CASE STUDY

AI monitoring of KPIs
for an online gaming platform

Industry

Gaming

Domain

Monitoring and analytics

Technology

We used a a proprietary self-supervised machine learning model based on machine learning and deep learning technology. This is a novel approach that can detect anomalies with an unsupervised model and can be used for machine learning. It is also implemented in the Keras/TensorFlow model.

At a glance

We developed an automatic monitoring system based on Artificial Intelligence and Machine learning, that detects potential downtime and/or issues of the iCore – which is an online gaming platform developed by Comtrade Gaming, and adapted for various gaming operators.

This tool helps find unexpected trends in KPIs and is also used internally to monitor the performance of Comtrade group's gaming platform. It facilitates a faster response to problems and ensures higher overall alertness and reliability of the platform.

Client

Our client is a large gaming provider specialized in online gaming. They were looking for a service provider who can develop a tool that will help them ensure higher availability and reliability, with real-time response in case of errors or issues that might occur, thus reducing the strain on their operators and improving their response time.

Their main need was to implement a new solution in their business, that would allow quick and efficient responses, without severe time and resource expenditures – resulting in raising overall productivity.

Project goal

Our primary goal was to implement a new solution in our client's business and develop a tool that would enable the platform to quickly detect anomalies and respond to problems faster, ensuring higher overall reliability and availability of the platform.

About Comtrade 360

Comtrade 360, a member of the Comtrade Group, helps businesses stay ahead in an ever-evolving digital world. For more than 30 years, we have accelerated innovation and growth by providing solutions to key technology partners.

Our clients, leading enterprise infrastructure and system software vendors across the globe, know what we're about: delivering a comprehensive range of top-notch software development services and solutions for your IT challenge.

Challenge

The main challenge we faced was having to work with an unlabelled dataset. This was a big obstacle, as it opened a new paradigm in machine learning, and we approached it from an unsupervised learning perspective. It was a novel approach, but we developed the solution successfully.

Results

The developed system is currently deployed internally at Comtrade Gaming, as well as being used by an external client for monitoring the installed online gaming platform.

The entire gaming platform is deployed as a service. The specific anomaly detection and monitoring software aspects of the package have not been deployed as standalone services yet, however, the entire system as a whole is currently deployed and in use by several clients.