HOW CAN MULESOFT ACCELERATE YOUR DIGITAL TRANSFORMATION?

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The prospects of technology are a boon to organizations looking to expand or streamline their processes. But with exploding possibilities comes the dilemma of allocating resources where they will create the greatest ROI. The decision can be overwhelming, with various stakeholders each favoring a different approach.

With platform integration, future growth decisions become more efficient, secure, and compound in value, thanks to the ground-up architecture that keeps an eye to long-term goals and platform expansion.

No matter what an organization's immediate or long-term goals are, using MuleSoft as the key to digital transformation will save money, time, and IT headaches. Specifically, MuleSoft can be an asset

➢ when seeking to improve the customer experience

➢ when introducing new products or services

➢ when trying to improve operational efficiency

➢ when navigating organizational change.

In a wide-range of industries, with varying degrees of up-to-date data storage and integration, MuleSoft has been an essential tool to accomplish goals in these four areas.

CUSTOMER EXPERIENCE

360 Degree Customer View

An organization's customers are the lynchpin of their success. Traditional means of customer engagement are no longer relevant in today's digital world. One of the greatest advantages of MuleSoft is its ability to draw data from multiple sources and combine it into a single interface. For example, a retailer could combine customer information from sales, service, and commerce into one platform for customer engagement. Using APIs, MuleSoft can assimilate data from the cloud and on-premises legacy systems so there's no pivoting between sources in order to get a complete view of your customer.

eCommerce

For retailers and B2B businesses, eCommerce is an essential area of expansion. It is expected that the total market share of eCommerce sales will grow from 10.4% in 2017 to 22% by 2023. However, the majority of eCommerce projects are stymied by system or platform issues and prohibitively long development cycles. By taking an API-led approach to eCommerce development, projects can be completed in a fraction of the time. Additionally, APIs can connect to various eCommerce systems, and create a scalable platform for future growth in traffic. And thanks to the secure governance created by Anypoint API Manager, individual IT teams can meet their sector's needs without waiting on access.

Omnichannel and Mobile Applications

Synchronizing data across channels can be a logistical nightmare. However, with MuleSoft's API-led approach, the same API will be accessed across channels, meaning information is up-to-date and consistent, no matter where it's being accessed from.

Using MuleSoft means that your IT architecture is flexible, agile, and built for ease of connectivity, whether that's new channels or mobile applications. And sharing access with partners for new development couldn't be simpler. You can provision access directly to individuals or across entire teams, while maintaining and monitoring security.

Digital Banking and Lending

For the financial industry, the use of APIs with MuleSoft allows financial institutions to provide faster, more accurate access to data—for consumers' to manage their money, and for lenders to make informed decisions— using Open Banking. Digital banking is no longer an optional service for consumers, but is central to the way they make financial decisions. And optimizing digital banking platforms with MuleSoft ensures agility and responsiveness for development.

Personalized Healthcare

Telehealth services, which were already on an upward trend, saw an explosion with the onset of the COVID-19 crisis. MuleSoft offers functionality for healthcare providers to connect patient data from multiple sources, and provide patients with unprecedented access and autonomy in managing their health. MuleSoft further makes it possible for various health service providers to communicate and transmit patient data securely and in real time, resulting in superior patient outcomes.

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NEW PRODUCTS AND SERVICES

Mergers and Acquisitions

When one organization is acquired by another, or when two companies merge, massive amounts of data and processes must be assimilated. MuleSoft is indispensable in this undertaking. All the data from disparate sources becomes accessible and packageable when using APIs to provide secure access to that data.

For a startup soliciting investors or acquisition, data integration can be a huge challenge and potential barrier to a deal. However, when that company has an API-based development, the traditional roadblocks to integrating with a new system are eliminated, making a merger, acquisition, or an investment much more appealing.

Supply Chain Modernization

One area with significant cost-saving potential for many businesses is managing their supply chain more efficiently. For example, airplane manufacturer, AirBus, managed a global supply chain consisting of 7 million parts for one airplane. By utilizing MuleSoft Anypoint Platform, they were able to digitize their supply chain and coordinate their complex manufacturing process.

Additionally, API-based programs can assimilate EDI communications and allow independent IT teams along the supply chain to collaborate by sharing APIs and intentionally developing for connectivity.

Market Expansion/New Products and Channels

Digital integration makes market expansion and innovation more attainable in a shorter time frame. Especially in industries where competition or disruptors are prevalent, the speed and expanded application of APIs can mean the difference between increased market share or a missed opportunity.

LiveOps, a virtual call center, contracted Mastek to streamline their digital integrations. They had been experiencing rapid growth, but were being impeded by siloed data and inefficient chain of service processes, especially when dealing with multiple clients and vendors. Through an API-led architecture, Mastek simplified their processes and set them up for uninhibited growth. MuleSoft can be an essential tool for enterprises looking to expand in either their market or with new products or channels.

Legacy Modernization

One of the biggest hurdles to digital transformation for many businesses is the difficulty of modernizing their legacy systems. The "first step" for growth or improved efficiency often falls on figuring out a way to bring their existing infrastructure into cohesion with new technologies, including SaaS and Cloud programs, big data, and expansion to new channels.

Through the use of APIs, facilitated by MuleSoft, legacy systems can become an asset rather than obstruction. With MuleSoft's Anypoint Platform, legacy systems can be connected with SaaS and APIs, for an IT infrastructure that is flexible and future-proofed.

An example of an outdated legacy system where Mastek utilized MuleSoft was with the Industrial Commission of Arizona (ICA). With significant manual workflows, and tens of thousands of paper documents handled monthly, ICA was ready for automations and integrated data solutions that would decrease man hours, simplify workflows, and give users the ability to engage with and monitor their claims in real time. Using MuleSoft in conjunction with Salesforce resulted in huge time and cost savings for ICA by bringing their legacy systems into an integrated digital architecture. And by building with APIs, they have the flexibility to continue to modernize with updated technologies.

Interoperability

For industries and organizations with multiple points of contact, processing, and data storage that is shared between separate entities, MuleSoft facilitates communication to overcome the challenge of interoperability.

Using APIs, MuleSoft allows disparate sources to talk to each other, while maintaining security and governance.

Portfolio Rationalization

MuleSoft can be utilized wherever complicated operations, service lines, or supply chains are resulting in wasted resources. MuleSoft facilitates portfolio rationalization by eliminating redundancies from data silos and streamlining processes.

Business Automation

In order to meet consumer expectations, it's essential for businesses to streamline their back-end processes, thus increasing the speed of delivery for end users. This technique, known as business automation, is made much simpler with the use of APIs. With so many systems and so much data being automated, point-to-point connectivity becomes overwhelming and restrictive.

API-led connectivity, on the other hand, enables unencumbered access to the needed data, regardless of where it's stored. In this way, business automations are smoother and more easily extrapolated to future needs.

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MuleSoft's API-led approach can be used within organizations to access and utilize data for employees and partners. Specifically with employee onboarding, HR, and benefit management, all of the relevant data for an employee can be stored, accessed, and shared securely as needed.

For companies employing a remote workforce, MuleSoft can provide accessibility for off-site employees by incorporating legacy data storage systems into platforms employees can access online.

Finally, MuleSoft's ability to package data into discrete components, and then repurpose those APIs independently, means that collaborating with partners or clients is simple.

IT managers can securely share and provision access to APIs for any group or individual outside of the company, making joint ventures faster and more successful.

Conclusion

When considering the digital integration priorities for your organization, MuleSoft provides the means to accomplish your goals both near and long-term. From navigating organizational changes and managing your workforce, to modernizing operations and accelerating growth, MuleSoft offers the solutions for your unique situation. And every enterprise can benefit from the fullyconnected view of their customer or user that MuleSoft provides. With MuleSoft, your platform integration can be fully tailored to your specific needs, and propel you into the future.

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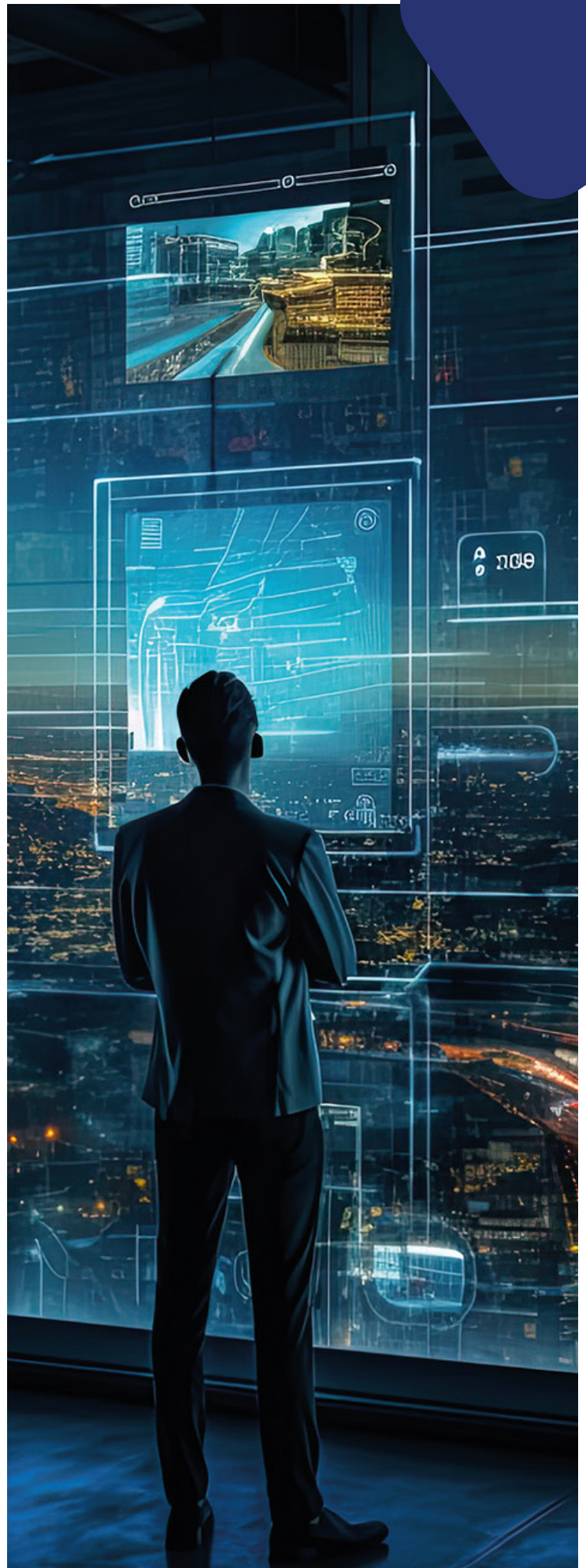
About Mastek

Mastek is a turnkey & trusted Digital Engineering & Cloud Transformation partner that delivers Innovative Solutions and Business Outcomes for clients in Healthcare & Life Sciences, Retail, Manufacturing, Financial Services, Government/Public Sector, etc. We enable customer success and business change programs by partnering with enterprises to unlock the power of data, modernize applications to the cloud, and accelerate digital advantage for all stakeholders. Customers Trust Mastek to deliver Business Value with Velocity and we operate in 40+ countries including the UK, Americas, Europe, Middle East, APAC with ~5000 employees. We are in the business of de-complexing Digital and making our clients future-ready with an industry-first approach. Evosys, a Mastek company, is an Oracle Partner and a leading Oracle Cloud implementation and consultancy provider and has executed programs for 1,300+ Oracle Cloud clients.

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