CASE STUDY
TELX MARKETPLACEPORTAL: INTEGRATED MOBILE EXPERIENCE OPTIMIZES SELF-SERVICE

DIGITAL REALTY | telx

Rivet Logic develops and deploys mobile app for Telx's MarketplacePORTAL Facilities Access & Portal Permissions tool, enabling Telx customers to easily manage access rights through an improved user experience, while reducing overall support staff load.

Equipped with a mobile experience that's now superior to the responsive web application for managing facilities access and portal permissions, Telx customers are now able to be more self sufficient, reducing the overall load on support staff.

ORGANIZATION

Telx is a new kind of data center solution provider fueling infrastructure, interconnection and business progress. With industry-leading 100% uptime and 100% on-time service delivery SLAs, Telx helps companies build more agile businesses faster with reduced infrastructure complexity and broader reach to new markets. Telx serves a broad range of industries types from 20 data centers located across 13 US markets.

CHALLENGE

Telx's MarketplacePORTAL is a modern customer portal designed to help its customers explore partnership opportunities and buy and sell services. While the portal has many features, only some of them need to be accessible 24/7 from a mobile device – one of them being the ability to open tickets and manage user access to the portal and physical data center facilities to readily accommodate any emergency maintenance and support requests.

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Built on Liferay Portal, the MarketplacePORTAL provides full mobile support through responsive design. However, managing access rights through the responsive portal proved to be a time consuming process. This led customers to contact Telx's support team instead of performing the task themselves, costing Telx hundreds of man-hours on a monthly basis for tasks that could easily be self-managed. To optimize the mobile experience, Telx knew they needed a native application that focused the user experience on tasks that are often performed on mobile.
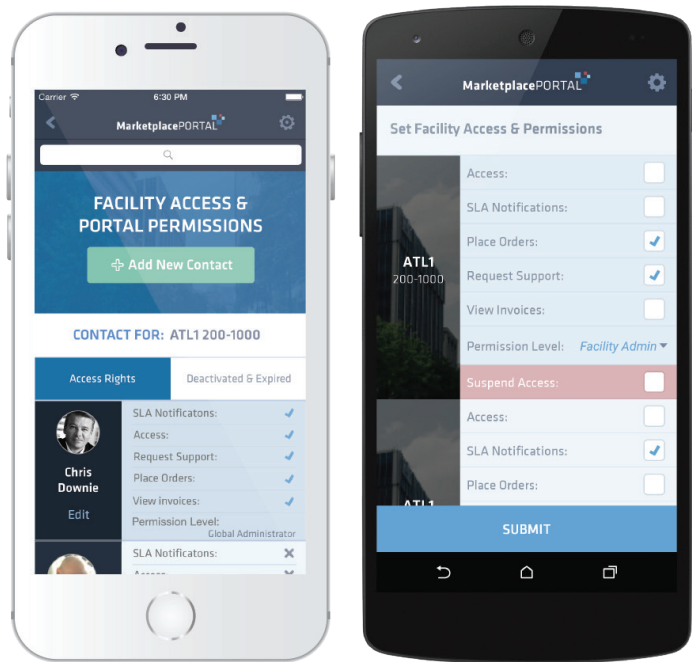
SOLUTION

Telx partnered with Rivet Logic to extend their Liferay-powered portal to a native mobile application using the Liferay Mobile SDK. This enabled Telx to seamlessly build on its existing framework instead of architecting a new mobile database sync from the ground-up.

With existing deep knowledge of Telx's business domain from the Marketplace- PORTAL implementation, Rivet Logic possessed the expertise necessary for a smooth mobile application implementation with minimal oversight from Telx. Overseeing the project, Rivet Logic worked with Telx to refine the project scope and user experience, developed apps for both Android and iOS, assisted with QA testing, and delivered the app through the Google Play and Apple iTunes stores.

RESULTS

Equipped with a mobile experience that's now superior to the responsive web application for managing facilities access and portal permissions, Telx customers are now able to be more self sufficient, reducing the overall load on support staff. In addition, the new Android and iOS applications have set a foundation for Telx to deliver future native mobile applications of the MarketplacePORTAL features most often used through mobile devices.

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