



Let's Solve

Case Study

Front Office Transformation with Advanced Integration Layer for Investment Bank



A Larsen & Toubro
Group Company

Client

Leading US-Based Multinational Bank

Business Objectives

The client partnered with LTI to migrate their Legacy CRM to Cloud, and use PaaS, SaaS and Amazon AWS to expose data and applications to business users. They wanted to secure their API integrations with on-premise and cloud applications, to ensure real-time notifications, advanced analytics and data mining.

LTI Solution

- LTI developed the integration layer using MuleSoft to migrate complex Legacy objects and their relationships to the customer organization in Salesforce Cloud.
- Technology interventions included Cloud-based connectors, batching, audit trail, error handling, complex transformations, ReST APIs exposed for real-time, bi-directional sync.
- JSON, ReST-API based experience layer for UI Web Apps, Mobile Apps, and other organization apps. Process APIs included connectivity to on-premise data, which exposed the system of records.
- ETL implementation to Graph DBs and Big Data, for advanced analytics.

Business Benefits Delivered

- Migration of 21+ CRM objects and their complex relationships from Legacy to Salesforce.com, using MuleSoft Out Of The Box (OOTB) Salesforce connectors with OAuth for security compliance.
- Bi-directional sync, along with a robust audit trail and error handling, ensured data integrity during migration.
- Bimodal IT achieved by implementing scalable & fast data infrastructure, using MuleSoft exposed APIs and in-memory caching, for experience layer applications.
- Real-time notification of relevant leads, signals, news to 50+ Sales Account Teams through Mulesoft PubSub and Amazon SQS.

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