

Case Study

National Career Service Portal Stabilization & Operationalization

Client Context & Engagement Overview

The **National Career Service (NCS) Portal** is a flagship initiative of the Government of India, designed to connect job seekers, employers, training institutions, and career counsellors. With millions of users relying on its services, the portal plays a critical role in enabling employment opportunities and workforce development nationwide.

Engagement Objective

Our team was engaged to **stabilize, operationalize, and modernize NCS portal**, ensuring uninterrupted service delivery and restoring confidence in the ecosystem. The mandate required immediate triage, long-term operational support, and a roadmap for continuous improvement.

Scope of Work & Delivery Model

Key Focus Areas

- **Bug Fixes & Security Patch Management**
 - Resolved OTP failures (SMS/Email), SAS platform issues, CRM malfunctions
 - Restored ticketing and call centre data flows, enabling inbound/outbound calls.
 - Corrected misconfigurations across the platform – both functional and business
- **System Stabilization & Documentation**
 - Delivered full technical and functional documentation of systems, interfaces, and integrations.
 - Established daily health checks, error management protocols, and operational handbooks for technical support teams.
- **Data & Integration Support**
 - Migrated and managed data from multiple sources (state portals, institutes).
 - Revived stalled integrations with states and MoU partners (Quikr, Tata Hub).
 - Supported ad hoc data requirements, including parliamentary queries.
- **Infrastructure & Security**
 - Strengthened infrastructure with proactive monitoring, DevSecOps automation, and hyperconvergence.
 - Enhanced collaboration between application and infra teams to reduce risks in a critical transactional ecosystem.

Delivery Model

- **Dedicated Triage Team:** 24 Engineers including program/project managers, architects, developers, DevOps engineers, and tech support staff.
- **Operational Framework:**
 - **Phase 1:** Troubleshooting and resolution.
 - **Phase 2:** Platform enhancements and bug fixes.
- **Support Model:** 24x7 operations, SLA-driven, monthly release cycles for continuous improvement.

Impact, Outcomes & Future Roadmap

Impact & Outcomes

- **Continuity & Stabilization**
 - Critical issues resolved, ensuring uninterrupted services for job seekers, employers, and call center operations.
 - Smooth functioning of integrations with states and MoU partners.
- **Modernization & Security**
 - Infrastructure hardened with DevSecOps practices and proactive monitoring.
 - Reduced operational risks through improved collaboration and documentation.
- **Operational Excellence**
 - Transitioned into a stable support framework with clear SLAs.
 - Delivered structured documentation and handbooks for long-term sustainability.

Strategic Value Delivered

- Restored confidence in a national-scale platform.
- Enabled seamless collaboration - Government, private partners and state stakeholders.
- Established a culture of **continuous improvement** through DevOps practices.

Future Roadmap

Building on the success of NCS Platform stabilization, our team worked on the following enhancements:

- **Enhancing User Experience:** Introduce intuitive workflows, mobile-first features, and accessibility improvements.
- **Expand Integrations:** Onboard additional state portals, training institutes, and private partners.
- **Advance Security & Compliance:** Implement advanced monitoring, AI-driven anomaly detection, and compliance with evolving data protection standards.
- **Drive Analytics & Insights:** Enable dashboards and reporting for policymakers to make data-driven decisions.

In Summary

Our team ensured continuity, stabilization, and modernization of the NCS portal by fixing critical issues, documenting systems, enabling integrations, and deploying a strong technical team to support its stakeholders.

This engagement demonstrates our ability to **rescue, stabilize, and enhance large-scale national platform**, ensuring they deliver on their mission with reliability, resilience, and innovation.