virtusa

SUCCESS STORY

Leading UK-based telco improves self-service capabilities by 80% across channels

Accelerated migration of legacy APIs to microservices

Self-service is one of the innovative ways organizations can improve customer experience. By adopting a modern digital architecture, companies can enhance their self-service capabilities and provide a seamless experience to customers and partners.

Using legacy APIs caused substantial challenges for this global telecom company. To improve overall operational efficiency and management of digital-savvy customers, the company needed to migrate to an advanced, open API-driven digital architecture.

Virtusa helped the client migrate to the digital experience platform with Java-based microservices. With an accelerated timeline, we completed the migration without causing any disruptions to the ongoing business operations.

The challenge

Monolithic architecture limited the telco's service capabilities.

Being one of the largest telecom operators, the client faced issues with the middleware built on legacy Tibco ESB APIs. Updating or scaling a single service and connecting with ESB infrastructure was an arduous and time-consuming task. The inability of APIs to integrate with digital technologies became a barrier to improving efficiency across sell, build, and run processes. With the rise of microservices, our client envisioned migrating to newer digital technologies and maintaining a common standard across the group.
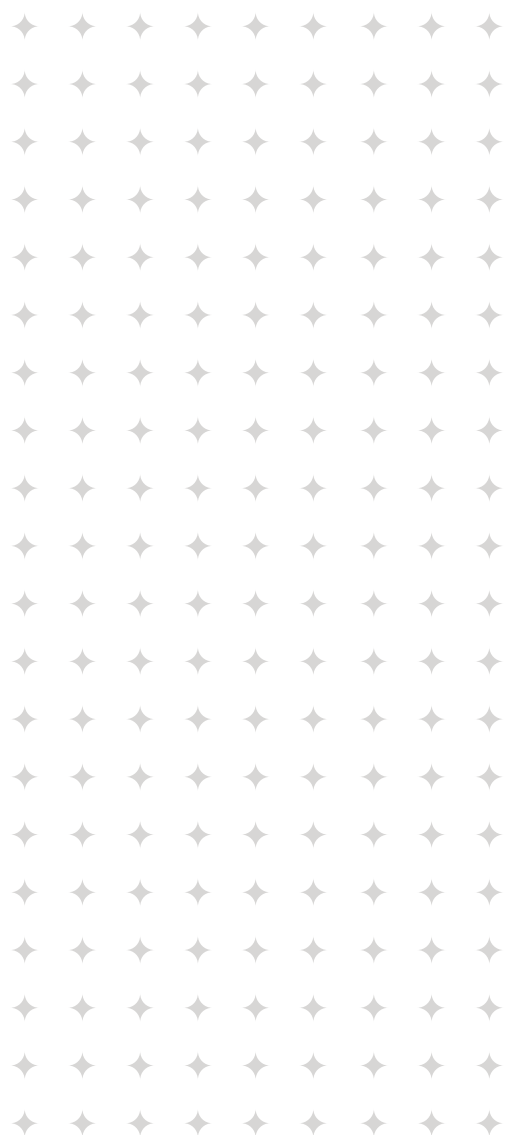
The solution

Virtusa helped migrate legacy APIs to a modern digital experience platform.

Virtusa assisted the client in transitioning to a Java-based microservices digital experience platform from their legacy Tibco ESB APIs.

Our team:

- Assessed the client's ESB infrastructure to determine a migration strategy
- Accelerated the migration of legacy services to a strategic open API architecture
- Ensured all APIs adhered to TMF open API specifications of end-to-end seamless connectivity and interoperability
- Developed a vendor-agnostic platform to provide omnichannel capabilities for consumer and enterprise products and services

The benefit

Microservices architecture enhances the client's customer-based technology operations.

By partnering with Virtusa for migrating to microservices, the client transformed legacy APIs across operating countries.

The key benefits include:

- Improved self-service capabilities by 80% across channels
- High business continuity with minimal disruptions to the business
- Rapid introduction of new features
- Service standardization leading to a decreased dependency on business resources

For more information about Virtusa, write to **marketing@virtusa.com**