

## CASE STUDY

# Leading Financial Services simplifies API integration to streamline operations and improve governance

## Client Overview

The client is a global leader in financial services technology and is at the heart of the commerce and financial transactions that power the world's economy. It serves more than 20,000 clients and more than one million merchant locations in over 130 countries.

## The Challenge

The client builds APIs based on WebMethods technology. However, over time they realized that it is difficult to maintain and enhance due to inefficiencies and productivity challenges. They do not have centralized API Lifecycle management, resulting in poor management of versioning and API consumption.

### Some of the key challenges they faced include:

- *Lack of management and governance around API development strategy*
- *Key stakeholders - such as customers, developers, and internal users - had a hard time managing and creating a successful API Lifecycle*
- *Lack of centralized API Integration Platform hindered future planning with their parent organization and API strategies*

## The Solution

Opus was initially brought in to perform a platform evaluation by measuring the component capabilities of multiple API platform vendors and systems against the needs of the client.

The client decided to implement MuleSoft as its Integration Platform. To ensure a successful implementation and to see the long-term benefits of the MuleSoft platform investment, the client sought guidance from Opus as an experienced and knowledgeable consulting firm. Opus, in coordination with the MuleSoft team, provided invaluable data to support the viability of the plan and the client's licensing needs. Opus made sure that the initial implementation accounted for all components and that the necessary features were aligned with the client's needs.

The client also requested Opus to create a Center for Enablement (C4E) practice to build strong governance around their new API Strategy. It entailed an end-to-end development flow for APIs using the MuleSoft platform where the approach will be based on Contract First and Layer API design.

✓ *The Opus API Management approach provided a holistic view on how to manage the different stages in the life of an API, from creation to retirement*

✓ *Opus used its API accelerators comprising of industry best practices, processes, technology framework and DevOps-enabled deployment methods to support the developer ecosystem*

✓ *Opus partnered with leading payment organizations to build API Centers of Enablement to strengthen their payments ecosystem, centralize governance and integrate seamlessly with external financial applications*

✓ *Opus partnered with Fintech organizations to assess their API strategy, evaluate their architecture, technology aspirations, and infrastructural limitations*

✓ *Opus provided end-to-end development of APIs including testing and deployment to a cloud provider of the client's choice*

✓ *Opus enabled API integration with merchant sites, payment gateways, and diverse payment methods (including wallets)*

✓ *Opus established DevOps for streamlining and automating API development, testing and deployment to cloud environment*

Opus leveraged MuleSoft's best practices for integrations, coupled with customer-specific attributes and details on the existing tech portfolio. Opus showed its flexibility not only by delivering and supporting a new platform but also by integrating existing and legacy solutions and databases.

### SETUP MULESOFT ENVIRONMENT

Utilization of currently purchased Mule CORE licenses to setup a Mule Control Plane and Runtime Plane

Set up of users, roles, and access

Set up of Load Balancer, API Gateway to manage APIs

### SETUP MULESOFT PRACTICE

All aspects of C4E recommended by MuleSoft such as framework for API creation, policies setup

Set up of MuleSoft foundational assets, API governance, logs

Analytics and Monitoring

Business and Engineering KPIs

### PRODUCTION-GRADE API DELIVERY

Creation of 2 full-scale APIs (Experience, Process, System)

EMPCconnector which synchronizes data between their Salesforce CRM application and LaunchPad application

Assemble Playbooks for development, testing and CI/CD Pipeline, UAT/Prod support guidelines

## Benefits Delivered

✓ Clearly defined and implemented Business and Engineering KPIs

✓ Reduced time to market for all new and existing API changes

✓ Improved governance, consistency, and reliability

✓ Enabled Analytics and monitoring

