

Success Story

Accelerating Digital Transformation Through API-Led Integration Modernisation

Overview

North America's Premier Auto Club & Insurance Carrier, a large-scale P&C insurer serving millions of members across the United States, faced mounting pressure to modernize its aging integration infrastructure. Chronic service instability, rising operational risk, and an inability to rapidly deliver new digital capabilities were eroding the carrier's competitive agility. The organization's legacy middleware stack, built across three disparate platforms, had become a significant barrier to growth – with unreliable integrations, limited reuse, and slow delivery cycles holding back enterprise-wide digital ambitions and member-facing initiatives.

The organization partnered with Exavalu to retire this fragmented architecture and replace it with a unified, API-led integration platform built on MuleSoft capable of supporting the carrier's long-term digital transformation roadmap.



Before	Transformation	After
<p>Legacy Environment</p> <ul style="list-style-type: none"> • Three disconnected middleware platforms • Fragmented engineering skillsets • Service instability and end-of-support platforms driving operational risk • Governed API strategy with discoverable, reusable capabilities 		<p>Modernized Platform</p> <ul style="list-style-type: none"> • Single unified MuleSoft iPaaS platform • API-Led connectivity with reusable assets • One consolidated engineering skillset

Challenges

The carrier faced a converging set of operational and strategic pressures that made legacy middleware modernization both urgent and complex:

01

Legacy integration platforms had reached end-of-vendor support and suffered chronic stability issues – threatening business continuity and exposing the carrier to unacceptable operational risk across its member-serving operations.

02

Highly siloed integration patterns meant capabilities could not be reused across business domains – forcing teams to rebuild from scratch, inflating costs, and slowing time-to-market for new products and customer experiences.

03

Every new integration or change required disproportionate engineering effort, creating chronic delivery backlogs that blocked product launches and delayed digital initiatives across the enterprise.

04

Maintaining three separate legacy platforms demanded three distinct engineering skillsets – driving up recruitment, training, and operational costs while limiting the team's ability to flex capacity where it was needed most.

05

Fragmented architecture was a direct constraint on business growth – slowing the launch of customer portals, partner integrations, and the digital self-service capabilities that members increasingly expected.

How Exavalu Made an Impact

Exavalu delivered end-to-end ownership of the migration program from discovery and tooling through architecture, build, testing, and transition using a structured, accelerator-led methodology:

Exavalu deployed its proprietary Integration Analyzer to conduct a comprehensive inventory and complexity assessment of the carrier's full legacy middleware estate – enabling a structured, risk-informed migration plan from day one and eliminating the guesswork that typically drives cost overruns in programmes of this scale.

Automated Analysis & Systematic Conversion: The proprietary tooling translated legacy integration platform flows and API gateway configurations into MuleSoft-compatible artifacts – eliminating the manual effort traditionally associated with middleware migrations, compressing the analysis phase by 50%, and accelerating the programme's path to delivery.

Rapid, At-Scale Migration: More than 160 integrations spanning application APIs, security gateway configurations, and management layer services were migrated onto the new platform in under 15 months – with foundational patterns operational in fewer than six months, giving the business a materially faster path to realising the value of the modernised architecture.

API-Led Architecture Design: The three-layer API model – Experience, Process, and System – decoupled business logic from backend systems, enabling teams to compose new capabilities without touching underlying integrations, establishing a reusable, layered connectivity framework aligned with the carrier's enterprise architecture principles.

Operational Visibility & Governance: For the first time, the carrier gained a single, unified view of its integration estate – with centralised monitoring, API lifecycle governance, and the ability to track SLA performance across all integration flows. This replaced a fragmented, reactive operations model with a proactive, metrics-driven one.

Team Enablement & Codebase Transition: Exavalu delivered structured knowledge transfer to the carrier's internal engineering team covering platform operations, coding standards, and governance practices ensuring long-term self-sufficiency without external dependency.

Business Impact

50% Reduction

In analysis phase effort via Exavalu's proprietary Integration Analyzer and reduced ongoing operational overhead through modernized monitoring and governance

One Unified Platform

A single governed platform with centralised API lifecycle management, replacing fragmented point-to-point operations

160+ Integrations

Migrated from three legacy middleware platforms – all in under 15 months

Faster Time to Market

Reusable integration patterns cutting lead times for new products, portals, and partner connections

Technology Stack

iPaaS

Security Gateway

Guidewire

API Management

Integration Bus

Key Benefits



Unified integration estate – three legacy platforms replaced by a single governed environment, reducing operational complexity, consolidating engineering skillsets, and eliminating cross-platform coordination overhead.



Accelerated time to market – reusable API-led connectivity patterns dramatically reduce lead times for new integrations, product launches, and customer-facing digital experiences.



Improved system reliability and business continuity – replacing end-of-support platforms eliminates a critical source of unplanned outages and operational risk, protecting member-facing services.



Lower total cost of ownership – consolidating three platforms into one reduces licensing, maintenance, and talent overhead, freeing budget for business innovation rather than infrastructure upkeep.



Empowered internal teams and sustained self-sufficiency – structured knowledge transfer ensures the carrier's engineering organization can autonomously operate, extend, and govern the platform without ongoing external dependency.