Forrester Consulting Total Economic Impact™ Of Digibee

A Preview Of Study Findings, September 2022

Digibee: Proven Integration Platform Driving Innovation And Efficiency

Digibee has commissioned Forrester Consulting to complete a Total Economic Impact (TEI) study that assesses the value proposition of the Digibee integration-platform-as-a-service (iPaaS) solution. The insights summarized in this preview of the case study come primarily from interviews with four existing Digibee customers.

A common theme the interviewees cited prior to implementing Digibee was the fact that development teams could not deliver projects on time. There was a bottleneck of projects in the pipeline, and the development teams needed a solution to complete projects faster. Often, integrations were too complex and could not be delivered with the existing solution or point-to-point integration approach. Organizations were looking for a solution that would keep their digital transformation projects on time and on budget. Teams wanted to build new integrations in a more robust way and ensure that the integrations were easier to maintain in the future.

Experiences Shared By Digibee Customers

1 **Ease of use**

"The development interface is easy to use. You can just take a look, understand what's going on and start building. There are additional tools in Digibee that help in development and production, like integrated metrics and integrated logs, that make it easy to troubleshoot within the same platform. Also, Digibee provides training which helped us get off to a quick start."

— Senior manager, cloud enablement lead, telecom

2 **Developer efficiency**

"We reduced 50% of the developers' hours using Digibee compared to our previous iPaaS platform."

— Architect manager, food production

Forrester's interviews with Digibee customers uncovered the following key benefits of the Digibee iPaaS solution:

- **Faster time to market.**

- **Lower risk of failure.**

- **Developer efficiencies.** Developers can complete integrations in a fraction of the time due to:
    - Intuitive, easy to use, drag and drop interconnectors and interface.
    - The ability to reuse integrations.
    - Integrated metrics and logs.
    - The ability to monitor, locate, and fix errors more quickly.

3 Risk reduction

"Lack of resources is a problem for everyone, so having a tool that reduces the amount of effort required is certainly a must — it reduces the need for additional resources, besides everything we said about reliability and speed with Digibee. But even more relevant than the reduction in hours is the reduction of risk for the program because if the integration fails, the program fails everywhere. Digibee reduces not only the cost but also the risk."

— Director, cloud enablement, telecom

4 Time to market

"Digibee helped us grow because we could connect new stores via drag and drop. Native connectors to our ERP system help us to connect quickly, and all the APIs are created using a new store code. Before Digibee, we had to create new integrations again, and again, and again."

— IT project director, retail

5 Reusability

"Reusability is a key benefit. Once you create an integration, if you need the information in another integration, you just plug it in, and you don't need to rebuild it from scratch. You can reuse the integration from one system to another much quicker because the extraction is already there. The pipeline is there, and it's just a matter of connecting the dots. It saves time and effort and reduces risk as well."

— Director, cloud enablement, telecom

6 Digibee partnership

"We view Digibee as a partner and not just a supplier. If we need something from the platform, we work with Digibee, and they build it. They bring new ideas to us and help us construct our future."

— IT project director, retail

"Before Digibee, it would have taken 300 hours to complete an integration; with Digibee, it takes 60 hours."

— Technology architect, financial services

Background

Digibee has engaged Forrester Consulting to complete a Total Economic Impact (TEI) study to assess the value proposition of the Digibee integration platform as a service (iPaaS). The insights summarized in this preview of the case study come primarily from interviews with four existing Digibee customers.