

# Enterprise API Modernization & Integration Transformation

How KVP helped multiple enterprise clients modernize legacy middleware, unify siloed systems, and achieve API-led connectivity using MuleSoft Anypoint Platform.

Insurance Financial Services Multi-Industry

**160+** Integrations Migrated    **40+** Salesforce Objects Replicated    **12+** Business Systems Integrated    **40%** Reliability Improvement    **50%** Downtime Reduction

## API Modernization — Large US Insurance Carrier

A large US-based insurance carrier with multi-state operations needed to modernize their legacy middleware technology stack to enable digital transformation.

### Challenge

- Legacy middleware was unstable and lacked proper vendor support
- Services had limited reuse across business lines
- API changes took too long to implement, slowing digital initiatives
- Three separate middleware tools requiring different skill sets

### Solution

- Built new MuleSoft APIs using industry best practices for security and logging
- Adopted iterative incremental model with no disruption to business
- Migrated legacy platform to modern microservice-based integration
- Implemented API-led connectivity design pattern with reusable APIs

### Results

**160+** Integrations migrated in <15 months    **3 → 1** Middleware platforms consolidated    **Zero** Business disruption during migration

## Real-Time Salesforce Data Replication

An enterprise client needed to replicate Salesforce objects into an Azure cloud ODS for real-time business report creation, with a scalable and future-proof approach.

### Challenge

- Real-time replication needed for business-critical reporting
- Solution had to be scalable for additional Salesforce objects in the future
- New fields added to Salesforce needed automatic accommodation
- Error processing needed to be automated on a near-real-time basis

### Solution

- Designed integrations using Salesforce Change Data Capture (CDC)
- Built MuleSoft integrations with Anypoint MQ (FIFO) for sequenced event processing
- Created generic dynamic queries to auto-accommodate new Salesforce fields
- Automated error processing on near-real-time basis

### Results

**40+** Salesforce objects replicated    **3x** Faster reporting    **4 Weeks** End-to-end delivery

## ERP, CRM & Billing Integration — Insurance Enterprise

A mid-to-large insurance enterprise operating across multiple business lines needed to unify their ERP, CRM, billing, product catalog, and agent systems for faster go-to-market.

### Challenge

- Business not resilient for fast go-to-market
- Siloed systems across resident system, broker, agent, billing & product catalog
- Poor vertical scalability with below-par API security
- Lacking quick failover and minimal latency for end-to-end operations

### Solution

- Orchestrated data flows among ERP, CRM, billing, product & agent systems
- Created governance for APIs across 12 business SaaS providers
- Implemented API-led architecture with Salesforce composite & Pub-Sub patterns
- Optimized ERP & billing sync with product cataloging

### Results

**12+** Business systems integrated    **30** APIs created/modified    **40%** System reliability improvement

## System Health Monitoring — Large Workers' Comp Insurer

A large US-based workers' compensation insurer needed automated monitoring for their diverse backend systems including databases, transaction processors, and customer management platforms.

### Challenge

- Manual system checks were time-consuming and error-prone
- Managing multiple diverse backend systems increased undetected failure risk
- Potential service interruptions impacting claims processing

### Solution

- Built API to check status of each backend service automatically
- Automated invocation at 15-minute intervals across 10 backend services
- Tech stack: MuleSoft, Guidewire PolicyCenter, Python, AWS Lambda

### Results

**50%** Downtime reduction    **10** Backend services monitored    **15 min** Automated health check interval

## Have a Similar Integration Challenge?

Our MuleSoft experts can help you modernize your integrations, unify your systems, and accelerate digital transformation.

Explore MuleSoft Services

Your trusted Salesforce implementation partner with operating presence in India and globally with pre-built industry specific solutions and assets, and AI-powered business automation.

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