

Financial Software Company

Case Study

Transforming an Industry Leader with APIs

This Fortune 1000 financial software provider delivers business and financial management solutions to a global customer base of 60 million small businesses, accounting professionals and consumers. The company's national reach is so wide, that its solutions crunch and/or distribute 20% of the United States Gross Domestic Product (GDP). On a global scale, the company's solutions are integrated to 19,000, or 40% of, the world's banks.

The Challenge

Transforming an Industry Leader with APIs

After enjoying years of accelerated customer and product expansion, in 2008, the company identified not only a profound shift in customer engagement as a result of emerging technologies and changing culture, but also an alarming halt in growth and innovation within the company. Slow-moving IT and a disconnected architecture bottlenecked new ideas, preventing new features and products from coming to market at reasonable speed, if at all. Without innovating and responding to customer demands at the speed of technology change, the company could not maintain its market stronghold over the long-term.

This software provider decided to focus on continuous innovation, rapid testing of new concepts, and delivering delightful experiences to customers. But delivering on this vision required a major shift in IT. They needed to turn their IT capabilities into an innovation platform, and that required service enabling and connecting all of their applications and data sources, then API-enabling those services for rapid access by internal consumers, partners, and even third party developers. It also required a restructuring of the development organization into small teams that would execute rapid releases in agile sprints.

Solution Requirements

- Service orchestration and real-time integration, with high availability, scalability, and superior security of sensitive financial data
- Ability to rapidly create and manage easy-to-use APIs on top of service layer
- Seamless connectivity between multiple interfaces/versions of set services

Key Benefits

- Customer base has doubled from 30 million to 60 million in the last five years
- 10X increase in number of patents issued over last five years
- Reduced time to develop new API from 4 weeks to hours
- Solution manages 85-90 million transactions per day with 99.99% success rate



The Solution

Developers Choose MuleSoft

The company sought a solution that offered easy management, iron-clad security to protect their sensitive financial data, seamless connectivity between multiple interfaces/versions of services, and the ability to rapidly design APIs that are easy to consume. Their developers had already started using Mule ESB and had come to rely on the ESB's ease of use, power and simplicity to connect applications. In addition, the solution offered deep analytics that provided crucial insights for improving operations and speeding up productivity.

"By using Mule, we build an app as a set of services rather than as an app on a server," the VP Platform Chief Architect said. "Developers can develop much faster and we get more products to market in less time."

The company began their transformation by creating a service layer using Mule ESB. With this in place, they created APIs on those services to expose data with internal teams, to support mobile and web application initiatives, and to share selected services with 3rd party developers to further innovation and reach. The Anypoint Platform now serves as the backbone of the company's back office integration and has been adopted as the standard API management solution throughout the company.

“By using Mule, we build an app as a set of services rather than as an app on a server,” VP Platform Chief Architect said, “Developers can develop much faster and we get more products to market in less time.”

VP Platform Chief Architect

The investment in this transformation has paid dividends as the company now experiences a higher level of performance and significant growth, fueled by innovation.

The Results

Enhanced SOA & Broader APIs Proliferate Innovation

In the last five years, the company has become an innovation engine. The new services layer improves data security, availability and scalability throughout the company, and the API layer makes data available “on tap” to business units who use it to guide business decisions, and developers who leverage it to develop new products and applications.

“MuleSoft has helped us be massively productive,” said the VP Platform Chief Architect.

The number of patents that the company holds has increased 10-fold in the last five years. The company has doubled its customer base from 30 million to 60 million just in these past five years. And the majority – 45 million – of their customers rely on a new set of SaaS-based products made possible by the new architecture.

“Our developers love the power & simplicity of the Anypoint Platform. MuleSoft has helped us be massively productive.”

VP Platform Chief Architect

A testament to the importance of adapting to a changing landscape, the company has also generated more than \$100 million in fiscal 2012 revenue from products released only within the last three years.

On a technical performance level, development, the basis of their innovation, plows full speed ahead. Using a “boilerplate” model, the company developers can complete sprints in weeks rather than months and can create new APIs in hours rather than weeks. In addition, their IT team expects a 5- 10-time hike in already high web service levels – including a rate of 2100 transactions per second – within the next year.



A Future Focused on APIs

Today, the company aims to maintain its strong forward momentum with the help of APIs that will allow them to continue opening out to, harnessing and building upon valuable data. They plan to integrate MuleSoft's Anypoint Platform for APIs in a larger way, as the company shifts towards greater API development and usage.

They also plan to develop partnerships at the PaaS level, so that they can effectively manage services that partners deploy.

The company's foresight and ability to revitalize development in such a significant manner has paid off, and their future has never been brighter.

To learn more about how MuleSoft can help connect your organization, call 1-866-228-9989 or start your 30-day free trial at www.mulesoft.com



MuleSoft's mission is to help organizations change and innovate faster by making it easy to connect the world's applications, [data](#) and [devices](#). With its [API-led approach](#) to connectivity, MuleSoft's market-leading [Anypoint Platform™](#) is enabling over 1,000 organizations in more than 60 countries to build [application networks](#). For more information, visit <https://www.mulesoft.com>.

MuleSoft is a registered trademark of MuleSoft, Inc. All other marks are those of respective owners.

