Brooke

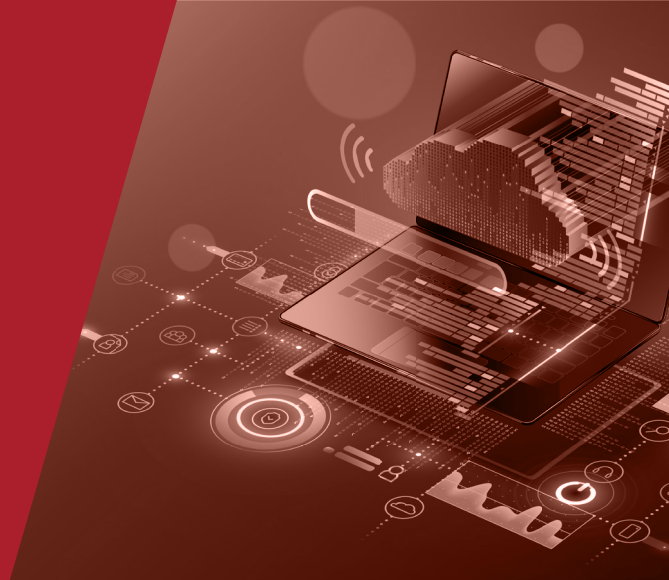## Modernising Government Data Exchange Through Easy-to-use Portal Solutions

Description

Brooke supported the digital transformation of a large-scale government department by designing and rapidly configuring an Application Programming Interface (API) portal to enable the cataloguing, consumption and management of APIs. The portal assists the department to showcase a digital brochure and create a window into its digital business capabilities.

The Problem

Brooke's client manages an enterprise architecture of disparate systems which contain common data elements, and data needs to flow across these systems to enact business processes through a complex range of business rules. There was a general lack of awareness amongst technical teams internal and external to the department about the existence of the APIs held by the department. Development in systems was often disconnected, making effective integration challenging and creating duplication and redundancy of effort.

Thinking Differently

As part of a broad digital transformation program bringing in modernised integration methods, our client required a centralised platform to provide developers, partners and other stakeholders with a self-service interface to discover, consume and manage APIs of all types. These APIs support safe and critical data exchange across the department and with external stakeholders, enabling the development of mission critical insight through analytics and improving governance. The use of APIs also aims to reduce development learning curves and accelerate digital transformation initiatives within the department.

Brooke believes in solving business problems with technology as the enabler, rather than starting with the technology task first. The business sponsor needed a tangible solution quickly to be able to build buy-in across the technology organisation to integrate systems in a more modern way.

By configuring a common API catalog using MuleSoft's Anypoint API Community Manager, Brooke established the first version of the department's future mechanism to discover, consume and manage APIs across all development efforts. The portal supports the department to catalog all APIs, agnostic of platform, relevant to the efficient execution of business processes. Usability was factored in through UX design, supporting a personalised experience to enhance stakeholder engagement and ease of API consumption.

The Brooke team approaches all client engagement with a consultative and collaborative approach, focused on building our clients' capability and supporting them to achieve their broader objectives.

Products Implemented

For this project, Brooke's team configured and implemented:

- Salesforce Experience Cloud
- MuleSoft API Community Manager
- MuleSoft Anypoint Exchange

Brooke's client needed a trusted and experienced team given the project's importance and tight timeframes. A key factor in choosing Brooke was our technical credentials in Salesforce and MuleSoft, validated by our team's certifications and strong client testimonials.

Meaningful Results

As a result of implementing the API portal our client is creating staff awareness and fostering collaboration across its ICT department, and providing a platform for effective API governance and management.

Future benefits expected include:

- A better experience for inhouse and partner software developers, with easier developer onboarding and support
- Increased developer productivity and collaboration through FAQs and relevant API information that is easy to keep up to date
- Strong usability, with adaptive look and feel through a 'drag and drop' editor that allows a customised user experience
- Easier access to insights through analytics regarding API choice and usage
- Improved data exchange efficiency and effectiveness with internal and external stakeholder organisations

Rapid Transformation | Meaningful Results

Learn more about the benefits of partnering with Brooke to solve your complex business problems by contacting Bruce McGregor, Managing Partner, at **brucemcgregor@brooke.global** to discuss.

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