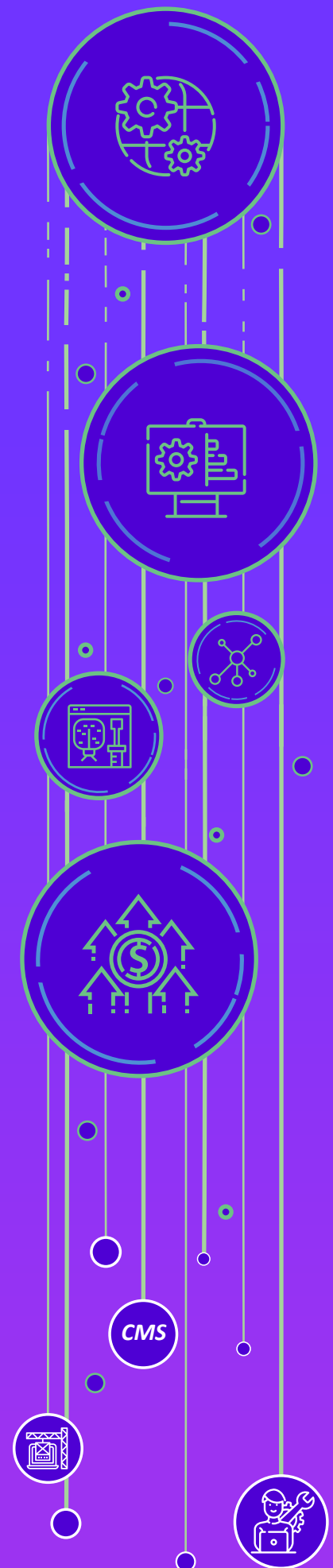
This meant that the client would not have the support from the OEM for the Chance-I cameras, and the impending launch of iOS 11 would deprive their customers of one of their widely used and well received functionalities in terms of security and access.

Suyati's Approach

- Agile Methodology for app launch against a tight deadline
- Ensure Customer Satisfaction and Enhance Client confidence.
- Achieve consistency in services
- Enhance operational efficiency

Technology Landscape

- iOS App (Swift)
- C++



Solution Highlights

- Conducted an elaborate POC on top of the SDK to analyze the responses and functionality specifications
- Analyzed the functionalities available in the app and reconstructed the user flow
- Replicated all the integrations available to function with the app for Video Streaming and Access permissions
- Compressed image size to generate steady frames per second to enhance current performance.
- Placed a Proxy layer on top of the SDK to communicate with the new iOS 11 app.
- Rolled out the Proxy Layer on top of Chance-I Video Boxes of all Customer Sites.
- Launched the new iOS 11 supported app in the shortest possible time to retain customer faith.

What the Client Loved

Despite the daunting task of developing on top of a black box and with mounting pressure from end customers, Suyati delivered on all grounds, and with incredible precision. The client was extremely delighted with the conviction and planning with which Suyati approached the problem and evaluated all possible choices leading to a smooth launch with minimal setbacks.

