

Integration leads to transformation

HCLTech-MuleSoft partnership is playing a catalyzing role in furthering global adoption



Enterprises worldwide are fast transitioning into API-led Integrations and this journey requires organizations to appreciate how these connections between data, applications and services would impact the life of a slew of stakeholders like the customers, end users, suppliers, and employees.

The secret to becoming a flexible API-led integration enterprise, it not only necessitates a systematic and structural re-jigging of people and technology but also a more holistic re-imagining of the operating model to proactively address the evolving opportunities and challenges of a dynamic world. This operating model would also provision for a persistent presence of C4E (Centre for Enablement) that shall pioneer and facilitate the enterprise to reuse, repurpose and scale their integration solutions across business units and use cases to truly drive home the integration ROI.

Our partnership is empowering customers worldwide to consider their integration strategy as a key input to their overall corporate strategy and use API-led integration as the engine for growth in the age of digital transformation.

MuleSoft Anypoint platform is a world leading integration platform for SOA, API's and recent addition of RPA Capabilities. MuleSoft provides exceptional business agility to companies by connecting applications, data, devices in hybrid landscapes with an hyper automation approach augmented by Integration and RPA Offerings

By leveraging Anypoint Platform, companies can re-architect their SOA infrastructure from legacy systems, proprietary platforms, and custom integration code to create business agility.

HCLTech and MuleSoft Partnership

HCLTech has 9+ years of experience in delivering integration programs on MuleSoft Anypoint platform and is presently Summit Level partners with Salesforce

HCLTech's extensive industry experience and deep understanding of MuleSoft's integration and API management capabilities enable businesses to navigate the complex integration landscape. Leveraging MuleSoft's Anypoint Platform, HCLTech helps organizations break down data silos, connect disparate systems, and streamline their digital ecosystem.

Together with MuleSoft, HCLTech is redefining integration possibilities and paving the way for a truly connected digital landscape.

HCLTech's comprehensive integration capabilities empower organizations to drive digital transformation, unlock business potential, and achieve seamless, scalable integration across ecosystems.



Our Services

We offer a holistic suite of services (from advisory to deployment to scalability) centered around MuleSoft.

Service Portfolio

Integration Strategy	Digital Roadmap	Platform Evaluation	Program Assessment	Operating Model Assessment	Adoption Approaches	Platform Governance
Integration Architecture	Assess "As Is" Architecture	Highlight Opportunity Areas	Vision the Target State	Guiding Principles and Standards	Patterns and Anti-patterns	Platform Principles
API-led Integration	Platform Foundation	API Strategy and Design	API Development Factory	Usage-based Payment	Hybrid Integration Platform	Support and Maintenance
Integration Platform Delivery	Integration Platform as a Service (iPaaS)	On-Prem Hybrid and Public Cloud	Low/No Code Platform	Hosting & Licensing Model	Integration Platform Migration and Upgrade	Proprietary Tools and Accelerators
Integration at Scale	Integration COE & MuleSoft C4E	Green field/Brown field Integration	Reusability, Scalability of APIs	Multi-integration Governance	iPaaS and Ecosystem Integration	Legacy Transformation

Figure: HCLTech's MuleSoft focused Integration Service Catalogue



Integration Strategy

Working with our clients to form a target state vision and outlining guiding principles, technologies, and standards to reach that state



Integration Architecture

Working with our clients to form a target state



Integration Platform Delivery

Delivering iPaaS services across environments, with support from HCLTech's own IPs and accelerators



Integration at Scale

With support from HCLTech's CoE and MuleSoft's C4E methodology, to enable reusability and scalability of APIs to drive home maximum RoI.



API-led Integration

We design, develop, support and enable the monetization of APIs

MuleSoft focused IPs and accelerators - HCLTech ADvantage MuleSoft

From code automation to managed integration services and reusable utilities library to a next generation reporting solution, the HCLTech ADvantage MuleSoft suite provides a complete spectrum of MuleSoft focused accelerators that would not just kickstart an enterprise's MuleSoft implementation journey on the right path but also nurture, guide and optimize the milestones along the way.

HCLTech ADvantage Code for MuleSoft

HCLTech's framework to generate Mule project code, unit test code, CI/CD pipelines using only the API specification. Improves reliability, quality, consistency and reduces the development time.

iPaaS Service

HCLTech offers governance, management, development and support of an integration platform as a single service offering to the customer. The solution also brings in a tool to 'shop' for integration development services from the team.

HCLTech ROAR

A next generation reporting solution to deliver end-to-end transaction tracking, domain specific and business-related insights using information aggregated from logs of different applications including integrations.

MuleSoft Utilities Library

Common reusable utilities like error handling, response pagination, common logging, etc. packaged as an easy to Mule library that accelerates Mule implementations. As a C4E managed deliverable, common code snippets are standardized. Recent upgrade to Utils is leveraging Open AI to receive insights about the error codes that can potentially be generated from the mule applications.

HCLTech API Chargeback accelerator

The API Usage Chargeback accelerator gives a real time view of the usage of an API along with certain related metadata about the response as is received by a REST client. This has been achieved through the use of a custom policies which operates on the API Gateway and captures the relevant information as it happens, in a failproof manner. This structured information is stored in a DB and can be used for API Chargeback as well as Monetization Requirements

AI Augmented Migrations to MuleSoft

This is an AI based migration utility to transform a legacy integration codes to the MuleSoft. The approach is split into 2 phases. The first pass involves using several samples of source code from the first technology and generating the context of the source code in a readable form using the LLM model. In the second pass, the readable context was refined to accurately describe the integration flow, and pass it as input to the LLM model to generate the code in target integration platform. This was done iteratively, until the AI/ML model could automate the refinement process of the context.

MuleSoft-iONA Ops Support framework

iONA is HCLTech's DigitalOps platform that brings in certain elements of predictive and proactive approach to the agile Operations. During Application Support Lifecycle there are high chances of delayed responses or human-error prone resolution whenever there is a spike in incidents. We have used the predictive and AI/ML based capabilities of iONA to enhance the efficiency of the team involved in the Mulesoft Operations Support. The framework acts as a companion to the Support team and provides guidance and automation

1. Smart Ticket Triaging and SOP recommendation

2. Intelligent Knowledge Management

3. Increased Operational Efficiency

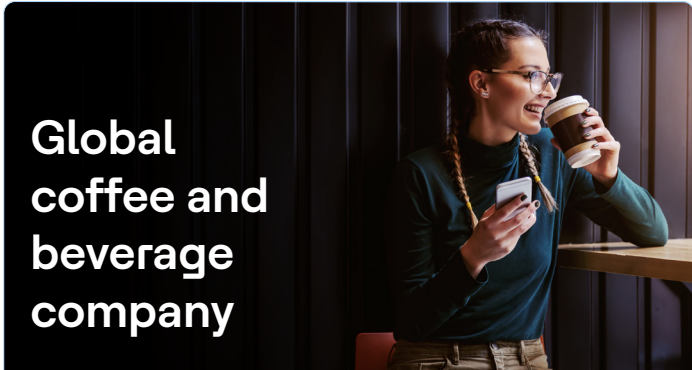
Key Success Stories

While we have implemented MuleSoft and enabled organizations worldwide on the path of API led business transformation, here are some of our key success stories in the MuleSoft ecosystem:



Leading Australian MF Organization

- Implemented the middleware architecture on MuleSoft's Anypoint Platform, to support API-led integration.
- HCLTech offers managed services (Dev and Support), licensing services, catalog-based pricing model, C4E etc.
- Operational efficiency improved by **~15%**
- HCLTech's ADvantage™ Code for MuleSoft and ROAR framework being leveraged
- Saved **~25%** development cost due to HCLTech
- Migrated IIB to MuleSoft and upgraded Mule 4 in some instances



Global coffee and beverage company

- Worked with MuleSoft Professional Services and introduced technology frameworks, industry best practices and process
- Centralized/Business centric demand intake across LoBs was instituted as a part of the MuleSoft C4E implementation
- Guardrails for enhancements; toolset and frameworks to accelerate the execution of the integration projects were put in place
- Reduction in the Opex expenses (**20% - 25%**) from reusable components



Leading Global supplier of essential drugs and medical products

- Define C4E Vision, Charter, Operating model, determine team structure, API Chargeback process lay down the communication plan
- Work with customer architects to identify the reusable assets that C4E should build and lay down processes around it
- Lay down best practices, standards, guidelines, templates that project teams should adhere to while building integrations on MuleSoft
- Identify roles required for C4E (Core Team as well as Running projects)
- Define the KPI's to measure the success of the C4E as well as Monitoring KPI's to give details about API Executions
- Act as API Enablement/Platform/Delivery Service to various running projects within customer units




Leading European electricity and Gas Supplier

- Implemented MuleSoft C4E and enabled the development of a Digital Platform, integrated with surround systems with MuleSoft to reimagine business experience
- Refactored, enhanced and migrated 94 existing integrations to MuleSoft in three phases
- Optimized the numbers of integrations to **~30** MuleSoft system, processes
- Agile Methodology implemented with a good mix of onsite and offshore resources
- DevOps and Continuous Integration across the integration landscape



Multinational food and beverages company

- Implemented MuleSoft C4E and built APIs that cover the entire customer landscape.
- Technology independent architecture via API integration to external business
- Implemented project synthesis to capture and share market leads via API's increased leads by **10%** overall
- Delivered **200+** reusable API(Overall) which are available for Customer internal use on Mule Portal
- Saved ~ **\$1Mn** via reusability and market onboarding time
- Following referential architecture and driving API First approach to support composability, reusability and scalability
- Reduced market onboarding time from **15 days to 1 day**
- Increased digital asset reusability/Scalability by **20%**
- C4E enabled future roadmap and transformation programs have already been identified and added to the pipeline



Large APAC based Central Bank

- HCLTech identified MuleSoft as the platform of choice after baselining other leading platforms
- Leveraged the API for overseeing and managing the flow of payments and information around payments across different government agencies
- Implemented POC for the most common use cases to ensure end-to-end integration of the platform and API gateways
- Developed a scalable and contemporary API gateway service on a cloud-based platform, to securely expose the bank's internal business functions

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