

# APIs FOR FUTURE SYSTEMS

 **accenture**

# Contents

Future systems: Built today. Ready for tomorrow.	<b>3</b>	MuleSoft + Accenture = Delivery Accelerated	<b>11</b>
Why are APIs important?	<b>5</b>	Accenture's MuleSoft Capabilities	<b>12</b>
Where does MuleSoft fit in?	<b>7</b>	Client success stories	<b>14</b>
Why Accenture?	<b>8</b>	Contacts	<b>17</b>
Accenture's MuleSoft Delivery Capability	<b>10</b>		

# Future systems: Built today. Ready for tomorrow.

**In today's disruptive landscape, your software must be built to adapt, just like your business is.**

It's a new era—one where enterprise and IT boundaries are blurring, where data is being shared within and between organizations, and where immersive technologies are creating new possibilities and experiences for employees and customers alike. Applications, data and infrastructure are merging into systems and embedding themselves into the entire business ecosystem. Forward-looking companies are asking... what's next?

To continuously adapt to new realities, organizations must be prepared to rethink their strategies and architectures. They must support a new way of working if they want to spur new growth, shape new markets and reach new customers. Systems need to be adaptable at a moment's notice. That means transforming into future systems. Organizations can only thrive if they are prepared to operate in a world where the only constant is change.

## What do future systems look like?

### **Boundaryless**

Companies decouple the entire IT stack and move to dynamic, 'everything-as-code' systems. Ensuring interoperability requires a uniform approach to data, security and governance while leveraging a blend of cloud and edge computing.

### **Adaptable**

Systems seamlessly adapt to business and technology change using human-machine collaboration so decisions are made with confidence and speed. These require flexible, living architectures that can protect and nurture valuable data and responsible approaches to artificial intelligence.

### **Radically human**

Companies reimagine systems to empower new human-machine relationships with natural conversation, simple touches and abundant personalization.

# Why are APIs important?

**Today's consumers are interacting with digital systems, and those digital systems are interacting and communicating with each other with increasing complexity, building a valuable network of data, applications and endpoints.**

The increasing demand for real-time information is putting more and more pressure on systems to continuously exchange information. In times of intense change and uncertainty, it is more important than ever for businesses to be able to leverage their existing IT assets to fulfil different business scenarios. For example, a fashion house shifting to

produce Personal Protection Equipment (PPE), would require their systems to be able to deal with changes in their supply chain rapidly. This would be possible if the right set of Application programming interfaces (APIs) are available with the correct domain alignment.

APIs are the gateway to this new era of customization. They help organizations build future-ready systems by simplifying the management of information, connecting systems and making them adaptable to any reality or new business need. For example, instead of developing new code every time new application connections are needed, developers can

make connections faster by leveraging existing APIs exposed via an API Gateway.

Forward-thinking companies understand their customers with a new depth of granularity and use APIs to reimagine entire industries. This connectivity paves the way for entry into new markets and partnerships, helping businesses create better products and services that cater to the individual, personally. By building solutions with best-of-breed components accessed via APIs, these organizations are capitalizing on their digital investments and positioning themselves for success for years to come.



## Here's a look at what's driving the API economy:

### **Omnichannel**

Anytime, anywhere, any device access with consistent experiences and interactions across multiple touchpoints, including AI-supported voice.

### **Frictionless business**

Strategic, technology-based partnerships utilizing microservices and blockchain.

### **Digital decoupling and modernization**

The use of new technologies, development and migration methods to build new systems that are more responsive to changing requirements.

### **Cloud integration**

A combination of tools, technologies and practices that connect applications, systems and data across entire enterprises.

### **Rapid innovation**

A systematic design process that strengthens outcomes, expands distribution and makes monetization easier.

# Where does MuleSoft fit in?

The MuleSoft AnyPoint platform provides future-proof connectivity that organizations need to survive and thrive in a rapidly changing technological landscape. It is one of the fastest growing API management platforms on the market, combining full API lifecycle development and management with enterprise-grade connectivity. With MuleSoft, organizations can easily build and rapidly scale a network of applications, data and devices on premise, in the cloud or in a hybrid setting.

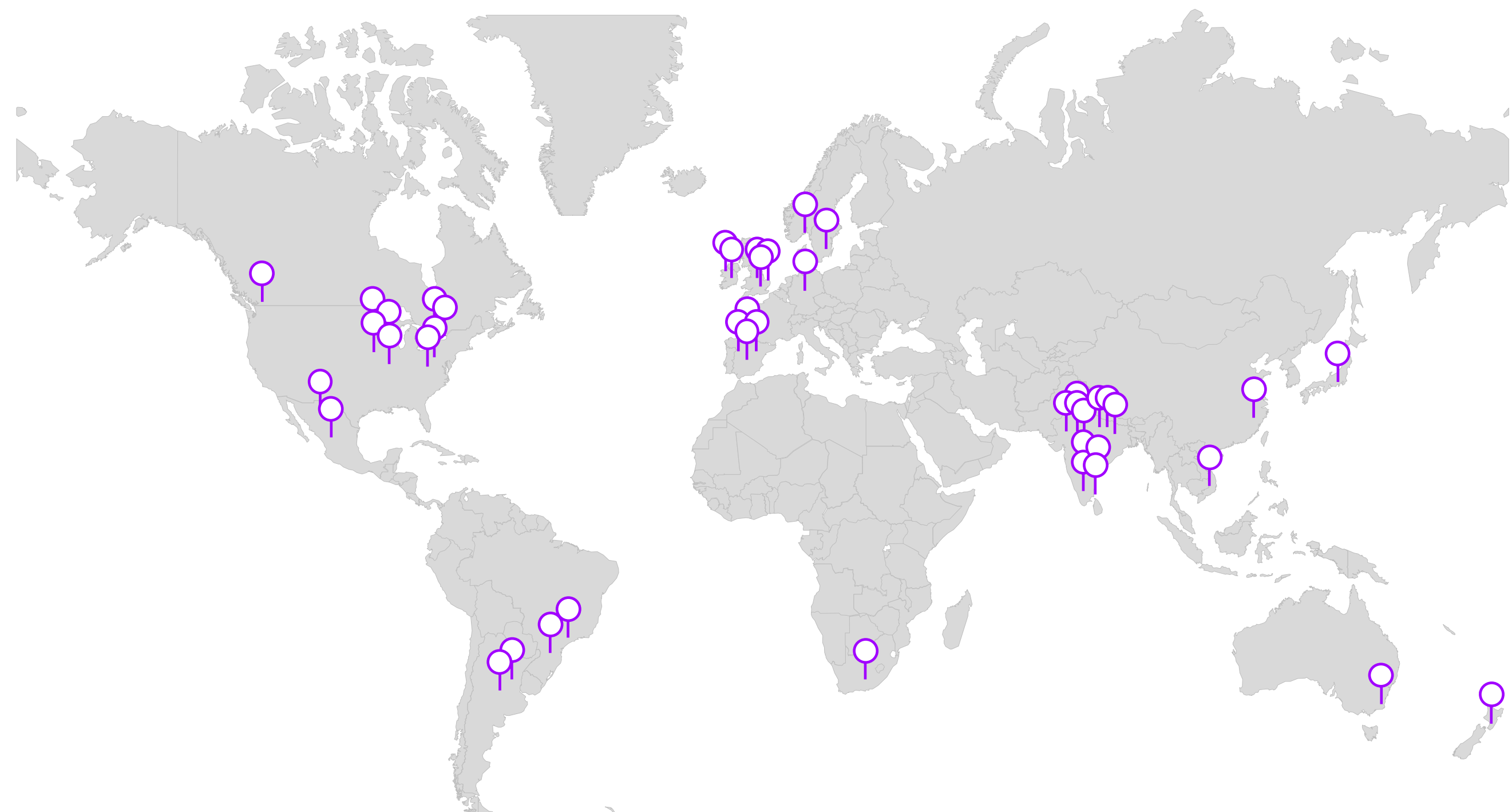
Organizations can then adapt, rather than break, as their business grows. It facilitates communication between a wide variety of enterprise applications, including legacy databases, ERP applications, mobile apps, SaaS and cloud applications. Reuse and self-service capabilities make it easy for developers to innovate at speed. Put simply, MuleSoft's API-led connectivity enables you to deliver—at any moment, in any reality.

# Why Accenture?

Accenture powers digital transformation through services designed to support reinvention of your application portfolio, using modern engineering techniques and approaches (Agile, DevOps and SRE).

Our [Intelligent Software Engineering Services \(IES\)](#) practice combines business and industry insights with innovative technology to help you tackle today's most complex business challenges—and drive growth. In particular, our MuleSoft Practice brings together market leaders and innovators so you can exploit the best specialized skills and expertise in API technologies.

## Accenture's MuleSoft Global Delivery Network



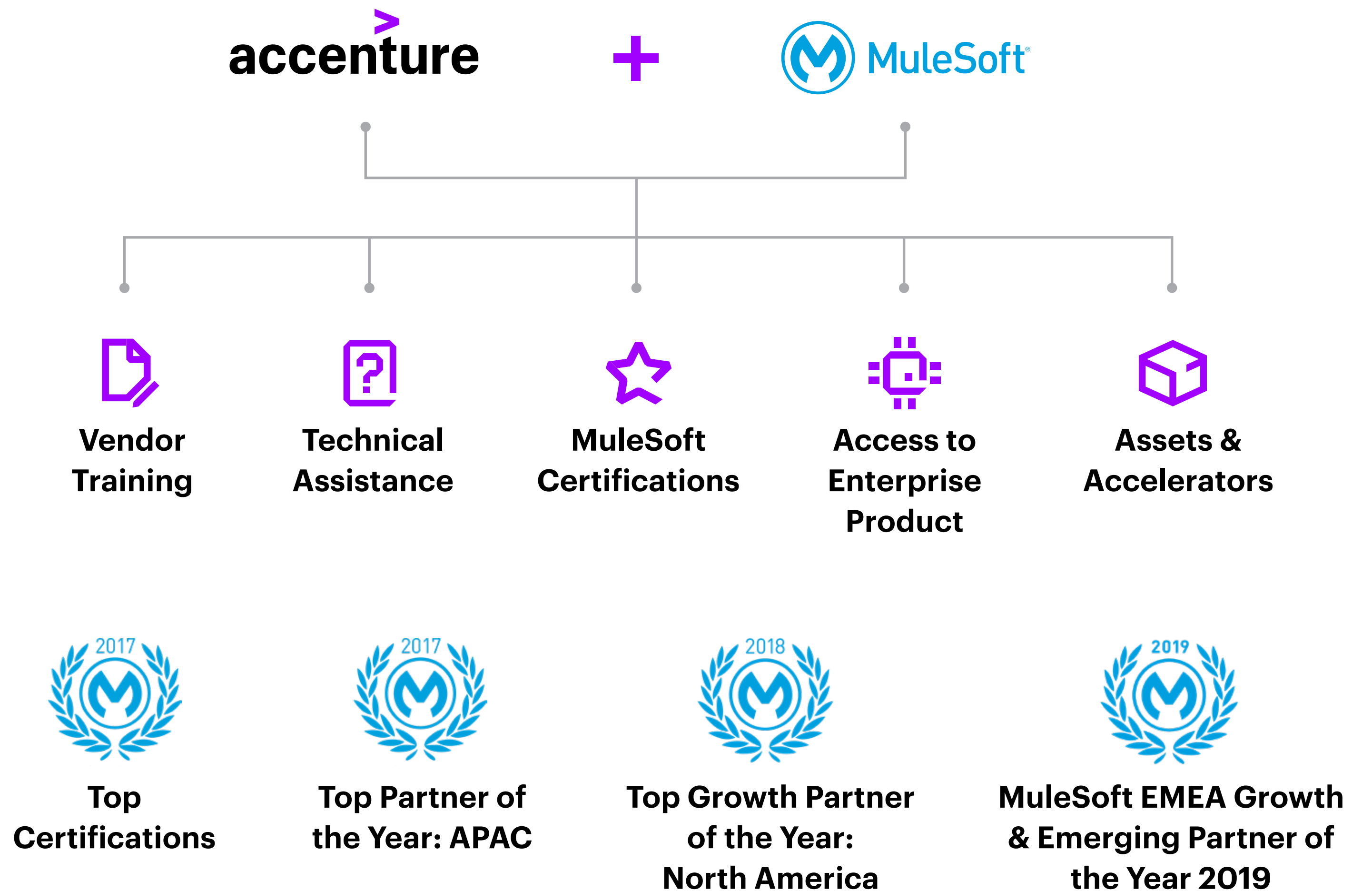
 Regional Delivery Centres



Accenture's MuleSoft Practice integrates new technologies and offerings quickly, reliably and cost-effectively. As a leading MuleSoft partner for over ten years, we have created one of the largest pools of MuleSoft engineers and architects worldwide, successfully delivering numerous projects and products to customers across multiple industries.

Our highly skilled practitioners offer efficiency and standardization through an unmatched combination of experience and proven expertise. Our MuleSoft capabilities extend across industry, ensuring you benefit from best practices.

- 2200+ MuleSoft-trained practitioners
- 550+ MuleSoft-certified professionals
- Full-stack accelerators and solutions
- Dedicated MuleSoft Center of Excellence with tailored training and certification programs



# Accenture's MuleSoft Delivery Capability

**By leveraging an API-led connectivity approach, Accenture and MuleSoft are helping clients build application networks that are fundamentally changing the pace of innovation and preparing them to be future-ready.**

Accenture's Model Driven Development alongside key assets built for MuleSoft Anypoint Platform can help accelerate delivery of API-led connectivity. These assets that have been developed and used in numerous implementations.

Assets and Accelerators include:

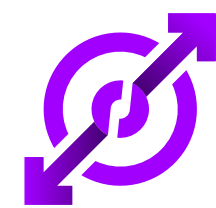
- Reference Architectures (Cloud, Hybrid or on-Prem) with template-based flows using Maven Archetypes
- Lightweight Governance and Operating models
- Integration with popular DevOps tools (GitLab, Jenkins, AWS CodeBuild)
- Reusable product specific frameworks
- Industry offerings
- Customizable common frameworks (logging, auditing, error handling, etc.)
- Delivery cookbooks and templates

Our accelerators, templates, tools, DevOps and cloud services help clients achieve:

- Accelerated speed to market
- Reduced development time
- Enhanced maintainability
- Lower cost of integration
- Lower number of defects

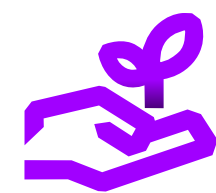
# MuleSoft + Accenture = Delivery Accelerated

By leveraging an API-led connectivity approach, Accenture and MuleSoft are helping clients build application networks that are fundamentally changing the pace of innovation and preparing them to be future-ready.



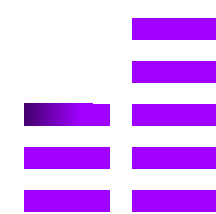
## Easily configured

Pre-built patterns enable designers to focus on service configuration and business functions rather than the underlying technology.



## Designed for delivery

Seamless, continuous integration allows management of key run-time activities.



## Optimized for analytics

Integrating data from multiple sources leads to better business decisions and personalized customer experiences.

# Accenture's MuleSoft Capabilities

## Advisory and strategy

Integrations built over a number of years can be complex and disparate, making the path to API enablement difficult. Aligning business objectives to technology for successful onboarding can also be a challenge. We work with your business and technology communities to define a strategy and roadmap for implementing a MuleSoft API-led connectivity approach that accelerates business outcomes.

## Architecture definition and delivery

Our experienced MuleSoft architects not only work with you to define the architecture but

also see you through to production.

We combine our product experience with best practices to ensure a smooth journey to MuleSoft adoption and implementation.

Our architects work in collaboration with the delivery team to deliver the architecture in agile and scaled agile environments.

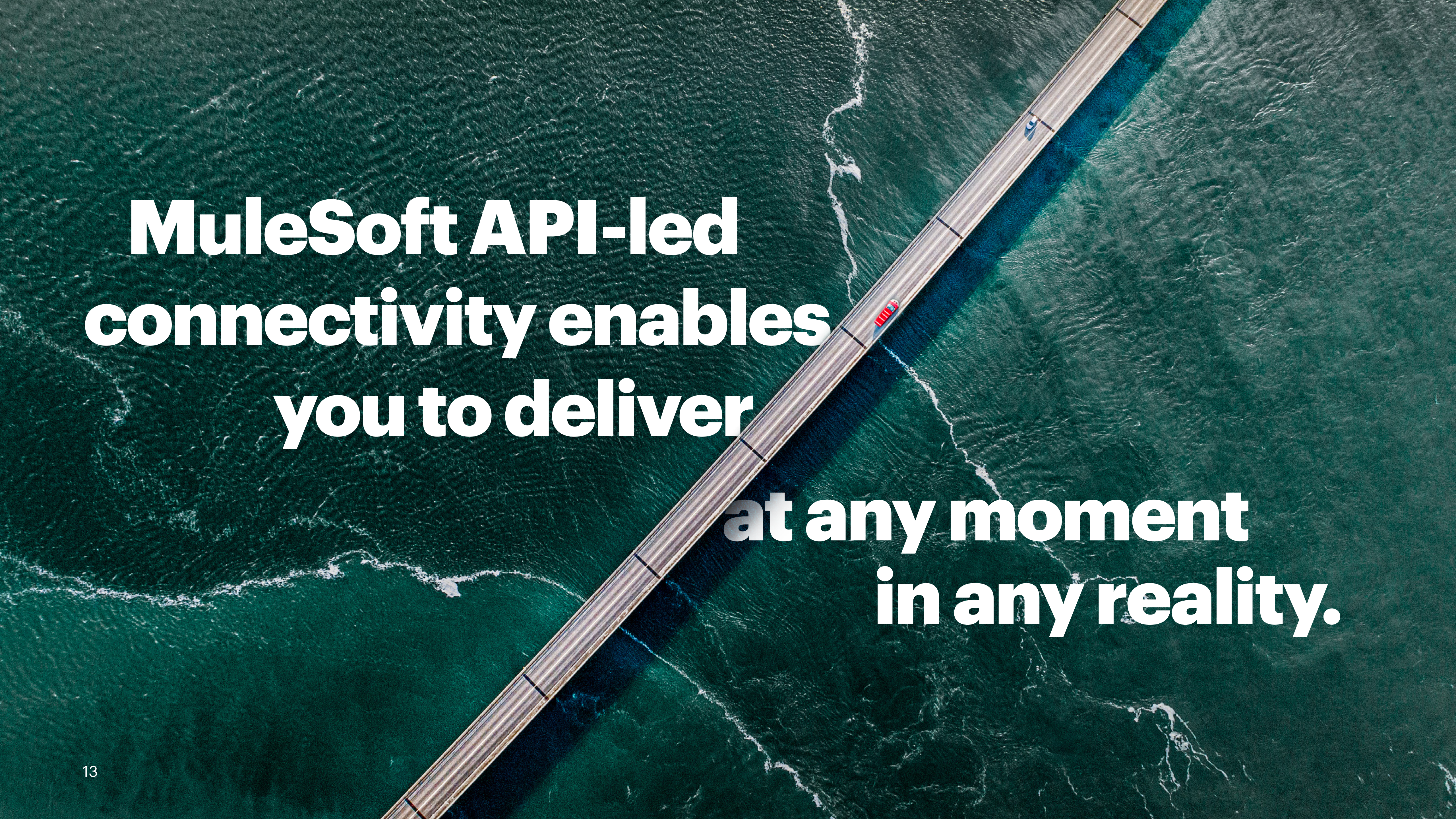
## End-to-end delivery

From design to implementation to management, MuleSoft's Anypoint Platform, combined with our assets, is a one-stop-shop for delivering APIs. Our model-driven development approach ensures standardized

and accelerated API delivery. Our experienced agile practitioners will help you deliver at scale and in a distributed environment.

## Post go-live support

Our offering doesn't stop at implementation. We can support your API Platform and manage your environment. Our best-of-breed operations monitoring tools provide insight into your API landscape.

An aerial photograph of a long, multi-lane bridge spanning across a body of water. The water is a deep teal color with some white foam from waves. Several cars are visible on the bridge, including a red one and a blue one. The bridge is a light brown or tan color.

**MuleSoft API-led  
connectivity enables  
you to deliver**

**at any moment  
in any reality.**

# Client success stories

## Large Technology Retail Company

### Client Description

This leading European retailer offers a comprehensive range of electrical and telecommunications products and services.

### Key Business Initiatives

The client's goal was three-fold:

- Differentiate its in-store customer experiences to compete against e-commerce vendors
- Drive consistent sales execution and achieve deeper insight into sales and colleague performance
- Optimize the customer buying journey and remove friction caused by manual processes

### Accenture Solution

This retailer selected MuleSoft's AnyPoint platform to power seamless integration across multiple underlying systems. Using LeanMIX, we leveraged out-of-the-box integration capabilities and created reusable assets to reduce time to market as well as minimize implementation costs associated with the delivery of MuleSoft's integration services. This solution helped the company increase sales conversion and improve customer satisfaction. It also enabled the company to build honeyBee, a platform that uses real-time insight to improve in-store operations and in-flight promotions and gives customers a best-in-class digital guided sales experience.



# Global Financial Services Company

## Client Description

This financial services group has over 260,000 employees in 74 countries. Its global business operations span across retail, commercial, wealth/private and investment banking.

## Key Business Initiatives

To create long-term growth, the company initiated a change agenda that would shift focus on core and highgrowth markets, reduce costs, simplify its processes and deliver regulatory change. As part of this transformation, the company needed to migrate more than 130 different systems to the cloud and replace its current on-premise HR system.

The migration also needed real-time integration with the self-service portal, case management, and knowledge management solution in ServiceNow.

## Accenture Solution

Following an API-led approach, Accenture designed and implemented the end-to-end integration solution using MuleSoft ESB and LeanMIX. Leveraging MuleSoft's DataWeave and AnyPoint platform features, we built the future-proof architecture with re-usability in mind. DevOps and continuous delivery enabled robust and agile versioning control and allowed the solution to quickly adapt to changing business dynamics. The company now has a high-performance and sophisticated data streaming solution to process, transform and distribute millions of employee records every day.



## Large Retail Group

### Client Description

This multinational corporation sells foods, beverages, cleaning agents, and personal care products. It is a global leader in the consumer goods industry, offering more than 400 brands, including 13 with sales that exceed €1 billion a year.

### Key Business Initiatives

After establishing a successful Center for Enablement (C4E) responsible for delivering SAP-centric integration requirements globally, the client faced new challenges:

- More cloud applications that require integration capabilities
- Need for decentralized ownership and more autonomy for lines of business
- Need to drive integration speed and agility for faster time-to-market

### Accenture Solution

Accenture provided this multinational company with API architect, design and developer expertise to support the establishment of integrated functional testing (IFT) capabilities. We also established a global skilled MuleSoft capability with over 30 resources to complement the company's existing pool of SAP PO resources. By leveraging IFT and adopting an API-led integration approach, multiple projects were successfully delivered.



# Contacts

To learn more about how Accenture can help make your systems future-ready with MuleSoft's API-led integration approach, please contact:



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# About Accenture

Accenture is a leading global professional services company, providing a broad range of services in strategy and consulting, interactive, technology and operations, with digital capabilities across all of these services. We combine unmatched experience and specialized capabilities across more than 40 industries—powered by the world’s largest network of Advanced Technology and Intelligent Operations centers. With 509,000 people serving clients in more than 120 countries, Accenture brings continuous innovation to help clients improve their performance and create lasting value across their enterprises.

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200450