

Quinnox **MuleSoft** transformation achieves **intuitive** on-demand Support and **agility** for a **leading** provider of **data communications and telecommunications** equipment in **USA**.



## Client Overview

Leading provider of data communications and telecommunications equipment in USA.



## Business Need

With over 300 managed partners to support, the client team is focused on enabling partner success. After signing off the ownership of a few Enterprise Entity and Business Units to a new company, the company had a major transformation. The company refined its program strategy in the planning process with partners, solutions and implementations, and back-end infrastructure; strategic changes were made at a faster note to regain in IT Market and in its Business with partners.

### Issues included:

- Complicated and inflexible legacy or Lower environment Integrations getting replaced.
- MuleSoft Transformation on Tight Timeline.
- The team had to complete these in stringent timelines with Tight Timelines.
- MSI now promotes and follows Agile Methodology in all MuleSoft Applications and API development with a fast Timeline.
- To own any new implementation in MuleSoft identified by the parent team and be aligned with it.



## Solution

- Client turned to Quinnox to help them with MuleSoft Implementations for existing rewrites and new intuitive on-demand Support. Quinnox BMS team owned development and redesigning of Integrations as an SME.
- Developed governance model, communication processes, templates and followed Agile Methodology and process in all MuleSoft Implementations.
- Quinnox migrated Around **40+ Integrations** from legacy webMethods 7.1.2 to Mule 3.8
- Quinnox built an Integration between the **client's NDA System and Salesforce Apttus** to process Legal Contract docs (PDFs) (Transaction Volume not available).
- Implemented APIs to consume by Front office Team to get the user provisioning list and EPS end-user system to enhance orders/Return turnaround time.
- **Implemented APIs to invoke LDAP services for faster decision making** at end-user applications.
- Implemented **rewrite of Salesforce interface from wM to MuleSoft** to support TLS 1.0 and enhancements, projects with flex resource model with Agile Process.
- Defined communication strategy within the multi-vendor environment resulting in improved service levels to the business.
- Developed Standard Operating Procedures, Technical documentations, Common Error Handling Functionality; any user can consume and operate.
- A major Integration between Oracle CDH (Customer Data Hub) and Salesforce was rewritten from Oracle FMW to Mule:
  - All CRUD operations on suppliers in CDH had to be updated in Salesforce in real-time.
  - Volume: Approx. **1000 transactions/day**.



## Business Benefits

- Reduced Operational Cost:
  - o Turnaround Time for Orders, Returns reduced by 30%.
  - o Reduced turnaround time for enhancements by using an Agile Process.
- Customer Satisfaction:
  - o Out-performed SLAs on Response and Resolution time in the first year of engagement.
- Knowledgebase:
  - o Moved from tribal knowledge to structured knowledge management; Developed 30+ Standard Operating Procedures and technical documentation.
- Application Stability:
  - o Performing new Developments, Deployments to on-primers, Cloud hub, 10+ API developed and other enhancements.

### About Quinnox

Quinnox is your agile, business-results-driven digital technology partner. With the power of human and applied intelligence, we simplify business processes, improve customer experiences, and create exceptional business value for forward-thinking enterprises. With the combination of cognitive solutions, conversational platforms, SaaS solutions, human and applied intelligence, we capitalize on new technologies to accelerate growth, innovation, efficiency, and resilience. Our data-driven digital solutions unlock the hidden potential of your business across your digital value chain, helping to accelerate success, today and tomorrow.

Visit us at [www.quinnox.com](http://www.quinnox.com) | [marketing@quinnox.com](mailto:marketing@quinnox.com)

