

PhonePe Leverages **Lightstorm's SmartNet** to Enhance User Experience by Improving Network Reliability

Lightstorm's SmartNet helps PhonePe bring down latency while ensuring network scalability, agility and flexibility

About



PhonePe is one of India's largest payments app, enabling digital inclusion for consumers and merchants alike. With 46.5+ crore (465+ Million) registered users, one in four Indians are now on PhonePe. The company has also successfully digitized 3.5+ crore (35+ Million) offline merchants spread across Tier 2,3,4 and beyond, covering 99% pin codes in the country.

PhonePe is also the leader in Bharat Bill Pay System (BBPS), processing over 45% of the transactions on the BBPS platform. PhonePe forayed into financial services in 2017, providing users with safe and convenient investing options on its platform. Since then, the company has introduced several Mutual Funds and Insurance products that offer every Indian an equal opportunity to unlock the flow of money and access to services.



Challenge



With an ever-increasing number of users and transactions, there was a strong need to scale the network infrastructure to meet the growing demand without impacting the user experience. Further, PhonePe regularly experienced a surge in customer activity when the number of users on the app and the payments increased tremendously. It was looking for a scalable and reliable network partner that would allow it to address Xscale infrastructure to meet the growing and future increase of Xscale transactions efficiently. In addition, PhonePe wanted a provider who could ensure minimal downtime since even a short downtime can lead to a massive loss of revenue or, worse, customer churn.



Solution



PhonePe evaluated other service providers before zeroing in on Lightstorm's SmartNet network. It realized that the SmartNet network was most suited to its needs. The NLD fiber ensured diversity and resilience when compared with other telcos, the speed to delivery of Xscale capacity and multiple physically diverse fibre connectivity to PhonePe DCs at Mumbai and Bangalore helped in achieving the requirement of the solution. In addition, the software-defined network provided the required agility and flexibility.

After understanding PhonePe's requirements over two months, Lightstorm provided a point-to-point link between three data centers with 100G capacity scalable to 200G and 400G per link between respective data centers. Lightstorm's solution also helped enable Macsec for network security.

Designed to address the growing needs of hyperscalers, Lightstorm's SmartNet is powered by an OPGW and utility-grade fiber network that is built to ensure unprecedented availability, the shortest latency and extreme reliability. Further, the network uses spine-leaf architecture and point-to-point linear long-haul to ensure the lowest latency.

SmartNet network allows enterprises, like PhonePe, to quickly and easily scale from 10Gbps to multiple 100Gbps to 1Tbps of bandwidth as and when required. Unlike traditional network providers, SmartNet provides three completely diverse paths for redundancy and resilience.



Validation



PhonePe appreciated the timely and efficient completion of the project. It is now looking to grow its network capacity with Lightstorm. “We are impressed by the fast response time and after-sales support of Lightstorm. With SmartNet’s reliable, ultra-scalable and low-latency network, we are confident of cost-effectively providing the best-in-class customer experience to our users even during events when there is a sudden increase in the volume of transactions,” says Jay Chawda, Head Engineering, PhonePe.

Lightstorm’s SmartNet is helping PhonePe provide a superior and reliable network experience to its users by ensuring 100% uptime and the lowest latency. PhonePe is leveraging SmartNet to quickly and easily provision capacity to meet our growing network bandwidth demands as and when it experiences a surge in transactions.



Jay Chawda

Head of Engineering, PhonePe



About Lightstorm



Lightstorm is building infrastructure for hyperscale networking in South Asia, Southeast Asia and Middle East to accelerate the region's growth and spur innovation in the digital economy. Lightstorm is a pioneer in building a first-of-its-kind utility-grade resilient fiber network, SmartNet, in several countries in the region. Lightstorm's Network-as-a-Service (NaaS) platform, Polarin opens new opportunities for enterprises by providing a simple, secure and smart way to enhance their application performance and user experience. A trusted partner of several Fortune 500 companies, Lightstorm is creating a robust foundation of digital infrastructure to create new sources of value and differentiation for businesses.

