

One global enterprise. Two integration platforms. Zero IT backlog.

The Digibee product and sales teams interact with a wide range of potential customers across industries and geographies. These prospects share their unique challenges with us to determine if the Digibee eiPaaS can resolve their pain points, helping the business to grow and prosper.

We recently engaged with an American multinational consumer goods corporation we'll refer to as Company A, that wants to resolve its ever-expanding IT backlog of work. Even though Company A already has a MuleSoft integration solution in place, along with an impressive body of resources, it is still unable to resolve its backlog. Instead, projects continue to pile up.

IT CHALLENGE: MORE THAN ONE WAY TO INTEGRATE

For over 100 years, the company has built a successful and expansive business, employing more than 100,000 people.

But along with this amazing track record comes a complicated and interwoven IT infrastructure, compounded by legacy point solutions implemented over the years, as well as technology inherited from new business acquisitions.

This sprawling infrastructure relies on integration technology to support a wide range of applications and business objectives.

The result? Ever-increasing labor costs and technical debt as the company strives to keep all systems (and ultimately the business) operational.

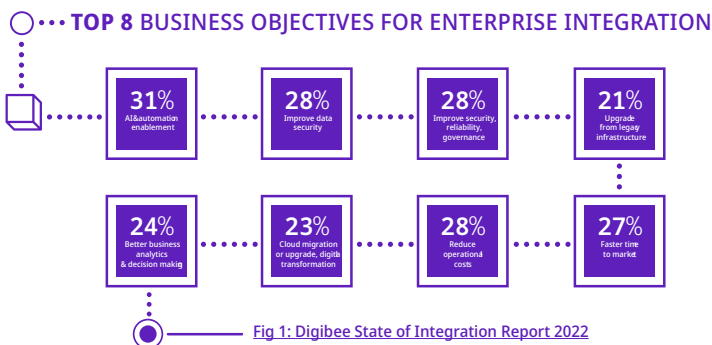
Internally, different IT teams align with different integration solutions, typically the ones they originally championed and implemented. This division of loyalties creates additional complications as each team defends what they perceive as the best model for sharing data, impeding the company's ability to innovate quickly.

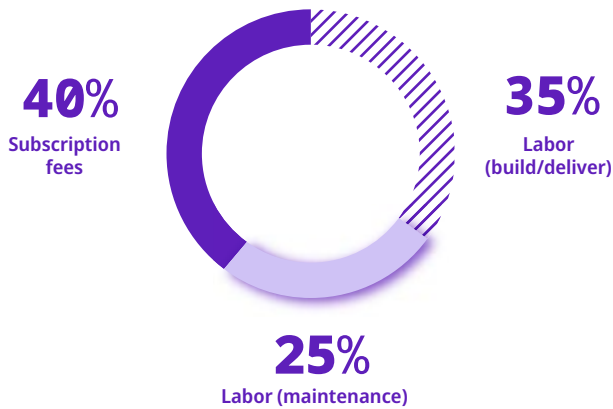
THE COST OF TRADITIONAL INTEGRATION SOLUTIONS

Company A's investment in MuleSoft is substantial—in the mid-six figures range—including software maintenance costs, build/deliver labor, and subscription fees. These costs are compounded by additional expenses to hire, train, and certify developers to work with and maintain the technology. Plus the time workers require to study and take the exams, which can extend from 30 to 90 days.

The organization relies on about eight scrum teams, each consisting roughly of five creators (integration developers), for a total of about 40 integration developers (over and above the rest of the development organization).

Based on our interactions with and feedback received from a range of companies, here's a general overview of the typical costs involved in these types of traditional integration platforms. Note that this model doesn't include the costs of training and certification that some integration technologies such as MuleSoft require:





Company A is not looking to replace MuleSoft, which they actively use as a gateway for process, system, and user experience APIs. Instead, the company wants to find a way to deal with its ever-growing IT backlog of work, which remains beyond the scope of its MuleSoft implementation.

THE BACKLOG CONUNDRUM

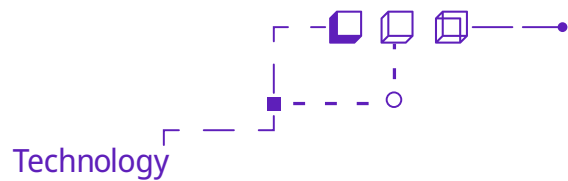
Company A's significant IT backlog is impacted by resources and technology:

Resources

Given the expense of MuleSoft certification, Company A invests in training for only a subset of employees. Factor in staff turnover and those developers who need more than two attempts to pass, and the investment quickly becomes constant (and expensive).

When it comes time to assign resources to projects, it's only natural that Company A uses its MuleSoft certified developers to work on the highest priority projects. As a result, Marketing's request for a new ecommerce platform or Human Resources' need for a modern recruitment solution take a back seat, while the larger IT projects receive all the love.

While on paper it might make sense for Company A to fast-track larger enterprise projects, the inability to enhance eStore productivity or recruit and hire stronger candidates impedes the longer term success of the business.



Each legacy application and point solution has its own backlog, which contributes to the massive backlog Company A must resolve. But with limited resources, projects sit idle, waiting until a certified developer is available to carry out the work.

Rather than focusing on the backlog, Company A invests its less experienced resources to maintain the legacy infrastructure that's already in place. An expensive allocation of people and time that doesn't support innovation or growth for the business. Instead the resources are used to maintain the status quo.

BURNING THE BACKLOG: REDUCE THE INTEGRATION TCO

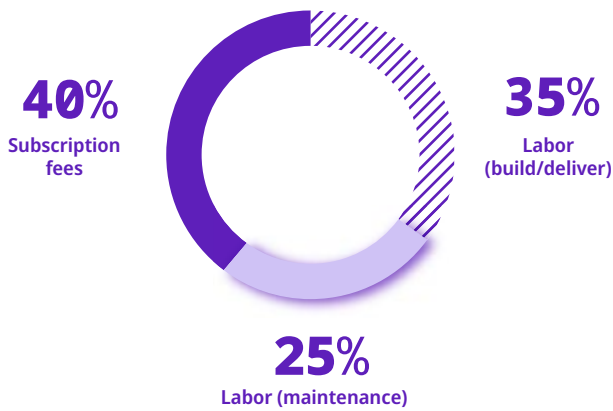
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The potential ROI is significant. With Digibee's cost-effective eiPaaS:

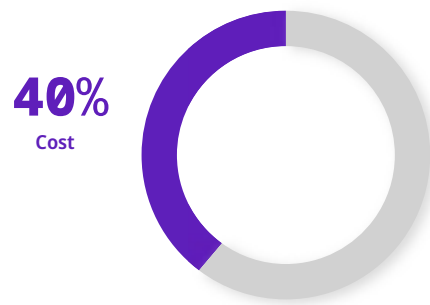
- Labor costs are substantially reduced
- No need to maintain the platform (included in the Digibee subscription)
- Total cost of Digibee is roughly comparable to just the subscription costs of MuleSoft

Plus Digibee is accessible to all developers. Our low-code integration platform enables Company A to achieve developer productivity within 10 days of implementation, regardless of experience and with no certification or training required. With Digibee, Company A can begin to burn its backlog immediately with expedited completion of long-standing (but neglected) projects.

Average cost breakdown



Typical costs of traditional iPaaS

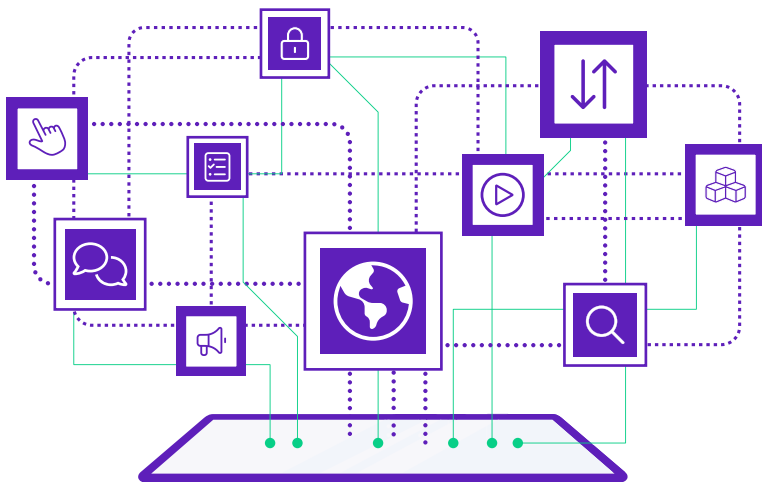


Digibee, average total cost

THE EFFICIENCIES OF DIGIBEE USED IN PARALLEL WITH TRADITIONAL INTEGRATION TECHNOLOGY

Given the time and money many enterprises have invested in traditional integration technology, the prospect of ripping out and replacing these foundational platforms doesn't make sense in the short term.

But this doesn't mean that the business must miss out on the efficiencies provided by modern integration technology. As Company A discovered, creating a dual track for Digibee allows IT to quickly resolve longstanding (and ever urgent) projects, for a more agile, responsive, and profitable business.



To learn how the Digibee team can help your organization reduce technical debt while accelerating innovation and growth using our iPaaS technology, [schedule a demo](#) to see Digibee in action.

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