

CASE STUDY

Leading Financial Services improves governance, accelerates time to market by integrating a best-of-breed integration platform

Client Overview

The client is one of the leading companies in the Financial Services sector. It provides payment processing and banking software, services, and outsourcing of the associated technology. It has over 20,000 clients in more than 130 countries and an annual revenue greater than 12B USD.

The Challenge

The client was looking for a best-of-breed integration platform to address the following pain points:

- *Inefficient development practices, lack of detailed documentation, and limited accelerators, leading to longer API development cycles, increase complexity in API lifecycle, and longer time to market.*
- *Lack of layered API architecture and direct exposure of legacy system APIs which are tightly coupled with backend systems.*
- *Non-existent orchestration layer leads to API functional redundancy and flat data models, requiring API users to manage APIs independently.*

The Solution

Opus was invited to do some consulting specifically to evaluate a set of integration platforms and to suggest the best fit according to the company's requirements. The client also wanted recommendations for a Center for Excellence that will increase their delivery agility and quality of deliverables.

Opus conducted a thorough evaluation of different integration frameworks that included:

- ✔ Identification of a complex evaluation use case (in consultation with the client) to be implemented across five different platforms.
- ✔ Use of Contract-First and Layered API design (Experience and Process APIs) approach.
- ✔ Use of Canonical Model for API modeling and Swagger for creating API specification which can be imported across platforms.
- ✔ Detailed design and implementation of evaluation use cases across five different platforms using their built-in accelerators, mocking, unit testing, etc.
- ✔ Creation of an exhaustive API Integration framework evaluation criteria based on Opus expertise and market research. It includes 36 parameters across 4 different categories such as Business, Finance, Technical, and Operations.
- ✔ A detailed assessment of each platform capability based on use case implementation and filling up evaluation criteria to come up with comparative ratings and analysis.
- ✔ A detailed assessment and gap analysis of the customer's API governance model.
- ✔ Provided improvement recommendations for Center for Enablement (C4E).

Benefits Delivered

- ✔ Best-of-breed integration platform for future roadmaps
- ✔ Increased delivery agility and quality of deliverables
- ✔ Reduced time to market for all API development cycles
- ✔ Improved consistency, reliability, and governance