OpenLegacy
Digital to the Core

Case Study

Five global APIs in just three days accelerates digital banking for global giant

Company turns to OpenLegacy after failed attempts with other vendors

Microservices | Digital Channels | Mobile Apps | SME

This global banking group is the 37th largest public company in the world, serving hundreds of millions of customers in Europe, North America, Latin America, and Asia. In recent years, the bank has realized that new customer experiences such as mobile applications, new bundling of consumer products and services, and new payment options are all essential to its continued success, so they turned to OpenLegacy.

The Challenge

To create this seamless, personalized, modern customer experience, the bank is running two races. The visible race is the effort to expand and enhance digital channel capabilities: Supporting new and exciting experiences like new apps, biometric authentication, mobile payments, and online loan approvals. The underlying goal of this, from the bank's perspective, is to create simple, frictionless experiences that today's consumers have come to expect in all aspects of their lives.

The second race is behind the scenes, invisible to consumers. This race involves the world of business analysis and enterprise architecture, and is focused on re-building core operational processes to enable the rapid deployment of enhanced digital experiences. In short, enabling digital innovation to support rapidly-evolving consumer needs.

To win in these races, the bank had realized the need to open up their various IT platforms and applications so they can share data and integrate business processes. The end goal is creating a global API that connects multiple systems, geographically and across core applications running on multiple backend systems like Mainframe and AS/400, through APIs and micro-services. The global API would enable the bank to innovate and create new products, services, and offerings.

To that end, the bank has worked with one of the world's largest legacy transformation vendors, spending dozens of millions of dollars a year and working with large teams on generating and delivering APIs encapsulating legacy transactions.

Time to market was of the essence—the bank designed a 5-year plan for achieving its vision of a global, open API with hundreds of microservices. However, after one year into the plan, it was already a year and a half behind, and had a huge backlog of unimplemented services.

The Solution

The bank turned to OpenLegacy to approach creating APIs in a simpler and faster way. The process of qualifying an SME credit application was chosen as the first service to implement. Before OpenLegacy, the qualification process was lengthy and manual, with more than two business areas involved in the gathering, verification and evaluation of documentation. The interaction between these

two areas was not fully automated, so a few manual processes had to be run in order to complete the application, documentation, and approval. These manual processes and consequent handovers between areas led to an unacceptable response time, delaying credit approval for days.

When starting to work with OpenLegacy, the bank described the overall SME credit approval cycle and related 23 transactions. This initial, one-time discovery process took a few days. The team then chose five transactions to be implemented and exposed as micro-services as part of the initial part of the project—including queries for retrieving customer information, and consolidated queries for retrieving account information and balance. The goal was to test whether these queries could be quickly implemented as APIs that can be exposed externally.

Once the initial discovery process was complete, the project team delivered new APIs encapsulating these queries as microservices daily, completing all five APIs in three days—Tuesday to Thursday.

The Result

The speed of automation. Within days, the bank started making a dent in their API development backlog. Time to market for new applications and consumer experiences is now significantly shorter, paving the way to ramping up the creation new innovative consumer applications.

Simplicity that leads to speed and dramatic TCO reduction

As a leading analyst commented when vetting OpenLegacy's technology, "your simplicity is brilliant." OpenLegacy generates standard, lightweight code for microservices, and does not require any modifications to the backend Mainframe applications. OpenLegacy's architecture does not involve any middle layers such as ESBs and MQ, thus shortening the development cycle and leading to significant cost savings: Both in labor and in direct costs.

Compared to the cost of creating one API using the previous vendor, OpenLegacy is 8x less costly. And the more APIs one generates, the more cost-effective OpenLegacy becomes.

Significantly lower cost of development with a minimal risk solution

For application developers, OpenLegacy is a game-changer. The simple, elegant OpenLegacy platform allows any Java developer within the organization to call mainframe business workflows directly in order to add new functionality or expose existing one to external applications. There's no need to go through layer upon layer of connectors, ESBs, and middleware, to re-write COBOL code, or create a new legacy environment. Deployment is also a breeze with OpenLegacy, freeing up expensive DevOps resources: OpenLegacy automatically and instantaneously deploys new versions—compared to the current environment that requires over a week to deploy. By relying on the newest open standards, OpenLegacy's solution reduces risk and supports all security requirements and regulations that are mandatory for a large, global finance organization.

About OpenLegacy

OpenLegacy's Digital-Driven Integration enables organizations with legacy systems to release new digital services faster and easier than ever before. Connecting directly to even the most complex core systems, OpenLegacy automatically generates the digital-ready components needed to integrate legacy assets into exciting new innovations. With OpenLegacy, industry-leading companies release new apps, features, and updates while spending a fraction of the time and resources, so they quickly and easily become digital to the core.