

Technology & Digital Services | Cloud Modernization | AWS

How a **leading technology & Digital services group** standardized platform operations across Botim and PayBy for scale

Company

Technology & Digital Services Group

Industry

Technology & Digital Services

Partner

Flentas Technologies



Introduction

The Company is a leading technology and digital services group in the UAE & broader MENA region. Through its flagship platforms, Botim and PayBy, the company delivers communication, payments, and financial services to millions of consumers and businesses.

As these platforms continued to grow, the Client faced increasing pressure to scale its infrastructure, strengthen operational governance, and improve platform reliability while supporting complex business and compliance requirements. Managing workloads across multiple cloud environments had introduced operational complexity, making it difficult to maintain consistency, visibility, and efficiency at scale.

To support future growth and create a more resilient operating model, the Company partnered with Flentas Technologies to modernize its platform foundation, standardize operations, strengthen security and governance, and execute a large-scale migration with minimal disruption to business-critical services.

At a Glance

Solution



Platform Modernization

Built a scalable and standardized platform foundation.



Application & Data Modernization

Enhanced scalability, availability, and performance across core services.



Security & Governance

Strengthened security controls and operational governance.



Automation & Observability

Improved operational efficiency through automation, monitoring, and centralized visibility.



Technologies & Services Used

Compute



Kubernetes



Amazon EKS

Data Services



Amazon RDS



Amazon DocumentDB



Amazon ElastiCache



Amazon OpenSearch

Messaging



Amazon MQ



Amazon MSK

Automation



Terraform



GitLab CI/CD



AWS CodePipeline

Monitoring



Amazon CloudWatch



Grafana

Security



AWS WAF



AWS GuardDuty



AWS Security Hub

Business Impact



Improved scalability & platform resilience



Increased operational efficiency and visibility



Strengthened security & compliance posture



Successfully migrated critical workloads with minimal disruption

The Challenge

As Botim and PayBy expanded their user base and service offerings, several infrastructure and operational challenges began limiting scalability, efficiency, and visibility across the organization.

01

Operational Complexity Across Multiple Environments

Applications and supporting services were distributed across multiple cloud environments, creating operational silos and inconsistent management practices. This increased complexity and made it difficult to maintain a unified approach to governance and operations.

02

Increasing Scalability & Availability Requirements

Supporting millions of users required a platform capable of handling growing workloads while maintaining high availability, performance, and reliability. Existing infrastructure needed to evolve to support future growth without increasing operational overhead.

03

Security & Governance Challenges

As a provider of communication and financial services, the Client required stronger controls around security, access management, compliance, and operational governance. Existing processes lacked the standardization needed to consistently enforce these controls across environments.

04

Limited Automation & Standardization

Infrastructure management and operational processes relied heavily on manual effort. The lack of standardized deployment and provisioning practices increased operational risk and reduced agility when introducing changes.

05

Migration with Minimal Business Disruption

Any transformation needed to ensure business continuity for both internal teams and end users. Migrating applications, databases, and supporting services required a carefully planned approach that minimized downtime and protected critical business operations.

The Solution

Flentas Technologies designed and implemented a modern platform operating model focused on scalability, security, operational efficiency, and long-term business growth.

01

Establishing a Scalable Platform Foundation

A standardized architecture was implemented to provide clear environment segregation, consistent governance controls, and a scalable foundation capable of supporting future application growth and expansion.

02

Modernizing Application and Data Platforms

Application workloads and supporting data services were migrated to a highly available, cloud-native architecture designed to improve resilience, scalability, and operational efficiency while reducing infrastructure management complexity.

03

Strengthening Security and Governance

A comprehensive security framework was introduced to improve access management, threat detection, compliance monitoring, and operational visibility. Standardized governance practices helped ensure consistency across teams and environments.

04

Automating Infrastructure Operations

Infrastructure provisioning and management processes were standardized through automation and Infrastructure-as-Code practices, reducing manual effort and enabling more consistent, repeatable deployments.

05

Enhancing Monitoring and Operational Visibility

Centralized monitoring, alerting, and observability capabilities were implemented to provide end-to-end visibility into platform health, application performance, and operational events.

06

Executing a Low-Risk Migration Strategy

A phased migration approach was adopted to transition applications, data services, and supporting components with minimal disruption. Extensive validation, testing, and rehearsal activities ensured a smooth transition while maintaining business continuity.

Business Impact

Improved Platform Scalability

A modernized platform foundation enables the Company to support growing user demand while maintaining application performance and availability across critical services.



Stronger Security & Governance

Standardized controls, centralized visibility, and improved monitoring have strengthened the organization's overall security posture and governance framework.



Increased Operational Efficiency

Automation and standardized operational processes have reduced manual effort, improved consistency, and accelerated infrastructure delivery across environments.



Enhanced Reliability & Resilience

Modernized application and data platforms provide improved availability, fault tolerance, and operational stability for business-critical workloads.



Greater Operational Visibility

Centralized monitoring and observability capabilities allow teams to proactively identify and resolve issues before they impact users.



Seamless Migration Execution

Critical workloads and supporting services were successfully migrated with minimal disruption, ensuring continuity for both users and business operations throughout the transformation.



Conclusion

By partnering with Flentas Technologies, the Client successfully transformed its platform operations to support the scale, reliability, and governance requirements of its growing digital services ecosystem.

The organization now operates on a modern, standardized platform foundation that enables faster innovation, improved operational efficiency, stronger security, and greater resilience across its communication and payment services. With scalable infrastructure, enhanced visibility, and automated operations in place, the Company is well positioned to support future business growth while continuing to deliver reliable experiences to millions of users.



Take Action

✉ sales@flentas.com

🌐 www.flentas.com

🌐 [Flentas Technologies](#)

Mumbai : +91 91674 25445 | Pune : +91 020-71171003 | Dubai : +971 50-5376313