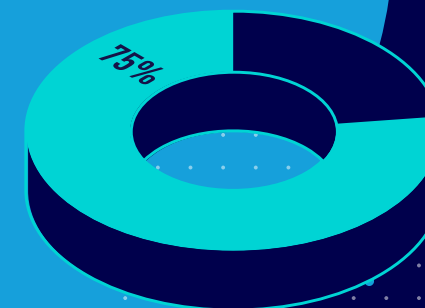
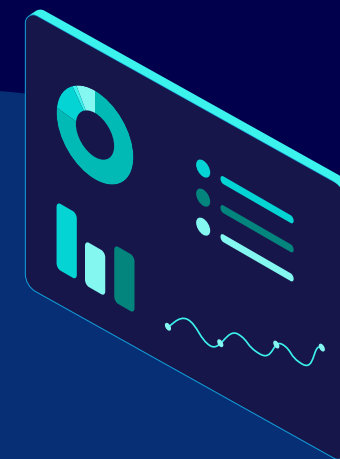


MULESOFT RESEARCH

2021 Connectivity Benchmark Report

In collaboration with Deloitte Digital



About the report

MuleSoft’s sixth annual Connectivity Benchmark, in collaboration with Vanson Bourne and Deloitte Digital, was produced from interviews with 800 IT leaders across the globe.

We conducted an online survey between December 2020 and January 2021 across the United States, the United Kingdom, France, Germany, the Netherlands, Australia, Singapore, Hong Kong, and Japan. We ensured that only suitable candidates participated in the survey by using a rigorous, multi-level screening process.

Respondents are all IT leaders — those who hold a managerial position or above in an IT department. All respondents work at an enterprise organization in the public or private sector with at least 1,000 employees.



Contents



Executive summary

SECTION 01

The need for IT innovation takes on new urgency in the post-pandemic world

The pandemic created a tipping point for IT. Business demands on IT increased as remote work replaced office norms, and the majority of IT teams failed to deliver on all project commitments. Today, IT is under tremendous pressure to transform in order to move faster.

Just 37% of organizations say IT completed all the projects asked of them last year.

SECTION 02

The importance of integration continues to increase, but challenges persist

As digital transformation accelerates, integration has emerged as the critical factor in determining success speed of digital transformation across industries. However, integration challenges are still slowing down such initiatives. Organizations continue to spend a great deal of IT time and money on custom integrations.

The average enterprise spends approximately \$3.5 million per.

SECTION 03

Data silos and legacy IT complicate integration

Data silos and existing IT infrastructure, including point-to-point integrations, make it difficult for organizations to become more agile. But, those who can transform see increased customer engagement and innovation, and improved project delivery speed.

Only 18% of organizations say they can integrate end-user experiences.

Executive summary continued

SECTION 04

Organizations are embracing APIs for new integration projects

The vast majority of organizations are using APIs, and many are generating significant revenue from them. However, API reuse remained flat in the last 12 months – still a massive area of opportunity for most organizations.

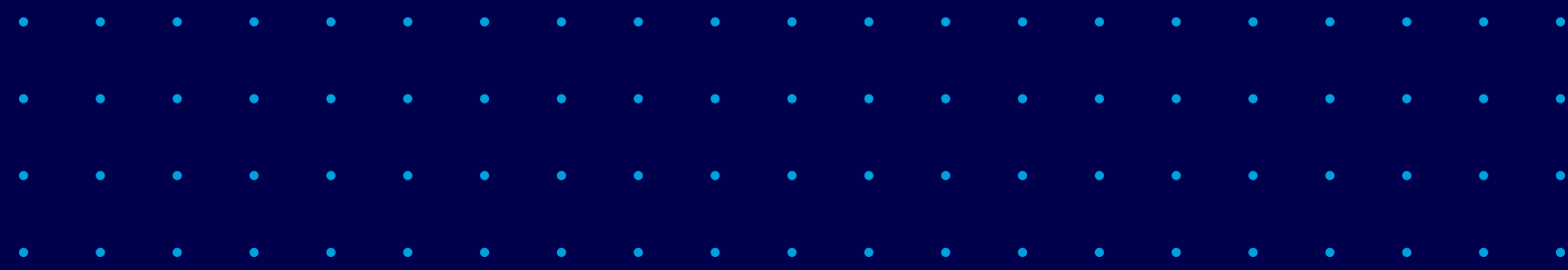
On average, organizations generate 27% of their revenue from APIs and related implementations.

SECTION 05

IT must meet the growing integration demands of business teams

More organizations are deploying self-service tools to empower their business teams to integrate apps and data sources. Data scientists and projects focused on big data and analytics are a significant focus for the year ahead.

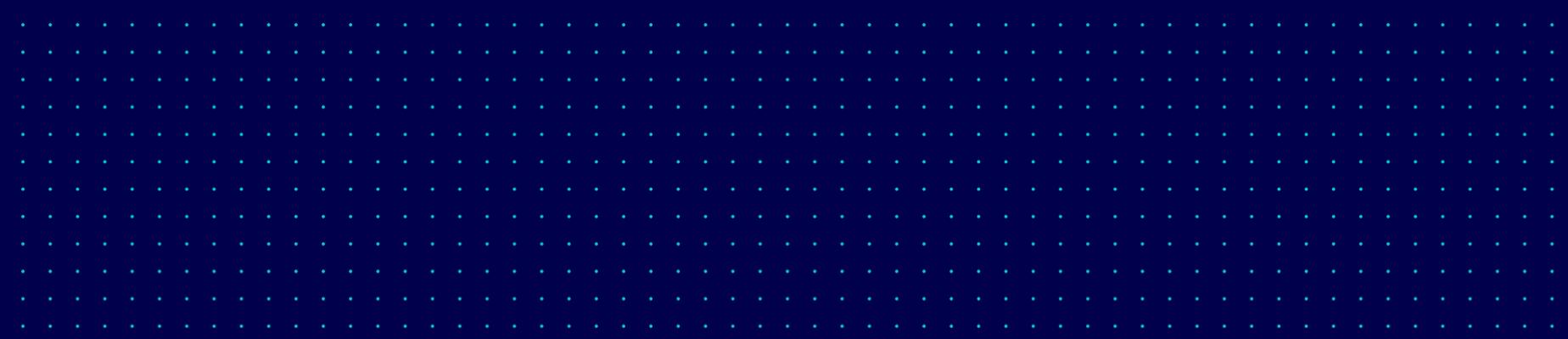
Some 36% of organizations have a mature approach to API-led integration for non-technical business users and 44% are developing a strategy.



Over the last few years, but particularly this past year, we saw a marked acceleration toward a more digital world. Everything has changed. The ability to be able to pivot quickly has separated winners and losers. Organizations must be able to adapt to changing customer demands and deliver innovation with unprecedented speed. **This isn't simple. To do this, you need to do more than just unlock your data and connect your applications. The traditional way of operating won't cut it anymore. Leading organizations of the future will be organized around reusability and collaboration, while being architected for real-time adaptability to deliver innovation at the speed of change.**



AMIT CHAUDHARY, PRINCIPAL, US OFFERING LEADER — CLOUD ENGINEERING, DELOITTE CONSULTING LLP



SECTION 01

The need for IT innovation takes on **new**
urgency in the post-pandemic world

Key trends

01

This past year, organizations relied on IT to support a rapid shift to remote working. Day-to-day operational demands have always taken up a large chunk of IT’s time, but the impact of the crisis seems to have increased this.

02

IT teams are falling behind in completing all projects asked of them – fewer than 4 in 10 IT teams fulfilled all of their project commitments to business stakeholders.

03

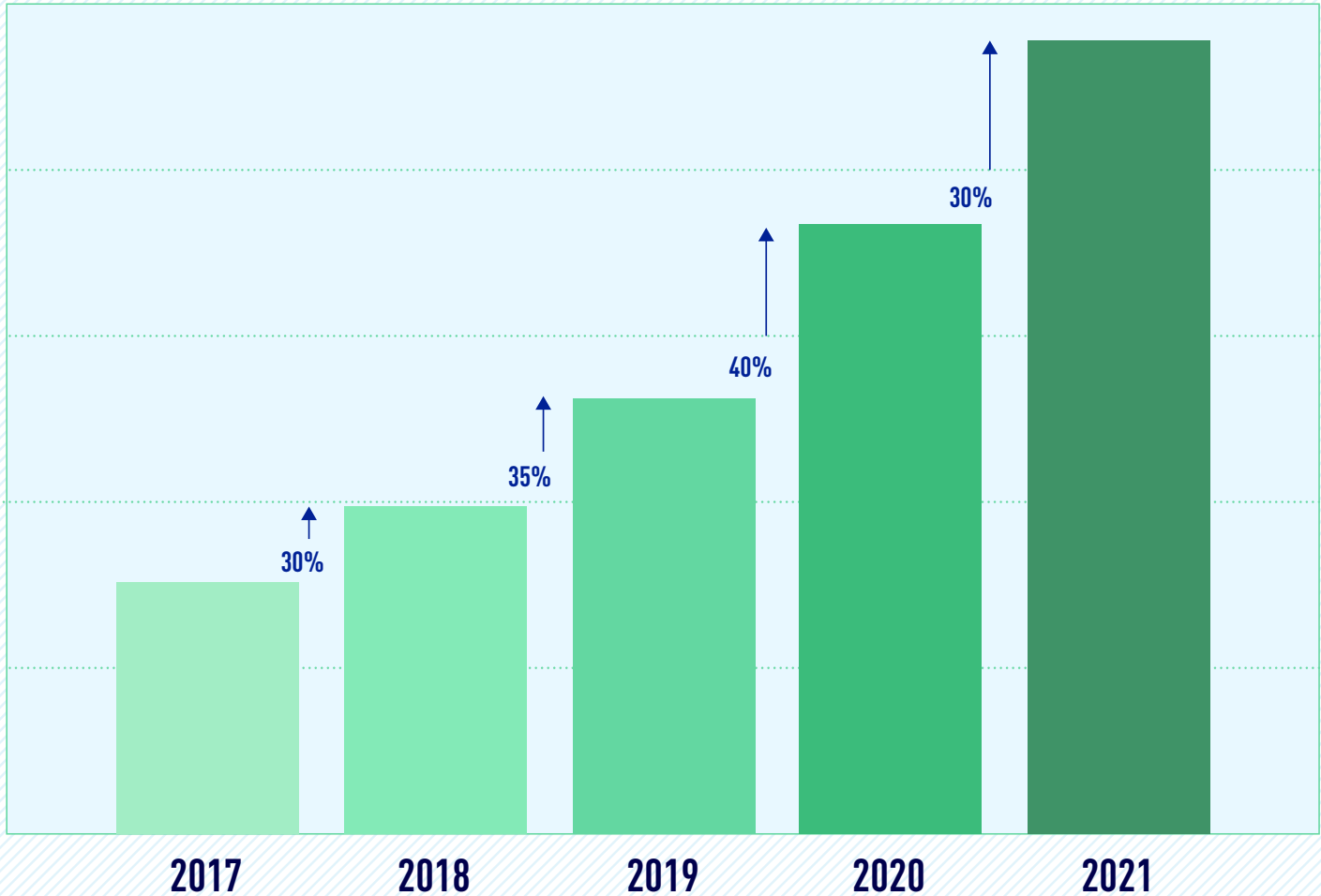
IT is being asked to deliver on 30% more projects this year, while their budgets are only expected to grow by just under 6%. This ongoing trends has perpetuated the IT delivery gap at a time when organizations’ survival hinges on IT.



The demand on IT continues to grow

Organizations asked IT, on average, to deliver on 30% more projects over the last 12 months. While this increase is lower than the previous two years, the continued growth in demand, even during a pandemic, indicates an increased reliance on IT to ensure business continuity, optimize operations, and drive innovation.

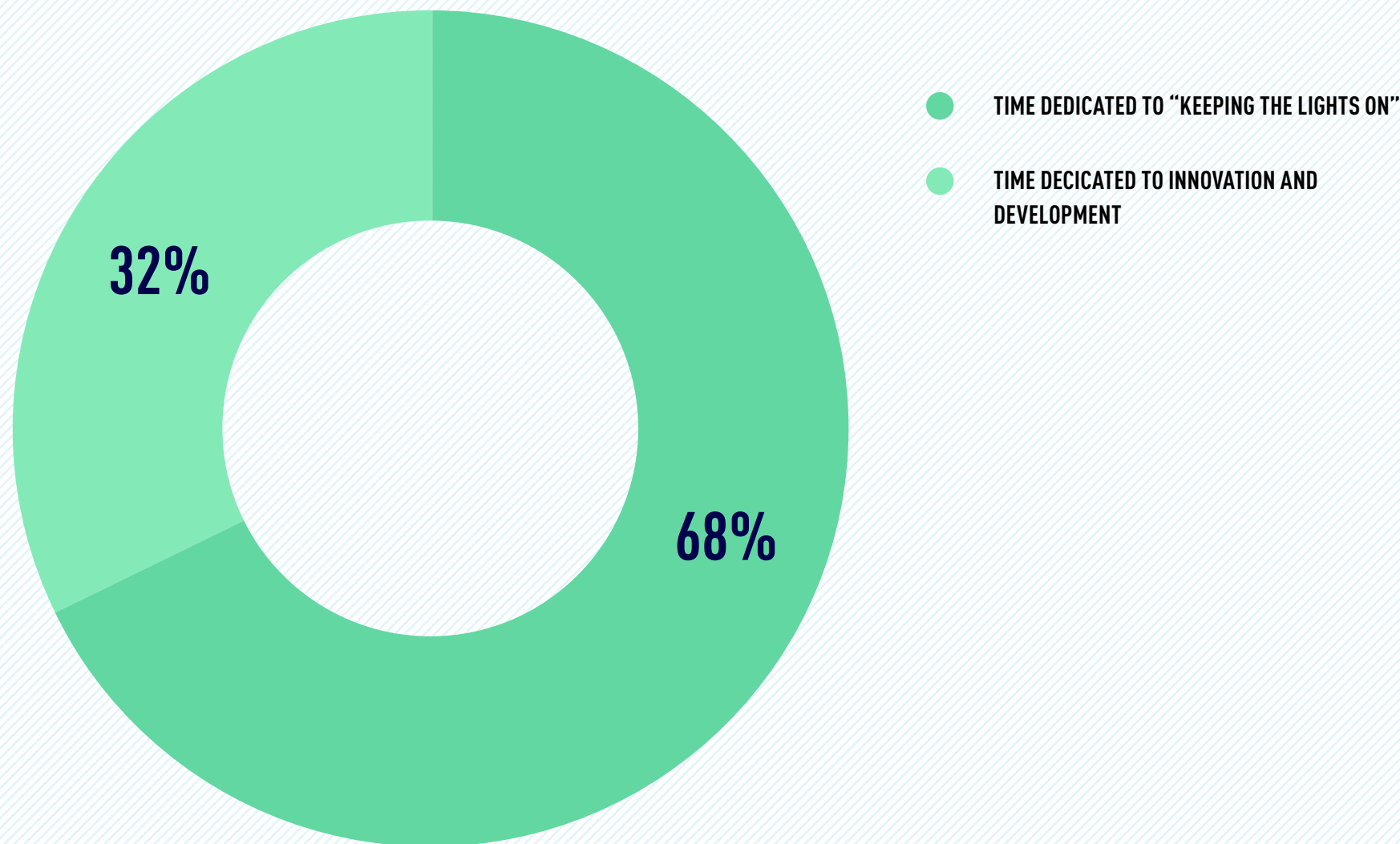
Growth in the number of projects IT is being asked to deliver



The day-to-day still dominates IT

Even though organizations asked IT to do much more than “keep the lights on,” the average IT team spent 68% of their time running day-to-day business activities. This remains virtually unchanged from the previous year (69%) and indicates the need to increase IT bandwidth for growth and innovation-led projects.

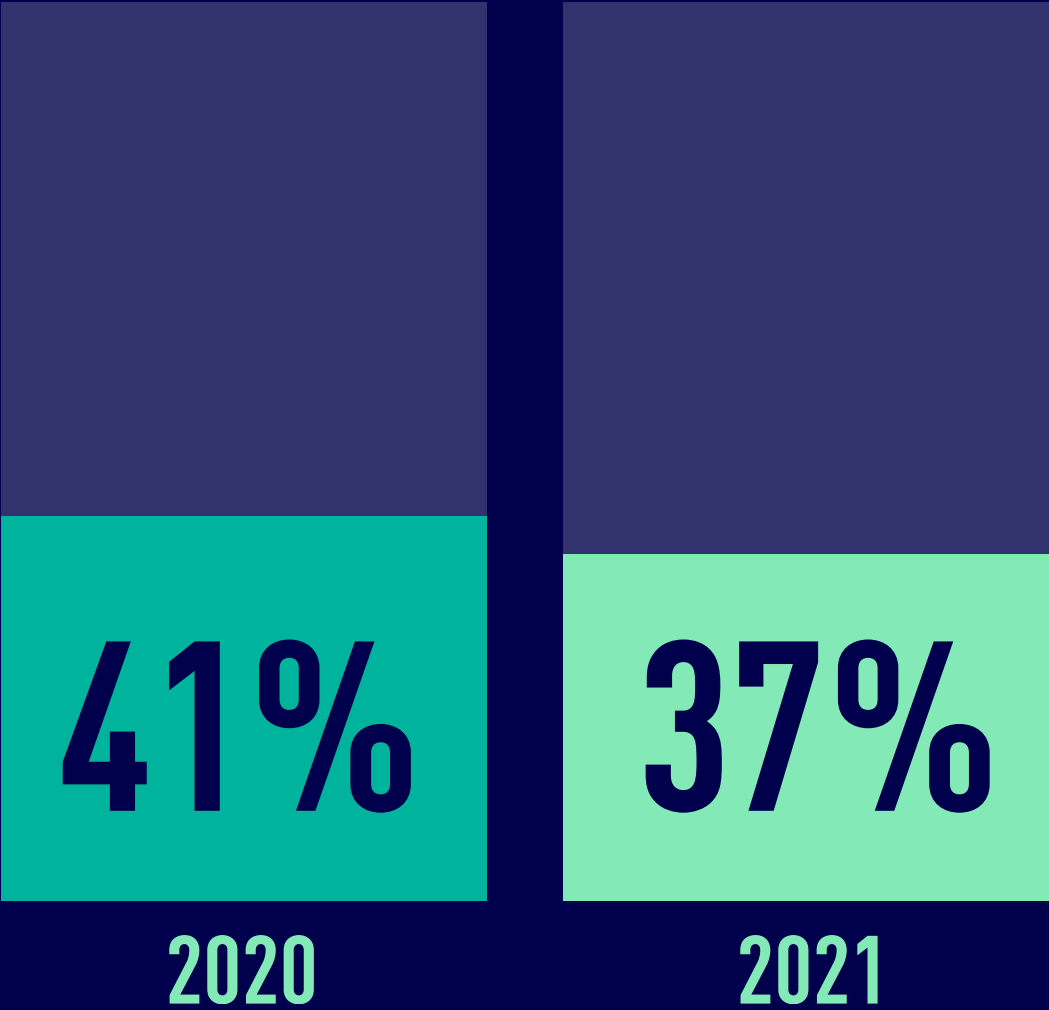
Percentage of time spent “keeping the lights on” compared to innovation and development



IT delivery continues to stall

The increased demand on IT and the failure of many organizations to adequately optimize day-to-day business activities caused IT teams to slip in the percentage of projects they were about to complete. Only 37% of IT teams were able to complete all the projects asked of them, compared to 41% the previous year. This is a clear indicator that current IT operating models are under considerable strain.

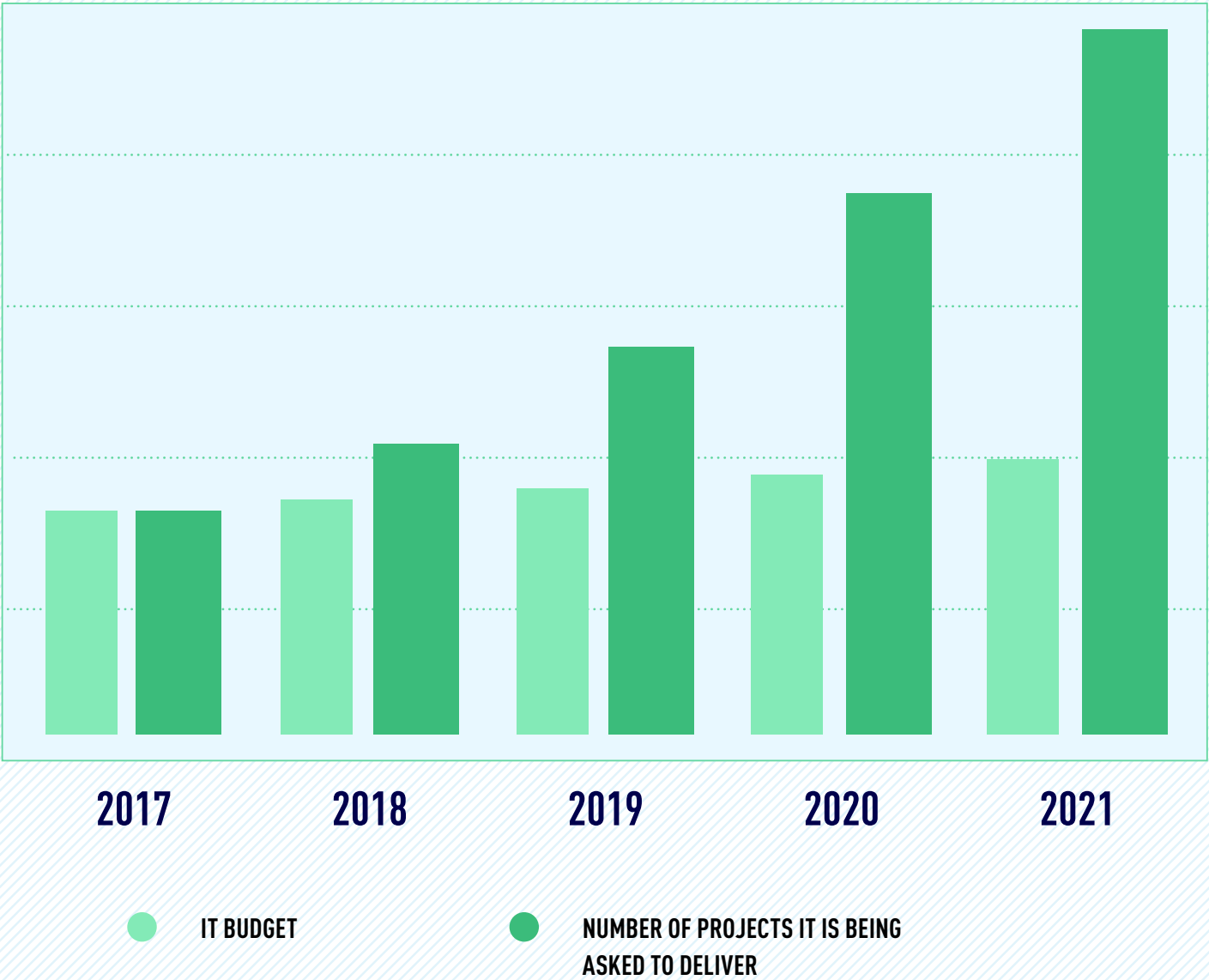
Percentage of IT teams that were able to complete all projects asked of them



IT budgets aren't growing in line with demand

Demands on IT are compounding. Organizations are increasing IT budgets, but not in line with the growing demands from the business. On average, IT budgets are only expected to increase by approximately 5.84% in 2021 (a slight increase from 5.62% in 2020). This is contributing to a widening IT delivery gap for many companies.

Average growth of IT budgets vs. number of projects IT is being asked to deliver



CUSTOMER STORY

Indiana Department of Child Services

The Indiana Department of Child Services' (INDCS) mission is to collaborate with federal, state, and community partners to provide child support services and protect children from abuse and neglect.

When COVID-19 required offices to shut down, INDCS took swift action to protect caseworkers and the children under their care. To do so, INDCS needed data from the state's Department of Health. And the data had to be available in real-time across the state's 92 counties in order for INDCS to keep pace with the spread of the virus – “and ultimately, keep our kids safe,” said Jones.

By reusing APIs built for previous projects – such as the Person Sync API – the INDCS team quickly integrated with Salesforce and Tableau to pull personal protective equipment (PPE) information, immunization

records, and other data from the state's Department of Health.

In order to keep employees safe, INDCS also used Anypoint Platform to build an integration with Salesforce Maps – enabling the agency to visualize the number of cases per case worker by county. The team also added fields to track when employees come in and out of a building, what supplies are being used where, and more.

➤ [Read Indiana Department of Child Services' full story](#)



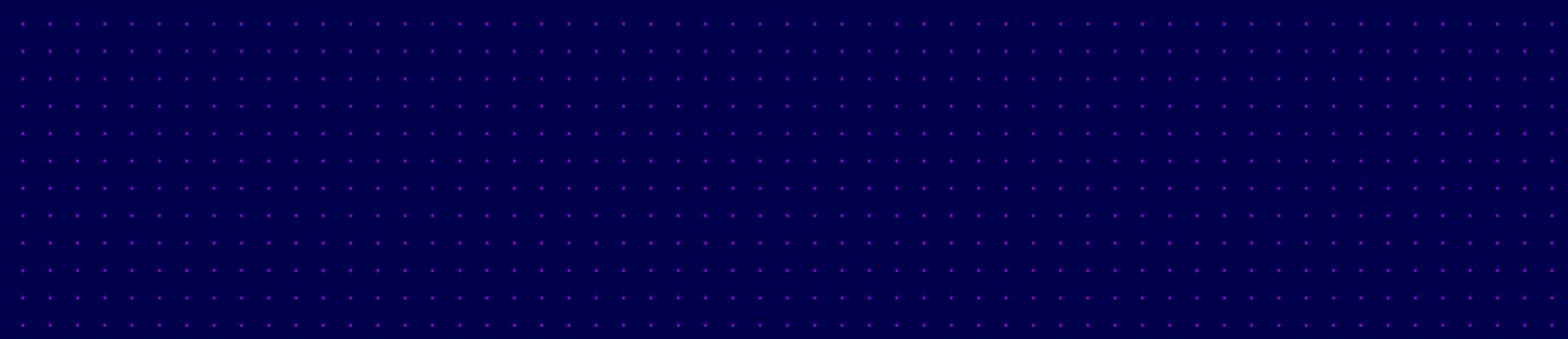
FEATURED RESOURCE

The CIO guide to crisis recovery

Businesses around the world are reopening their workplaces. But what are the next steps for CIOs to orchestrate a safe, fast, and efficient return to and grow in the new normal? Use this step-by-step guide to quickly plan, manage, and deliver mission-critical IT projects and build an agile foundation for growth in the next normal.

➤ [Get the guide!](#)





SECTION 02

**The importance of integration
continues to increase,
but challenges persist**

Key trends

01

In the past year, digital transformation has accelerated across industries. More (77%) respondents claim that failure to transform will impact revenue. Integration challenges continue to be a major roadblock for digital transformation initiatives.

02

IT teams are spending over a third of their time on integration projects. The pandemic has put pressure on organizations to enhance connectivity between systems, applications, and data. However, this doesn't come cheap – the average enterprise spends \$3.5 million per year on integration-related IT labor costs.

03

More organizations (69%) are taking a top-down approach to developing an integration and API strategy than last year. Still, in most organizations, less than a third (29%) of apps are currently integrated. This matters – the average organization runs over 800 apps, each with an approximate lifespan of four years. This will be unsustainable in the future as organizations strive for increased business efficiency and better-connected experiences.

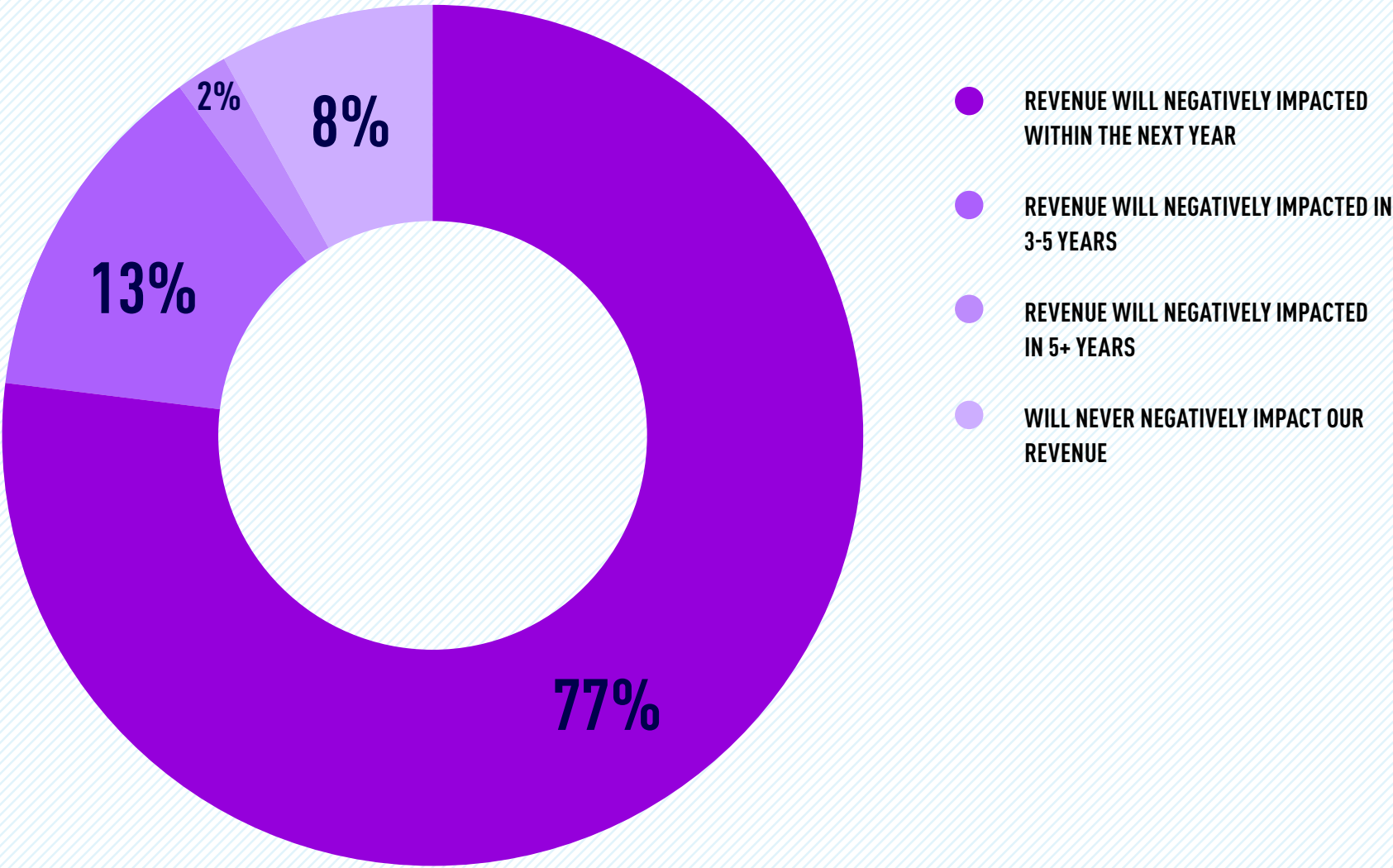


Digital transformation is critical to future revenues

Driving growth and streamlining operations through digital transformation became even more important this past year. Some 77% of respondents say failure to complete digital transformation projects will impact their revenue over the coming year, up from 74% in 2020.

This is particularly clear in the financial services sector, which has seen a considerable consumer shift towards online and mobile services over the last 12 months. Here, 89% say revenues will be negatively affected.

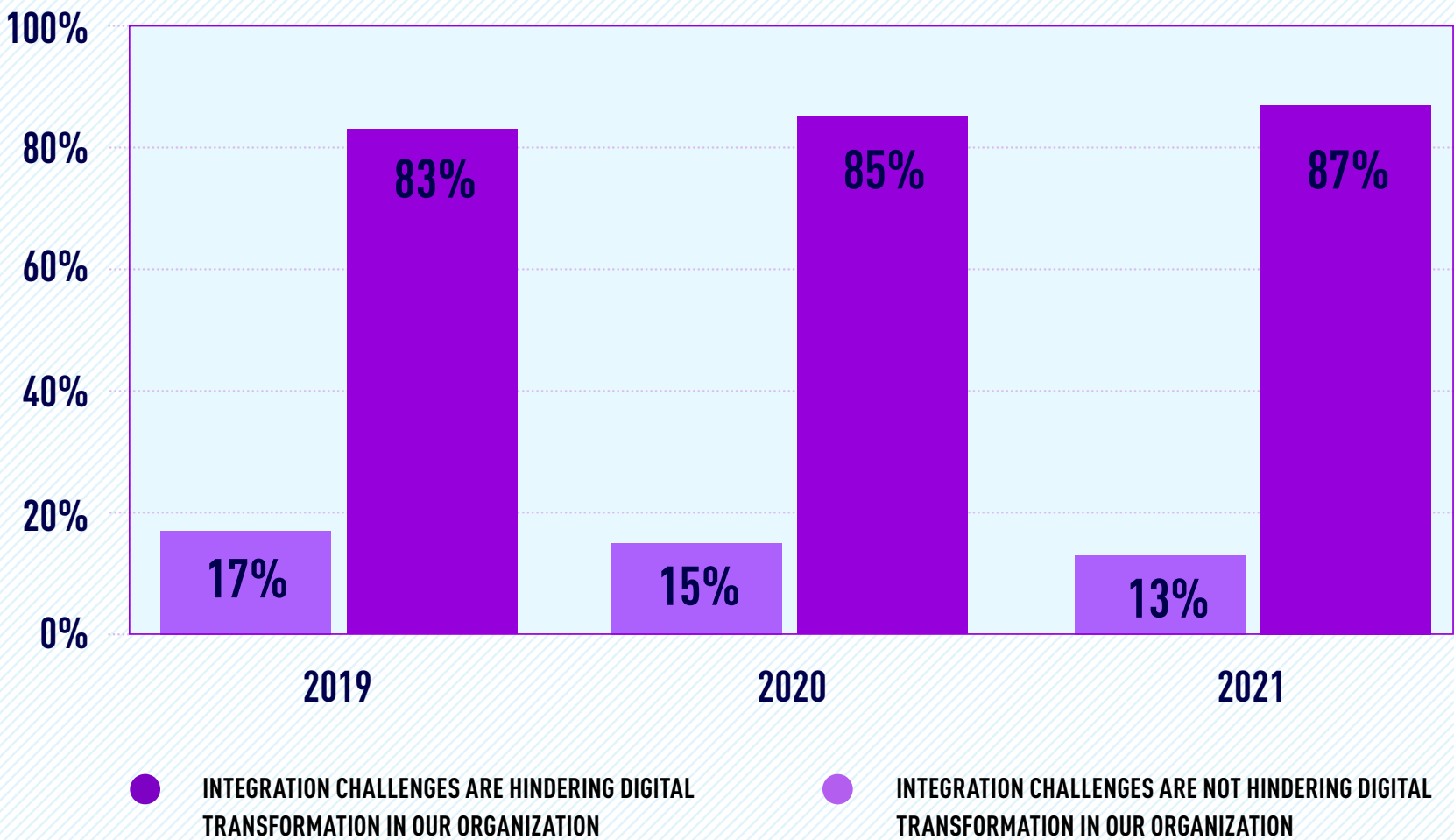
Thinking about your company’s digital transformation initiative(s), do you think they will impact your company’s business revenue negatively if they aren’t successfully completed?



Integration challenges persist

Unfortunately, integration issues continue to slow down digital transformation initiatives for the vast majority (87%) of organizations. This issue has gotten worse over the last few years.

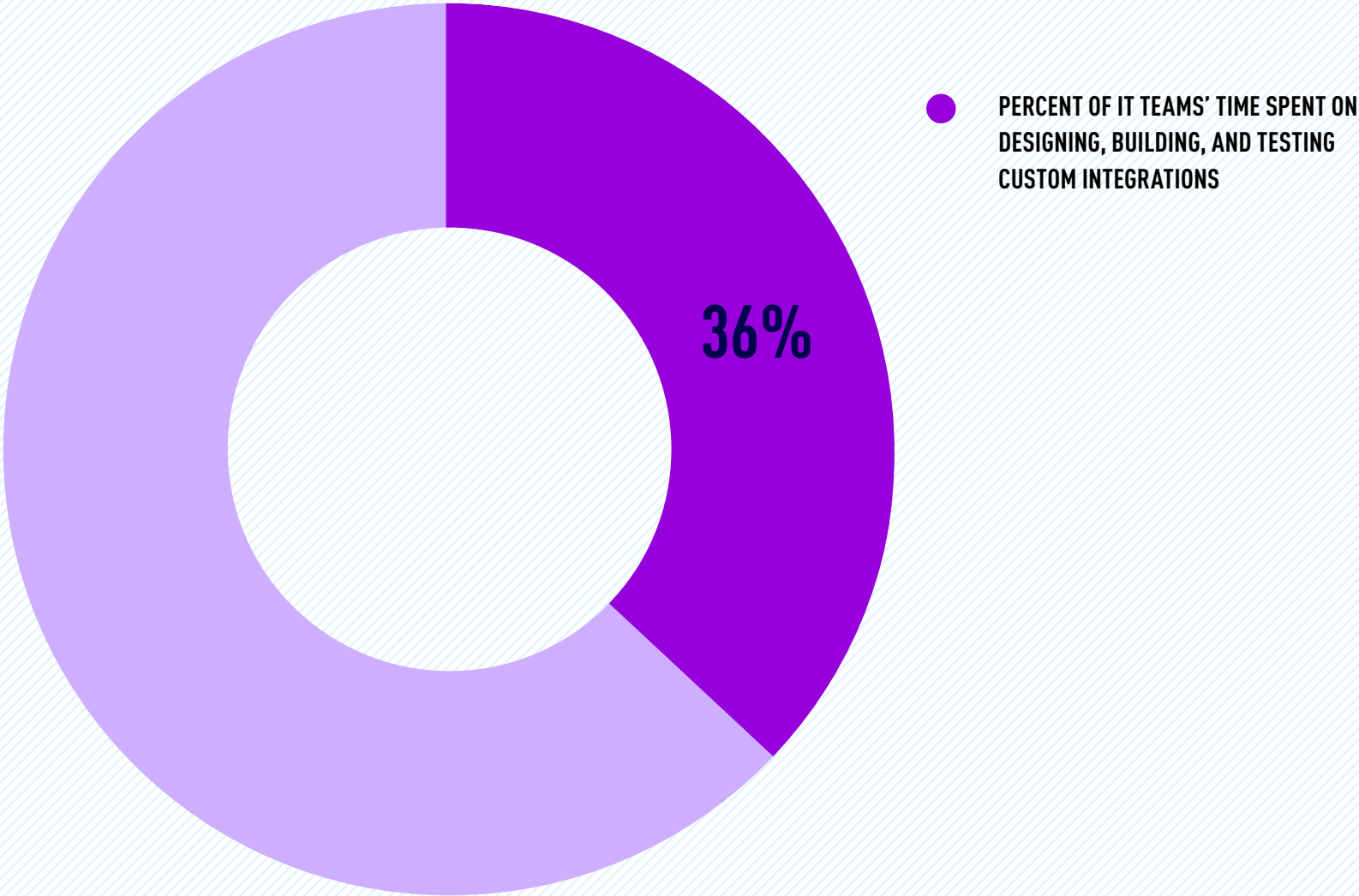
Integration demands are increasing and IT teams are finding that integrations issues are hindering digital transformation more and more



Integration takes time

While integration is a challenge, organizations can't ignore it. In today's digital-centric world, organizations must connect their systems, applications, and data. This is resulting in IT teams spending over a third (36%) of their time designing, building, and testing custom integrations.

The average portion of time IT teams spend designing, building, and testing custom integrations

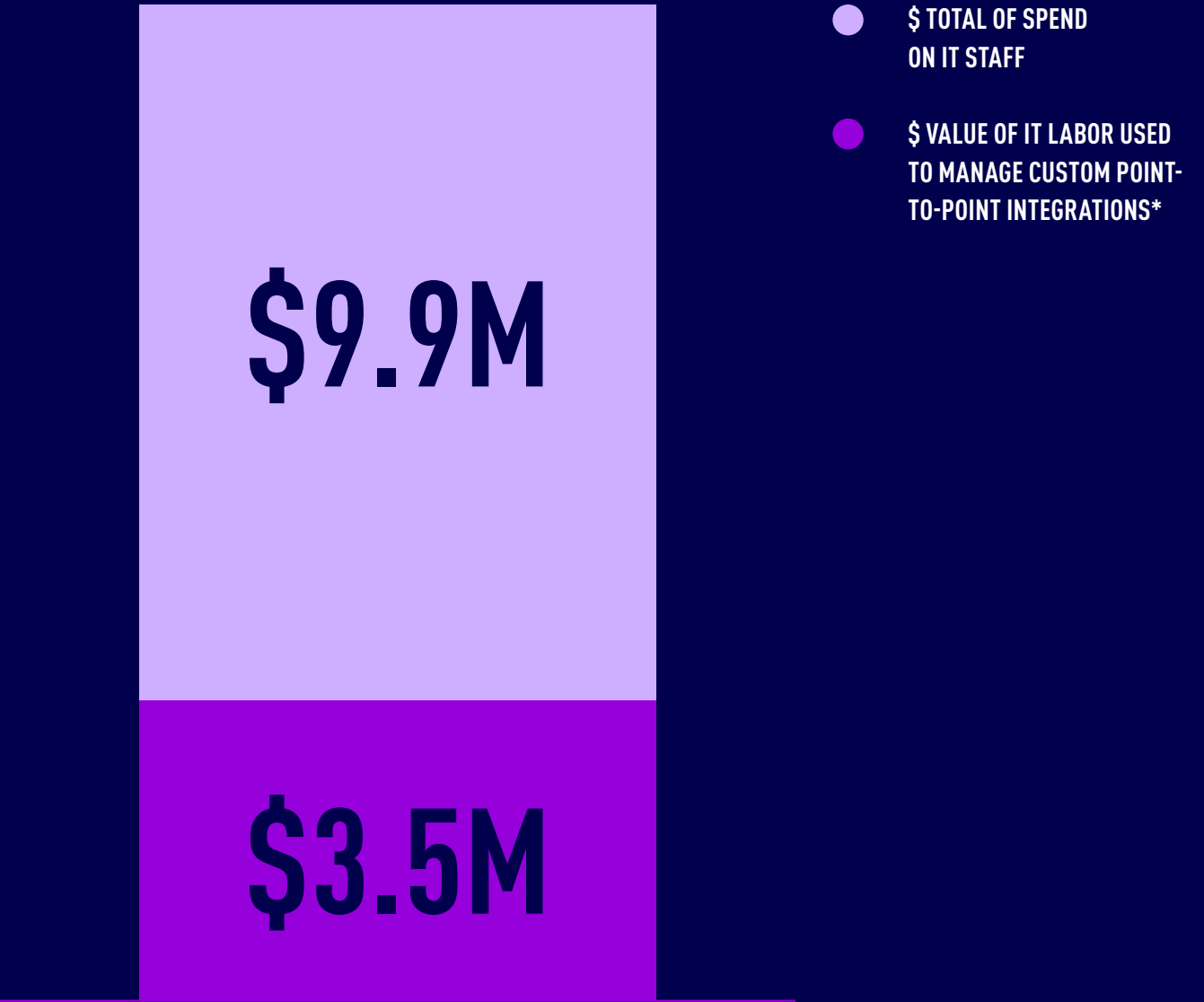


Integration time is money

But custom integration work isn’t cheap. It takes up a significant amount of time, especially for those with many point-to-point connections to manage. This also translates into a substantial financial outlay: roughly \$3.5 million in IT labor per year in large enterprises. IT must adopt a more flexible way to deliver integration across the organization.

*Survey respondents stated on average they spent \$9,870,901 on IT staff (both on employee salaries and external contractors) over the last 12 months. Cumulatively survey respondents stated on average their IT teams were spending 35.55% of their time designing, building, and testing custom integrations. $\$9,870,901 \times 35.55\% = \$3,509,105.31$

The average enterprise spend **\$3.5 million*** in IT labor managing custom point-to-point integrations

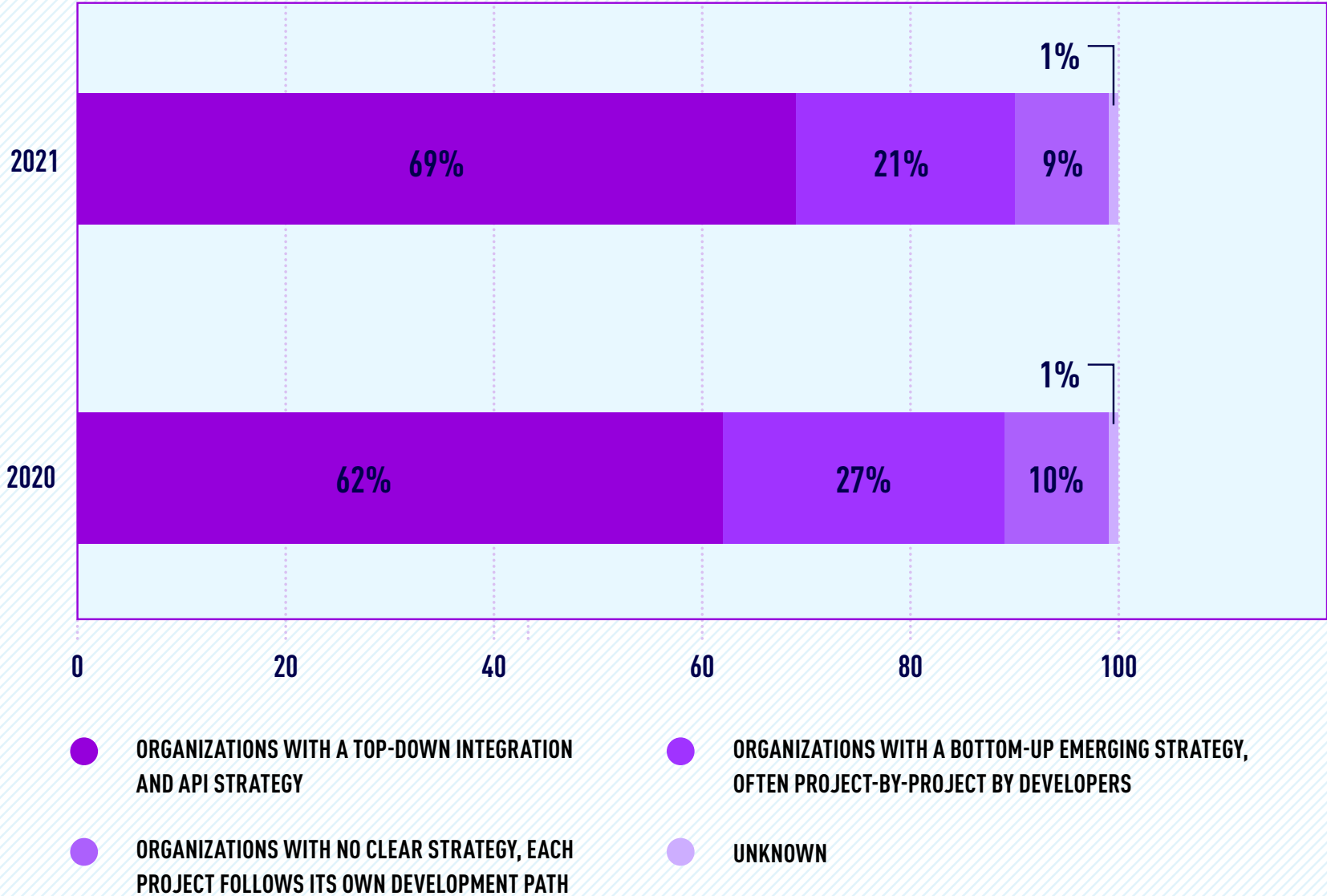


Integration strategy is being led from the top

Integration is something organizations know they must get right. More (69%) organizations are taking a top-down approach to developing an integration and API strategy.

This falls in the public sector (51%), where many organizations have either no clear integration strategy, or it is developer-led. This lack of clear strategy also correlates to the public sector being the lowest-performing industry when it comes to the reuse of software assets and components – 33% compared to an average of 42% – an issue covered later in this report.

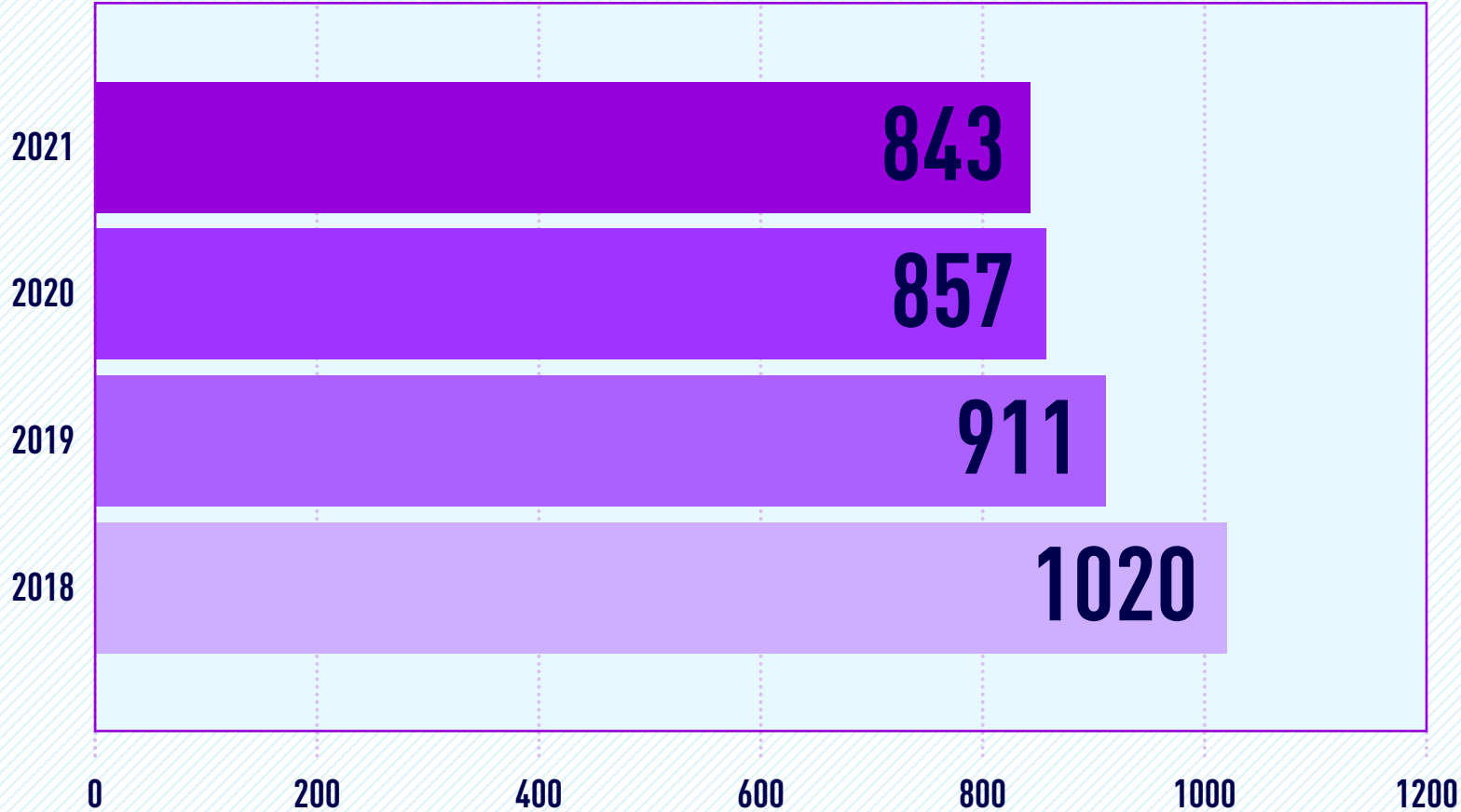
Organizations are shifting to more of a top-down approach to developing an integration and API strategy



Organizations have hundreds of apps to manage

Having a clear integration strategy is essential, especially when the average organization runs 843 individual applications (this rises to 901 in financial services). While the headline number is down from 857 in 2020 – which may show that some organizations are starting to rationalize their business applications – it’s clear there is still potential for organizations to integrate more of their applications to deliver better customer experiences.

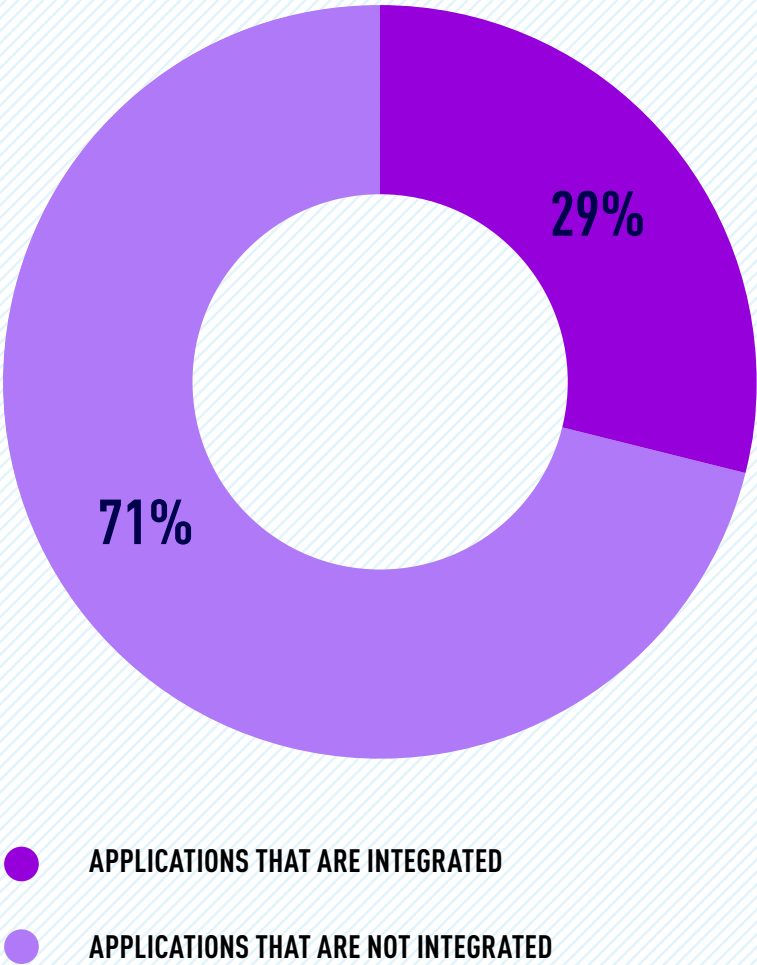
Organizations are starting to rationalize their business applications, but they are still managing hundreds of applications. The number of applications the average enterprise runs:



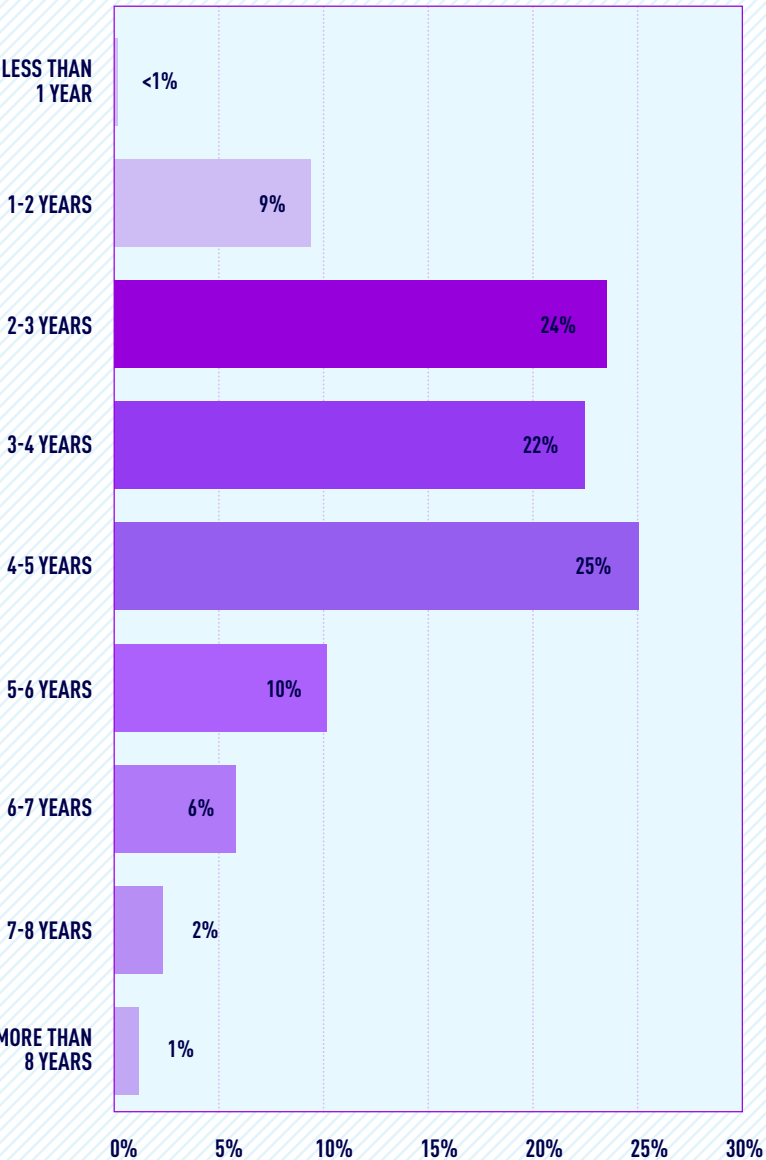
Apps last for years, yet too few are integrated

Unfortunately, respondents said that only 29% of applications on average are integrated, up slightly from 2020 (28%). With the average lifetime of an application being just four years, organizations must evolve away from being hierarchical and hardwired toward being flexible and open to change – a composable enterprise.

Enterprises run over 800 applications, but just over a quarter are integrated



Applications aren't around forever — organizations must stay flexible



CUSTOMER STORY

Revolution Beauty

Founded in 2014, Revolution Beauty is one of the fastest growing beauty brands in the UK. Speed to market and creating high-quality products at affordable prices has always been critical to Revolution Beauty's success. With online shopping increasing, Revolution Beauty needed to deliver new, engaging eCommerce experiences fast.

Revolution Beauty had already selected Salesforce Commerce Cloud as its new eCommerce platform. But to launch projects faster, Revolution Beauty needed a flexible integration layer to connect the new eCommerce platform with its on-premises systems. Revolution Beauty's technology partner – Astound Commerce – a leading digital agency and systems integrator, recommended MuleSoft's Anypoint

Platform™ due to the platform's ease-of-use and API integration capabilities.

By selecting MuleSoft to take an API integration approach, Revolution Beauty connected Salesforce Commerce Cloud to its core backend systems – including its ERP, Netsuite, contact center platform, Robin HQ, and an asset management tool called Image Relay. In just five months, Revolution Beauty transformed its eCommerce and customer service experience, resulting in a 4X increase in web traffic, a considerable increase in online customer satisfaction, and a 15% reduction in shopping cart abandonment.

➤ [Read Revolution Beauty's full story](#)



FEATURED RESOURCE

Digital transformation blueprint

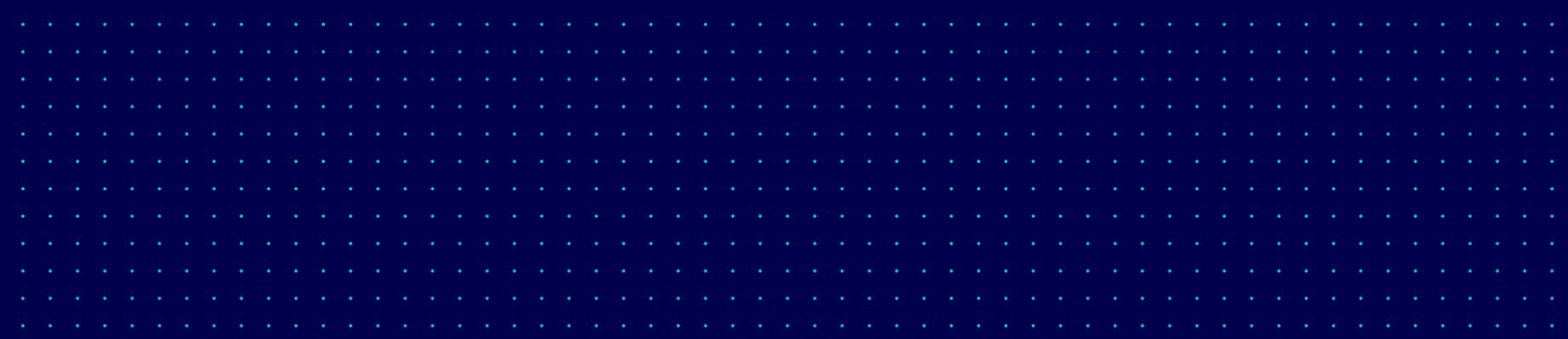
Businesses need to make decisions quickly in order to respond to rapidly changing industry needs and customer expectations. Whether it's a new business strategy, business process, or a market offering, businesses are prioritizing speed and agility in order to deliver.

The importance of digital transformation is clear – 92% of organizations say that failure to digitally transform will impact their revenue. However, only a small minority have an understanding of the path they need to lead the market.

Download this 5 step proven blueprint to digital transformation your company from its foundation.

➤ [Check out the guide!](#)





SECTION 03

Data silos and legacy IT complicate integration

Key trends

01

Data silos (90%) and existing IT infrastructure (60%) make it difficult for organizations to integrate new technologies and make changes to IT systems and applications.

02

Legacy IT infrastructures makes it tough for organizations to become more agile and drive digital transformation success.

03

Only 18% of organizations have integrated end-user experiences across all channels. Those that do see increased customer engagement (53%), business transformation (53%), and innovation (50%).

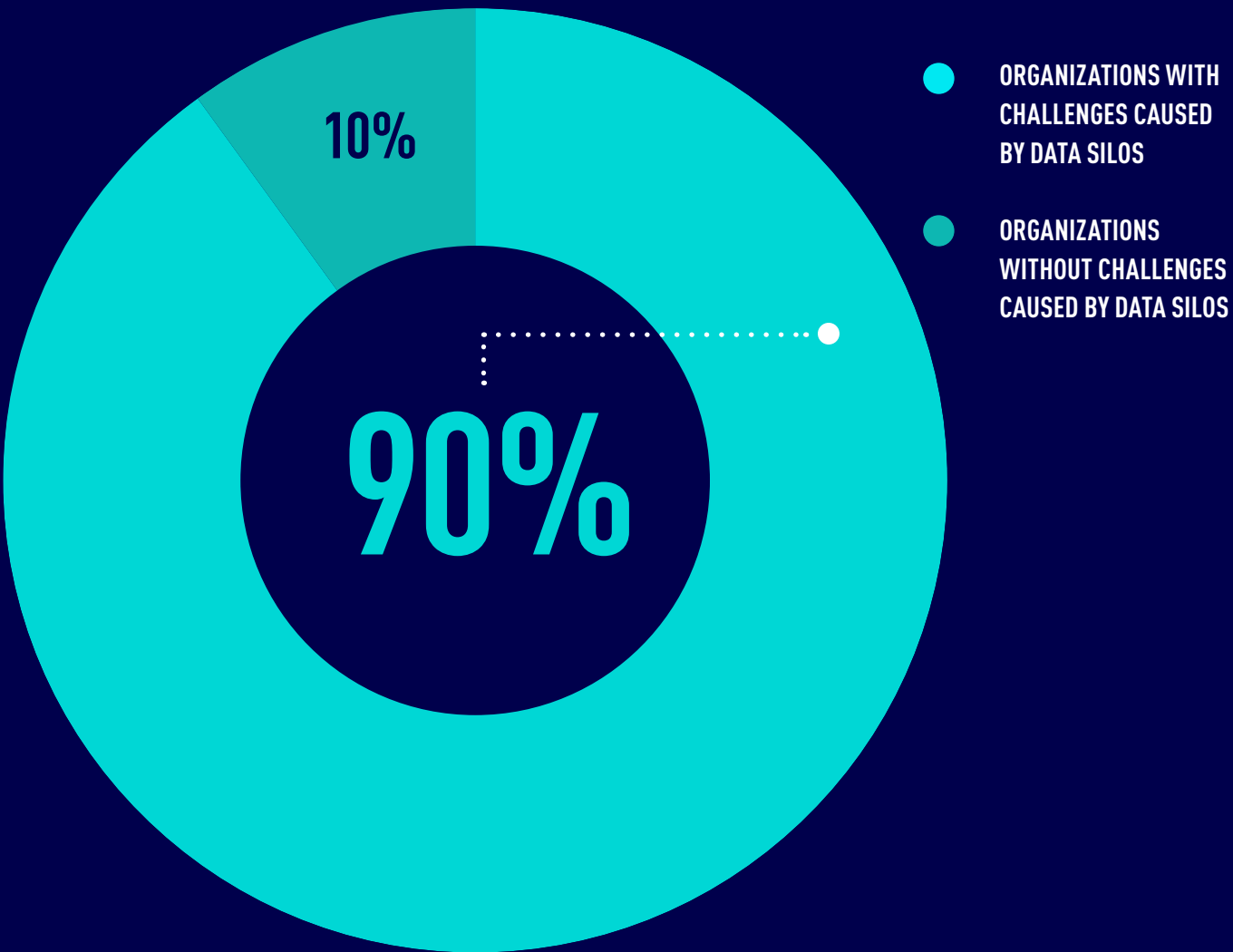


Data silos continue to be a problem

Data silos continue to be a challenge for most (90%) organizations, especially those in financial services (94%). The scale of the problem is unchanged from last year. If this trend continues, customer experience will suffer.

Our [recent report](#) revealed that more than half (59%) of business users think their organization’s inability to connect systems, applications, and data will hurt customer experience.

Data silos are causing significant business problems for most enterprises

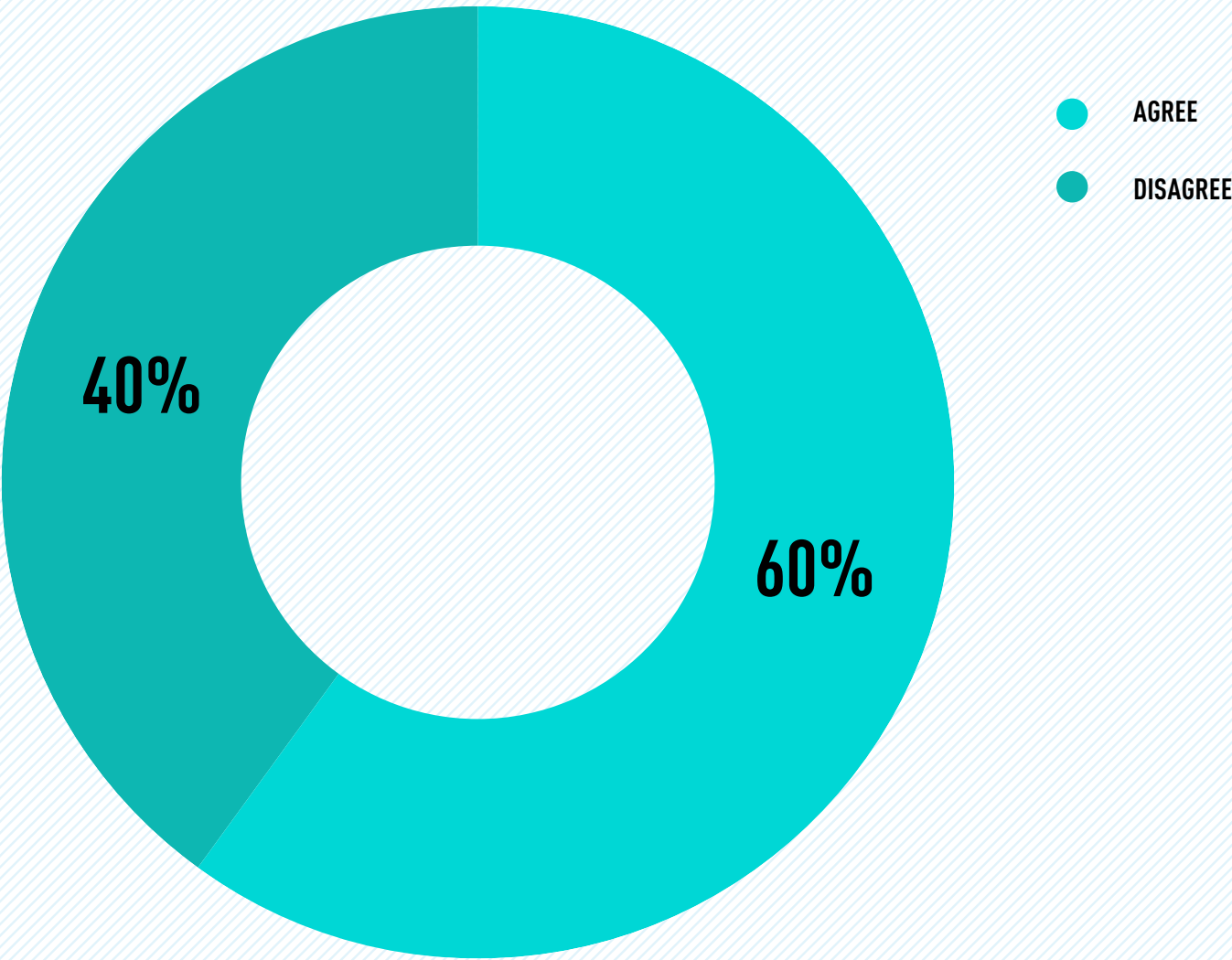


Legacy pain points persist

Besides breaking down data silos, introducing new technologies and connecting them to existing systems is vital to an organization’s innovation roadmap and ability to create seamless customer experiences. However, many continue to face roadblocks.

Sixty percent of organizations claim it’s difficult to integrate new technologies because of existing IT infrastructure. This is even higher in healthcare (70%) and insurance (68%).

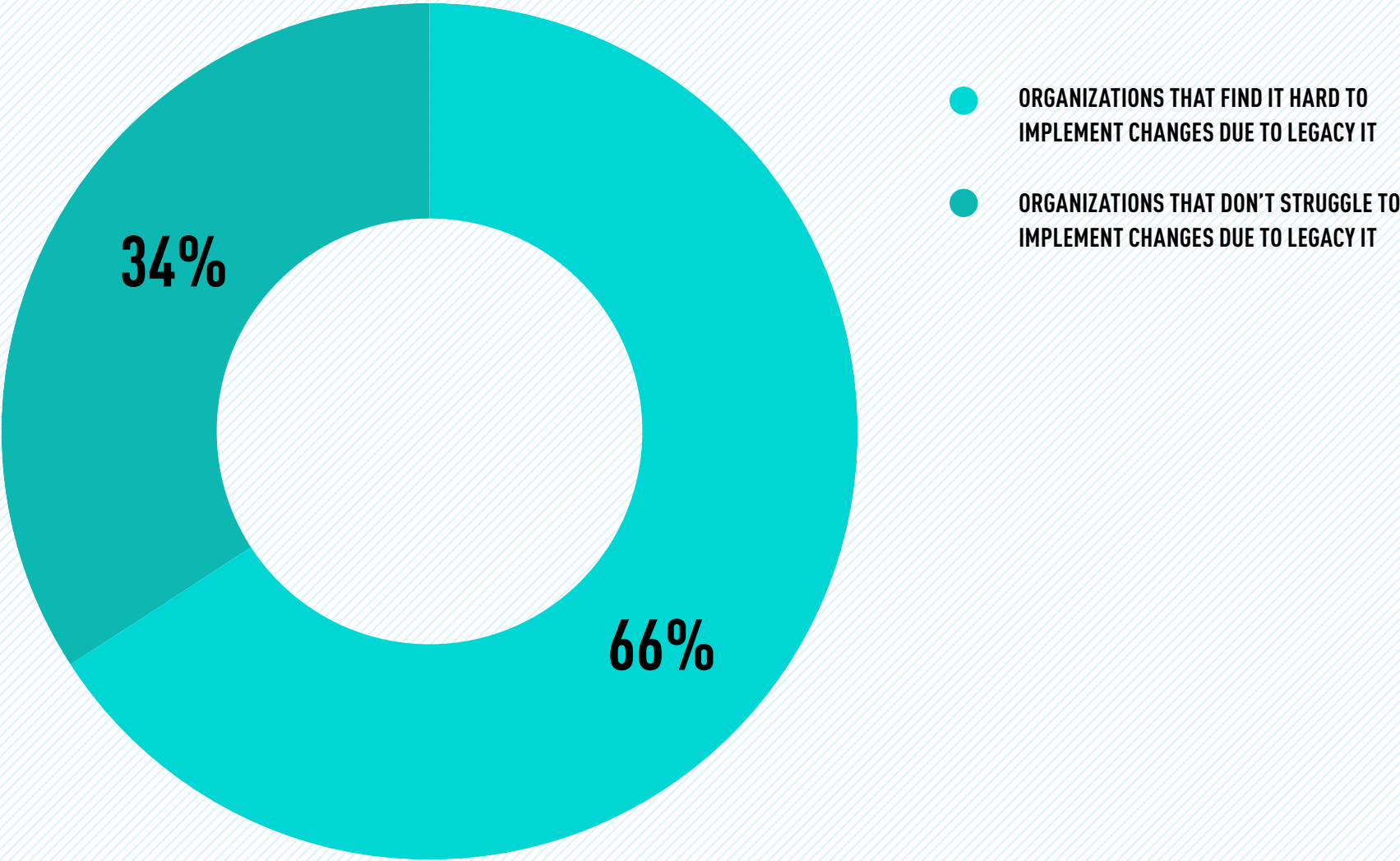
My team finds it hard to introduce new technologies because of our IT infrastructure:



Legacy IT makes changes more difficult

Two-thirds (66%) of respondents also say making changes to IT systems and applications is difficult because of their existing infrastructure. It’s an even bigger challenge for healthcare (76%), insurance (72%), and public sector (74%) organizations.

Legacy IT makes it difficult to implement changes to a particular system or application

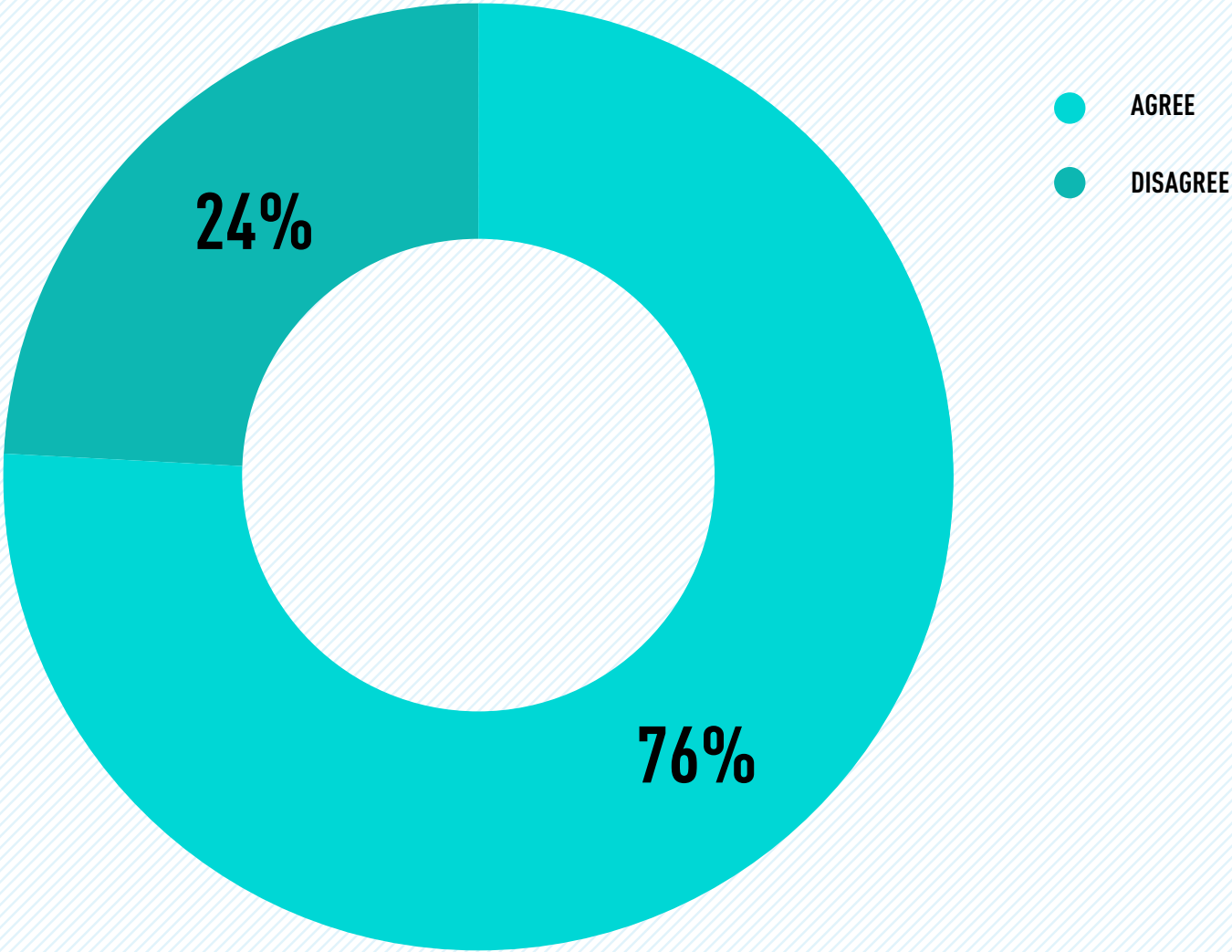


Legacy infrastructure makes systems over-dependent on each other

Traditional approaches to connecting legacy systems have led to tight dependencies and brittle, costly, and hard-to-maintain infrastructure. Three-quarters (76%) of respondents claim existing IT systems are too dependent on each other due to legacy infrastructure, making change difficult.

This over-dependency is even more pronounced in the financial services sector (79%), highlighting the challenges traditional banks face in simplifying and unlocking data from their existing IT estates.

Our IT infrastructure makes our systems overly dependent on one another:

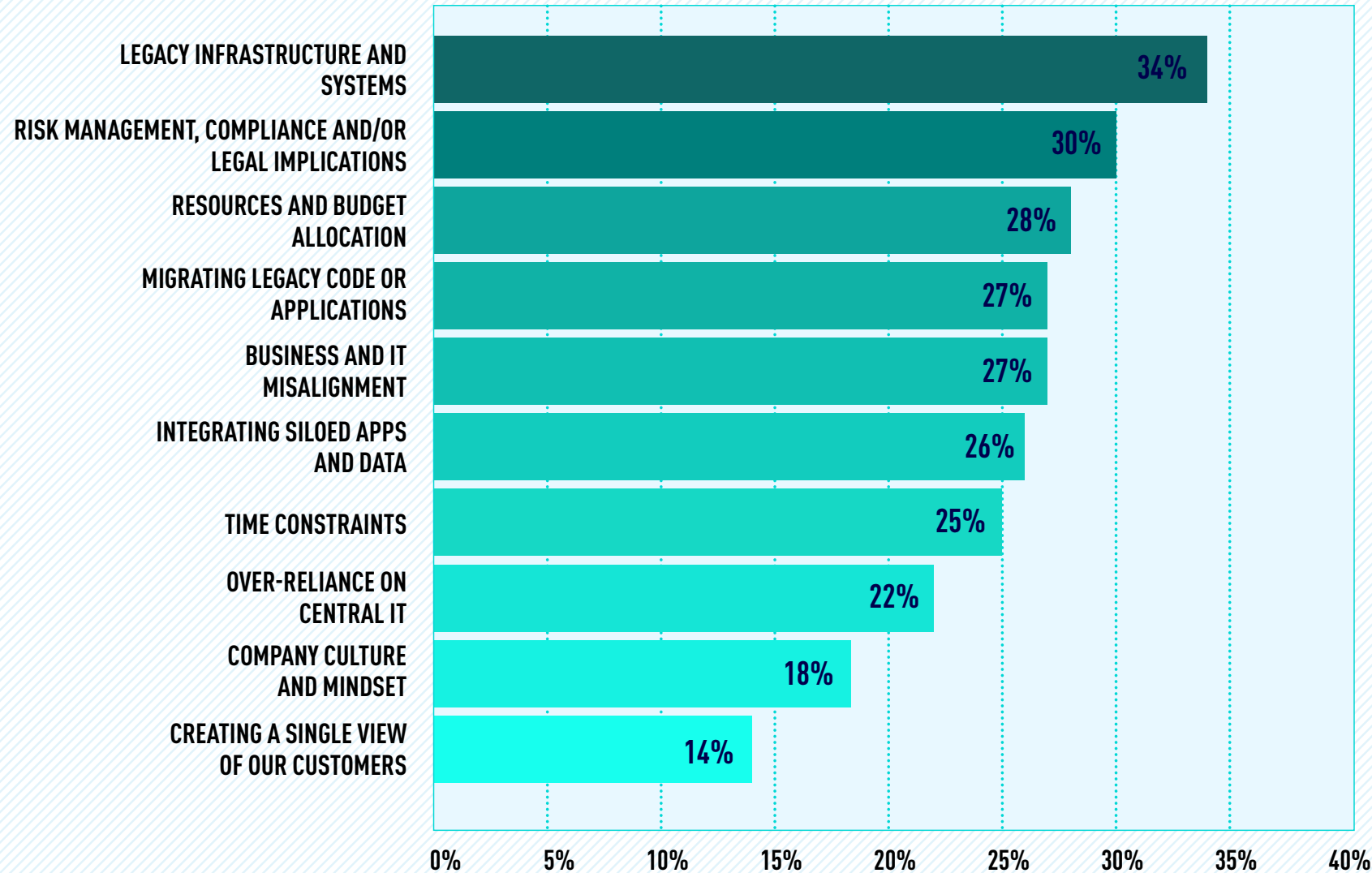


Legacy IT imperils digital transformation

While making smaller changes and integrating new technologies is important for any organization, digital transformation is the larger goal. Yet again, legacy IT infrastructure hinders many digital initiatives – 34% of organizations claim that legacy IT infrastructure and systems are the main challenge to digital transformation.

Legacy IT is a particular issue in the insurance sector, where 45% say existing infrastructure and systems pose challenges. Also, 36% cited migrating legacy code or applications as a challenge to digital transformation.

Which of the following are the three biggest challenges to digital transformation within your organization?

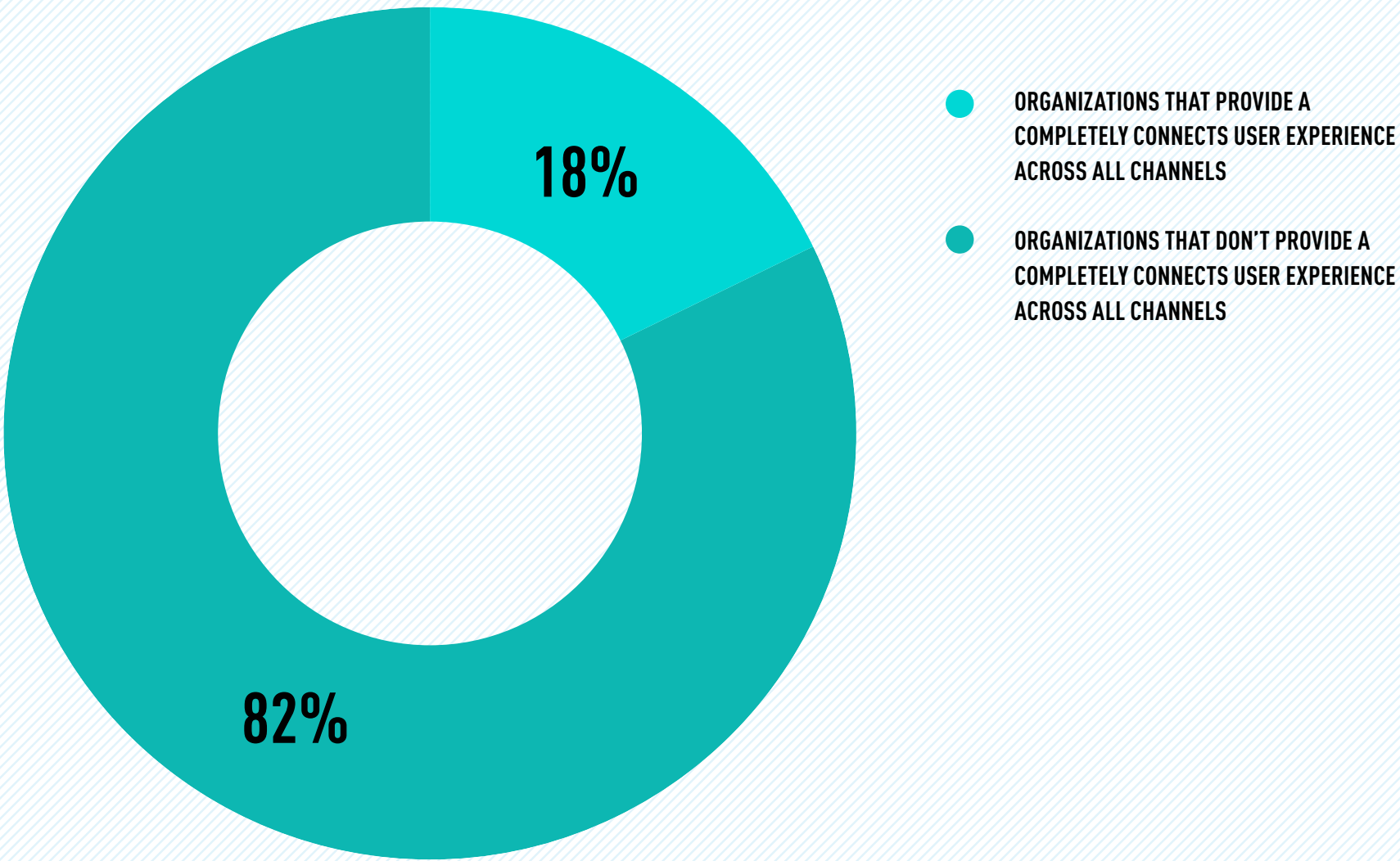


Integration of end-user experiences across all channels is limited

One of the desired outcomes of digital transformation is better-connected and more seamless customer experience. However, less than a fifth (18%) of respondents say they integrate end-user experiences across all channels. This number drops for organizations in financial services (12%), insurance (9%), and public sector (4%).

Even in an experience-led sector like retail, this figure is only 20%. Many retailers still face challenges like gaining full visibility into their inventory. This kind of challenge prevents them from providing customers with real-time product availability across every channel.

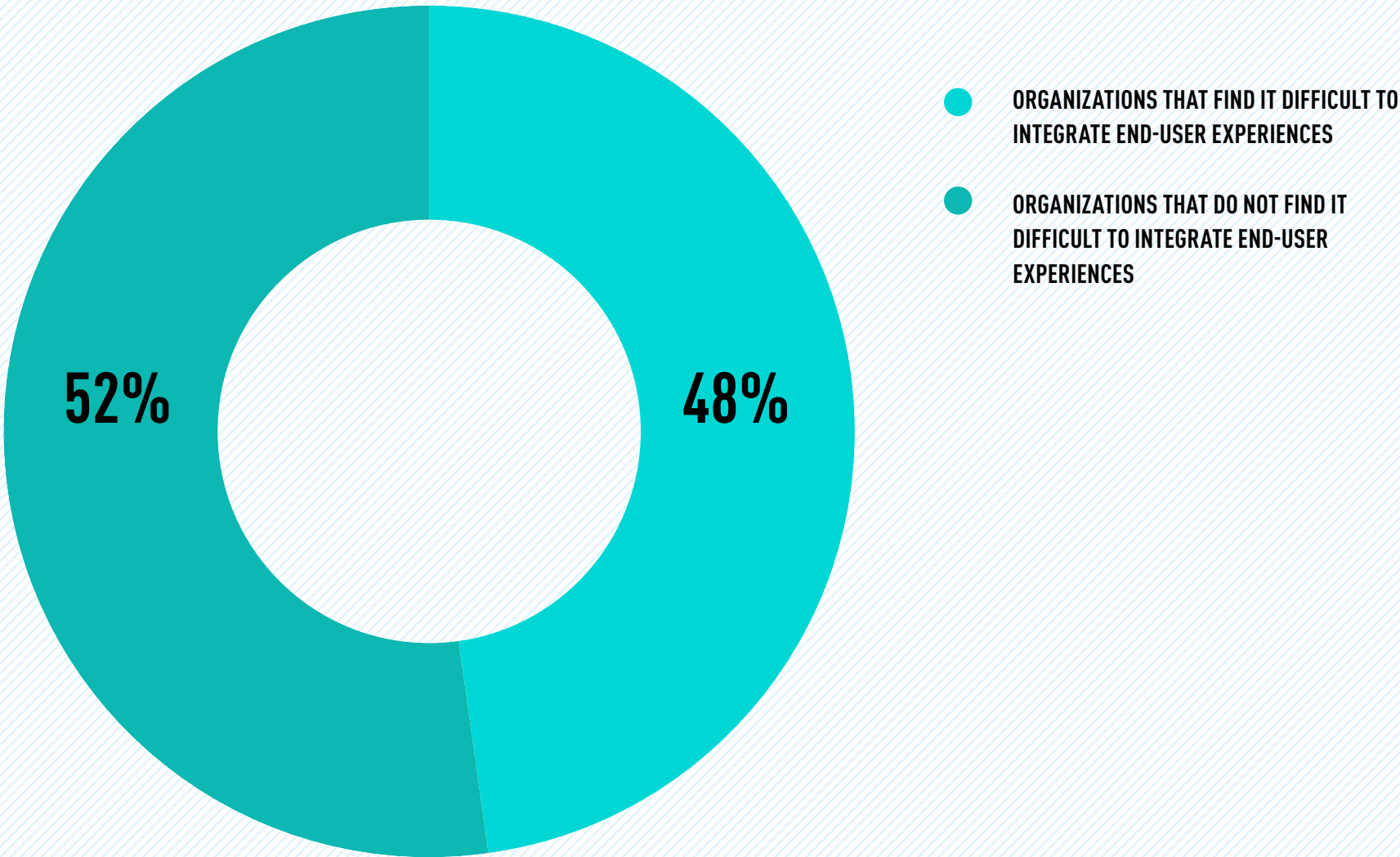
Less than a fifth of organizations provide a completely connected end-user experience across all channels



Firms find it hard to integrate end-user experiences

The scarcity of fully integrated end-user experiences across enterprises isn't due to a lack of desire or trying. Even for those organization that do provide integrated end-user experiences, nearly half (48%) of them find that process difficult. This figure rises to 57% in financial services and 53% in the public sector.

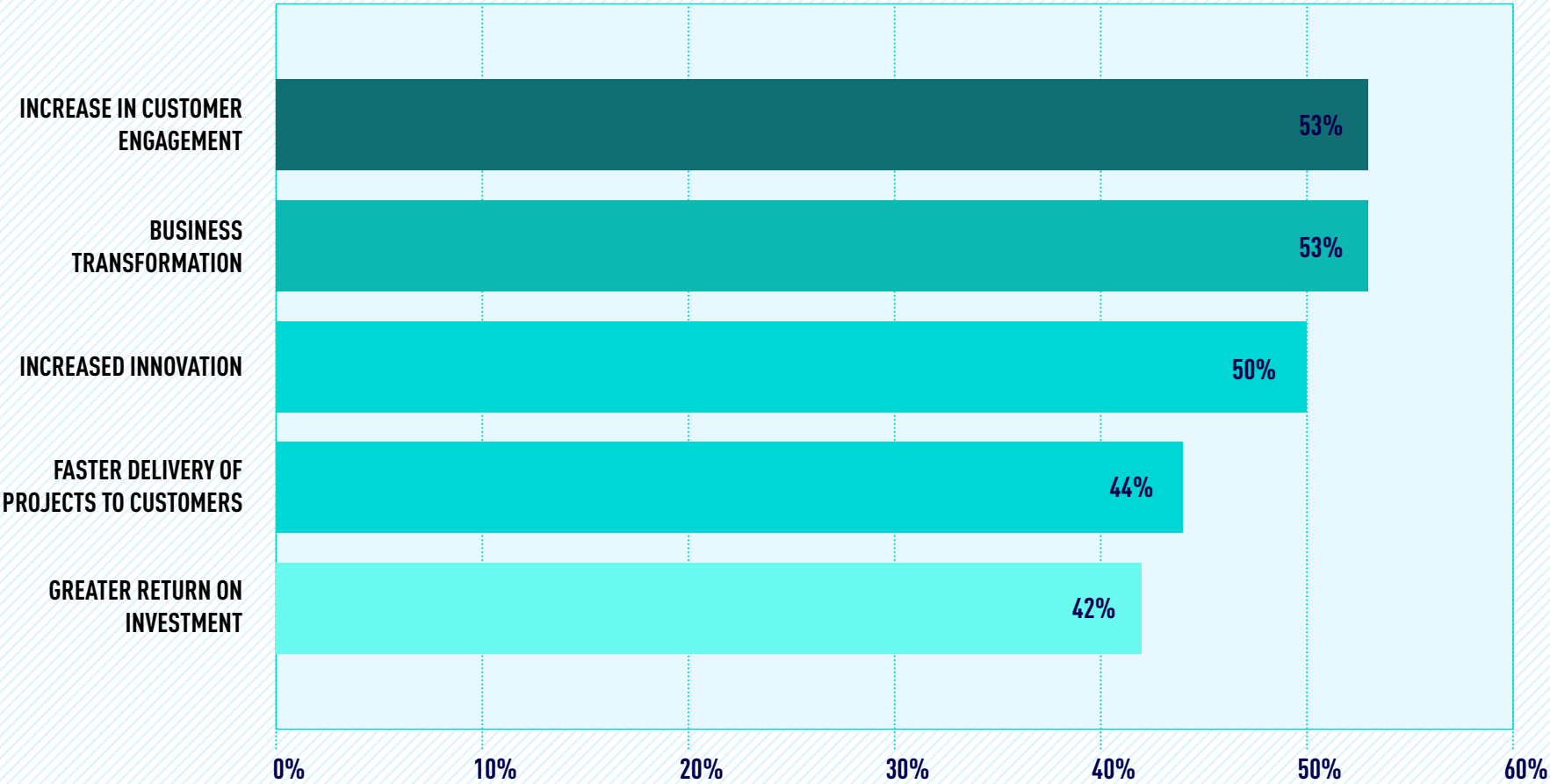
Many organizations find it difficult to integrate end-user experiences



Integrated end-user experiences can deliver rich rewards

Organizations that deliver integrated end-user experiences enjoy increased customer engagement (53%), business transformation (53%), and innovation (50%). Increased customer engagement was particularly powerful for financial services respondents (63%).

What benefits has your organization realized since integrating user experiences?



CUSTOMER STORY

AXA Luxembourg

AXA Luxembourg, along with AXA Wealth Europe, is part of the AXA Group – which encompasses over 171,000 employees that serve 105M customers in 61 countries.

To become the #1 preferred insurance company, AXA Luxembourg needed to embrace digital to move faster as a business, outshine the competition, and better serve their policyholders.

None of these goals were easy, as the company needed to better leverage their data – which required connecting different homemade systems on-premises and external systems in the cloud. With custom coded integrations, it was costly and slow to connect systems, apps, and data.

The AXA team turned to MuleSoft to help them automate business processes by streamlining claims management. The team developed six APIs that connected data across multiple systems, including the Document Management API, Insurance Backend API, and Customer API. They built the API-led integrations in just 12 weeks, compared to the 18 weeks it would have taken with a custom code approach.

By moving beyond custom-coded integrations and embracing API-led integration, the team can now deliver integrations 30% faster than before. This means that teams spend 25% less time doing manual work and, as a result, can dedicate more time to innovation.

➔ [Read AXA Luxembourg's full story](#)



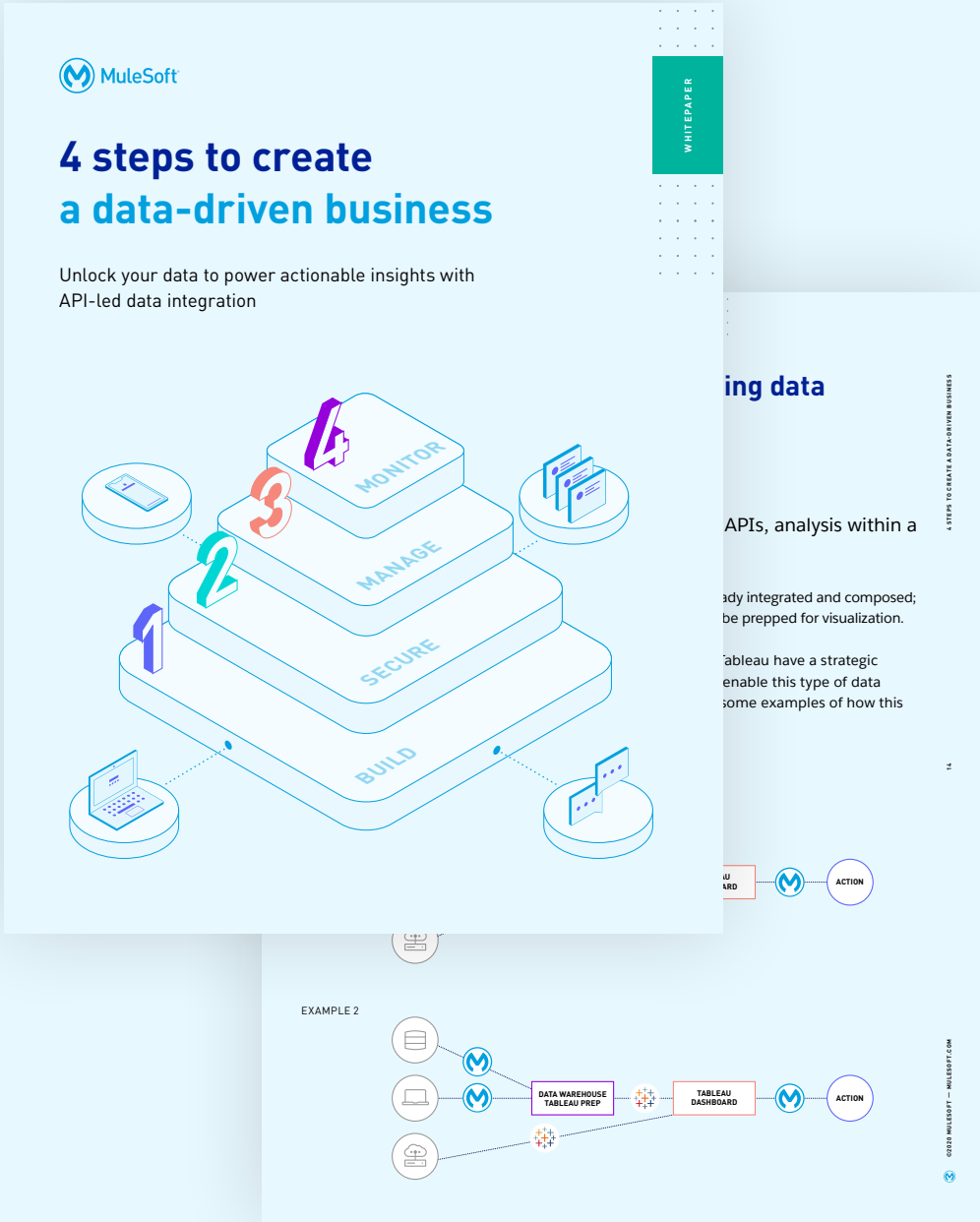
FEATURED RESOURCE

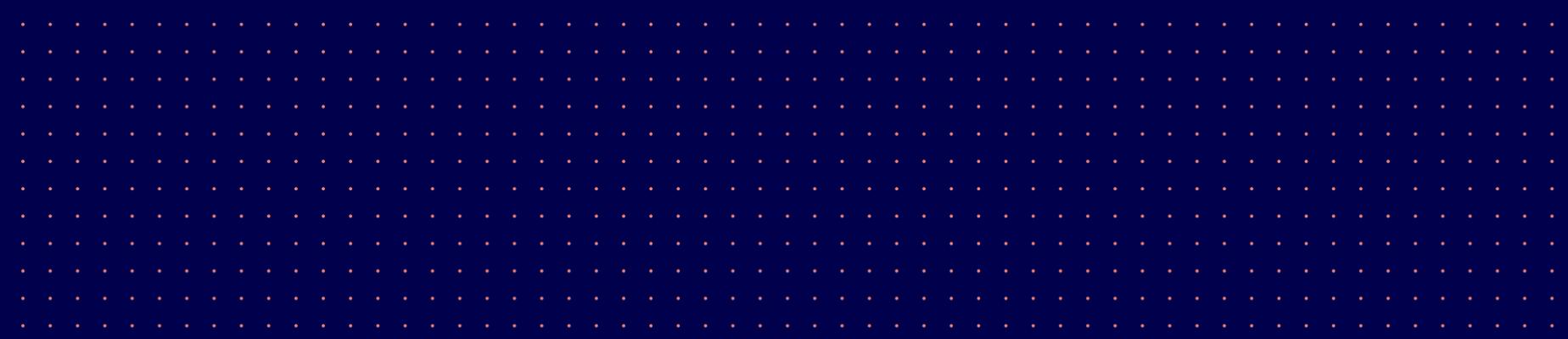
4 steps to create a data-driven business

Data is growing at an exponential pace, creating massive hurdles for companies in every industry – the need for effective data integration has never been higher. Companies that can effectively transform their data into insights perform better on almost every business metric. Still, many IT executives struggle to accomplish this transformation due to siloed data and other integration challenges.

Read this whitepaper to learn how to capture the full potential of your data with API-led data integration

[Read now](#)





SECTION 04

**Organizations are embracing
APIs for new integration projects**

Key trends

01

API use is gaining traction among organizations. The vast majority (96%) of organizations use APIs. Most are using APIs to build integrations and deliver new projects.

02

Organizations embracing APIs are reaping significant rewards. They are seeing benefits like increased productivity, self-service, and enhanced innovation. On top of that, the average organization generates over a quarter of their revenue from APIs and related implementations.

03

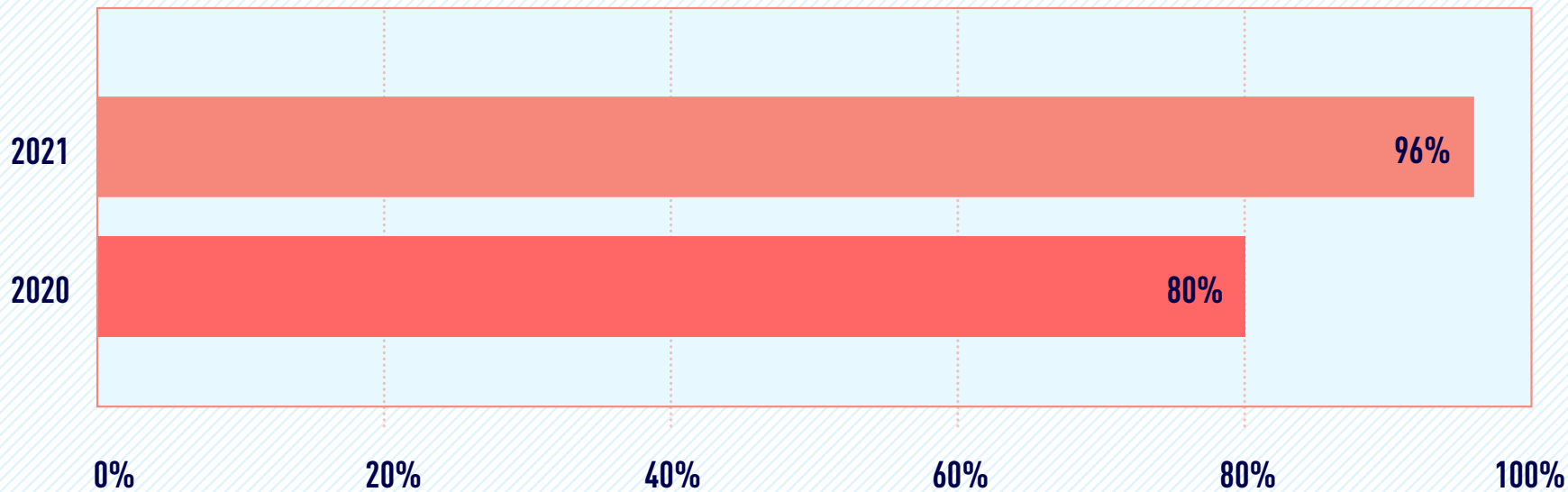
While most organizations are leveraging APIs, API reuse remains an area of opportunity for many.



APIs have become ubiquitous among today's enterprises

The use of APIs continues to grow. Some 96% of organizations currently use public or private APIs – up from 80% last year.

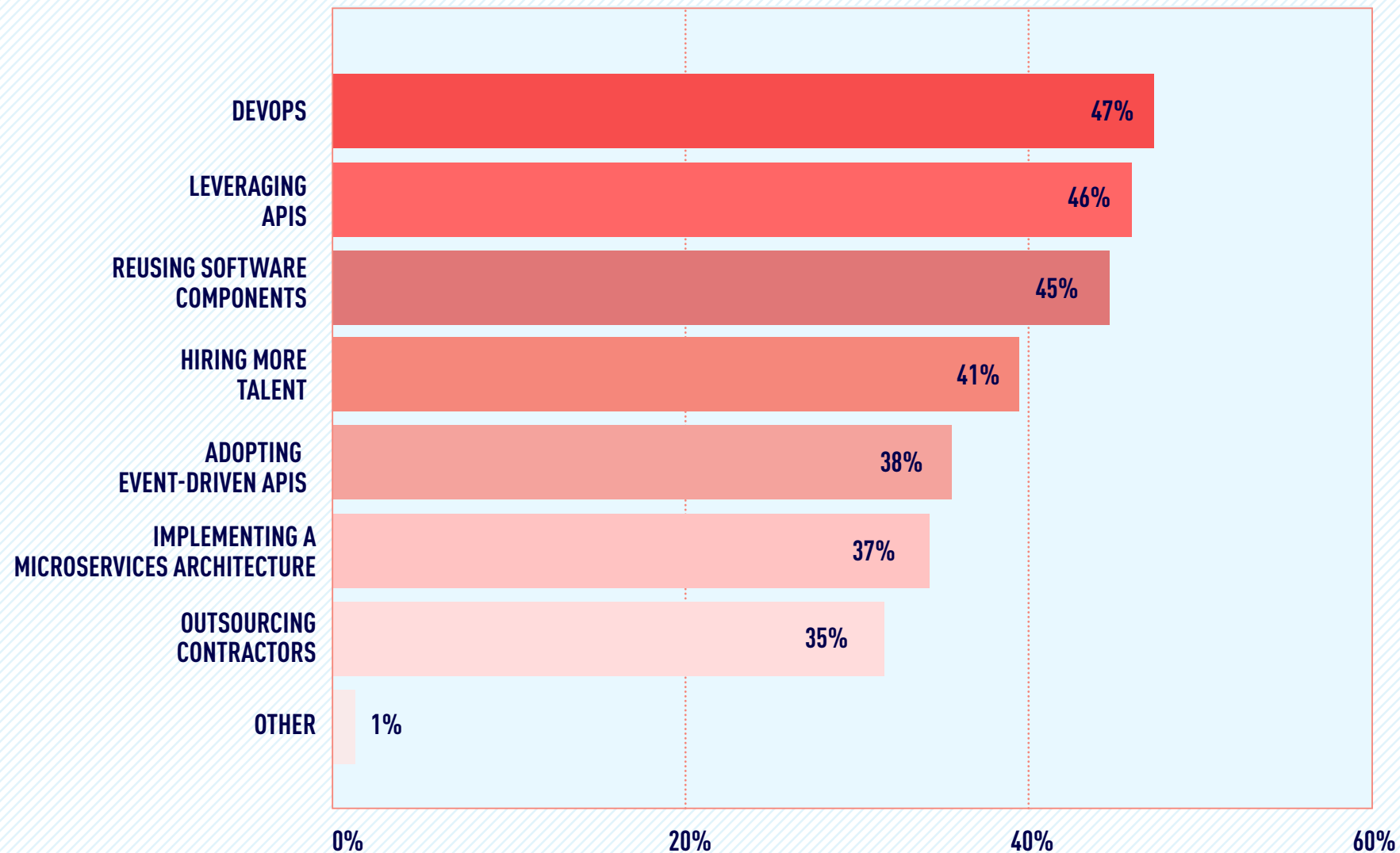
Percentage of organizations the use APIs



Organizations are turning to DevOps and APIs to help increase efficiency

Speed and efficiency are critical in the application development process. More organizations are turning to DevOps (47%) and leveraging APIs (46%) to improve the process. The research also indicates that there has been less focus on hiring new talent over the last 12 months – with this figure falling from 49% to 45% this year.

What are your IT teams doing to increase the efficiency of your application development process?

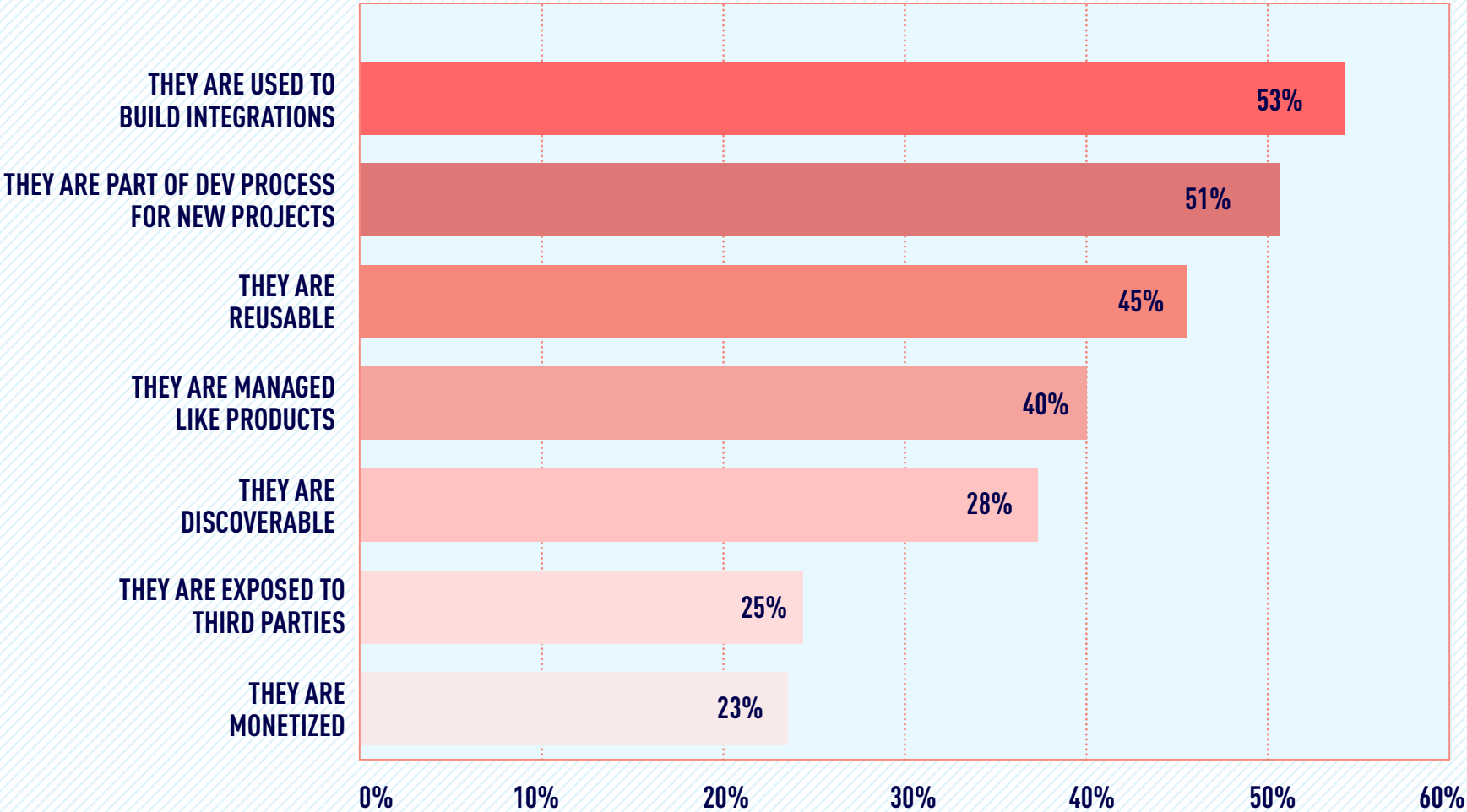


APIs are driving new integrations and development processes

Over half (53%) of organizations that use APIs, use them to building integrations (rising to 62% in insurance), and 51% say they are using APIs as part of the development process for new projects (rising to 59% in healthcare).

Interoperability mandates are starting to pop up in many industries. In healthcare, many organizations are using APIs to drive secure integration around patient data.

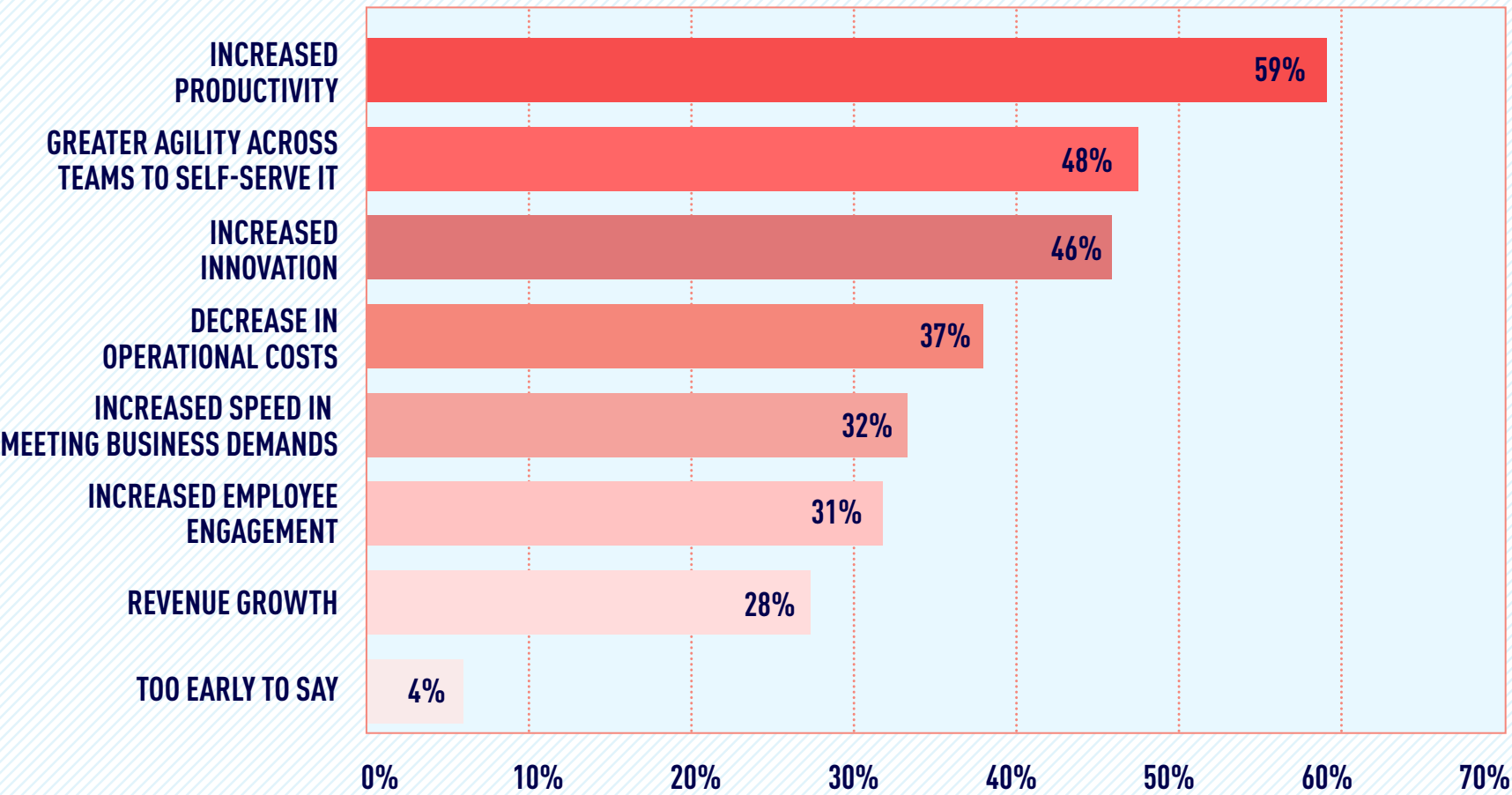
What characteristics do the APIs owned by your company have?



APIs can drive significant business benefits

Organizations leveraging APIs experience increased productivity (59%), self-service (48%), and increased innovation (46%).

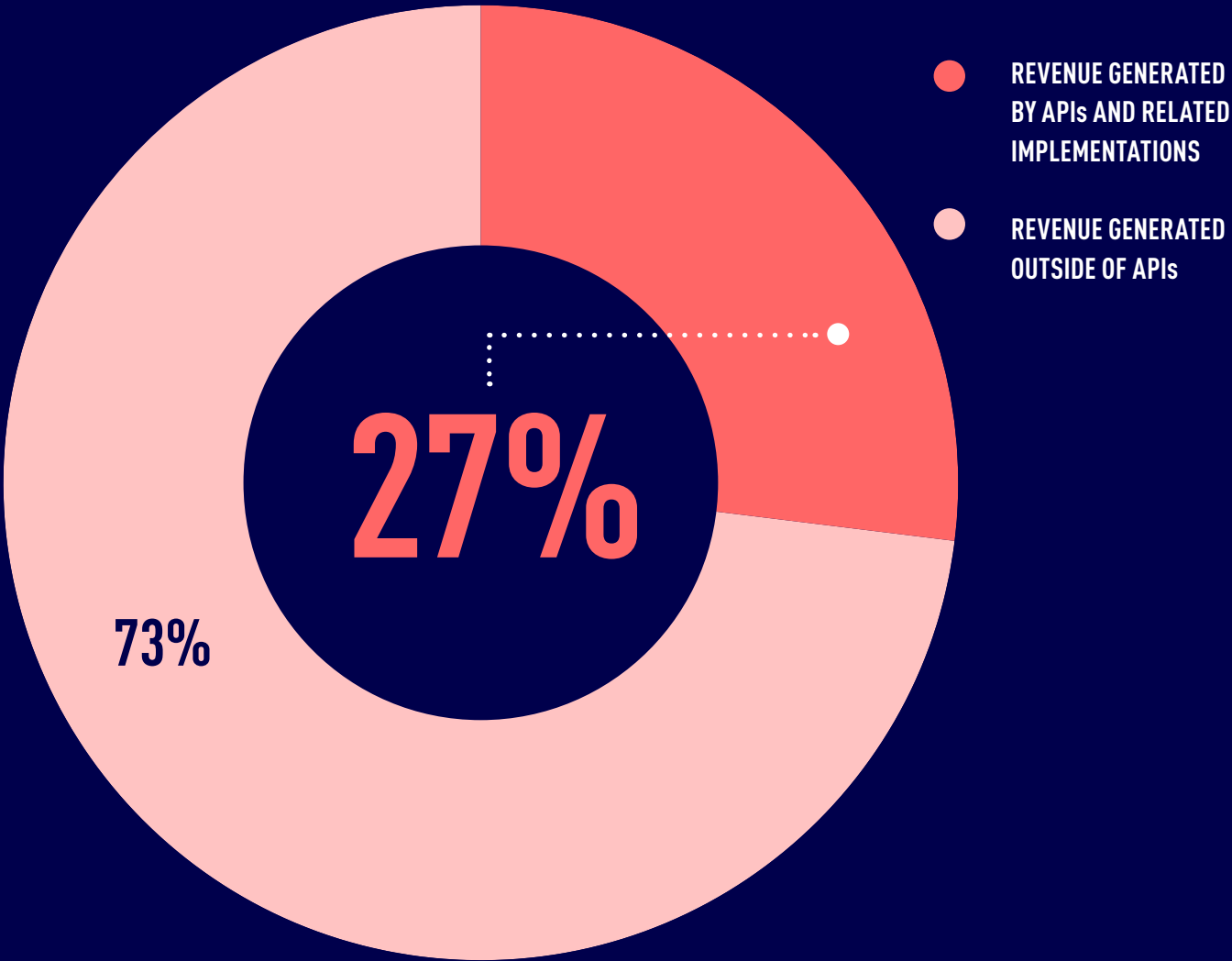
Top business results organization realized by leveraging APIs



APIs continue to generate revenue

Beyond being a means to connect systems, applications, and data, APIs continue to generate revenue. On average, organizations that use APIs generate over a quarter (27%) of their revenue from those APIs and related implementations.

What percentage of your company’s revenue is generated from APIs and API-related implementations?

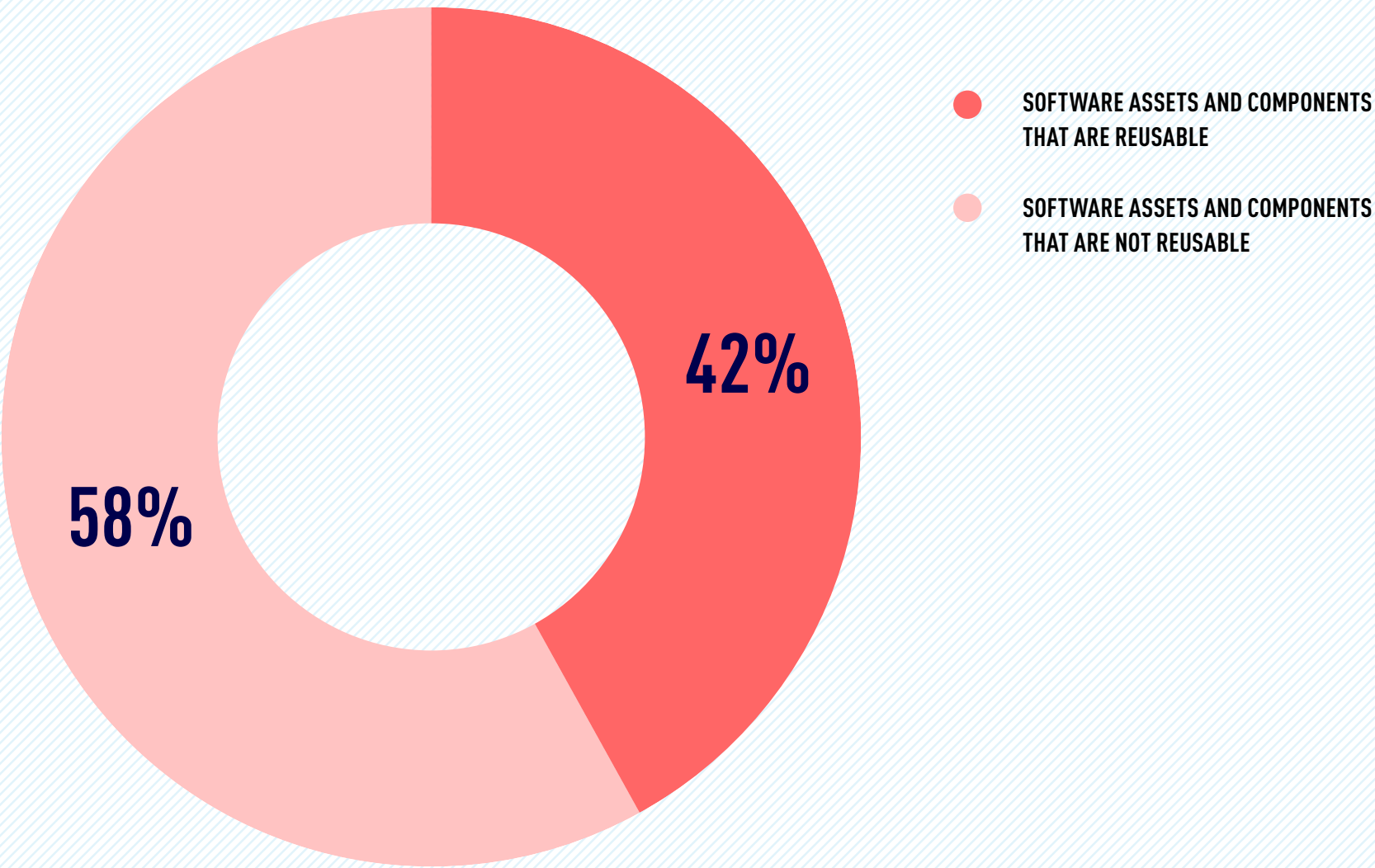


Reuse has stagnated

Although API use has grown, the reuse of code, APIs, and best practice templates has plateaued over the last two years. Organizations have, on average, 42% of such internal assets and components available for reuse. This remains a massive area of opportunity.

At a time when IT departments are stretched, developers and the broader organization must have easy access and the ability to reuse integration assets. This, in turn, can drive greater efficiency and increase innovation.

What percentage of your organization’s internal software assets and components (e.g. code, APIs, best practice templates) are available for developers to reuse?



CUSTOMER SPOTLIGHT

Welsh Water

Welsh Water supplies drinking water and wastewater services to Wales and parts of western England. As a not-for-profit company, it is continually looking to reduce costs to taxpayers whilst improving customer experiences.

However, Welsh Water's front and back-office systems were siloed – which led to time-consuming processes and manual data entry. This increased costs, delayed innovation, and created a poor customer experience.

To deliver on a seamless customer experience, Welsh Water needed to improve operational efficiency by enabling customers to self-serve on common inquiries and automating manual processes for service agents.

Using MuleSoft, Welsh Water was able to achieve just that. “MuleSoft enables us to reduce the need for service agents to manually enter data or complete simple transactions. That means they can focus on supporting those who need us most, which ultimately provides a better customer service, and better outcomes for the people of Wales,” explains Kit Wilson, Head of Transformation, Welsh Water.

➤ [Read Welsh Water's full story](#)




FEATURED RESOURCE

API strategy essentials

Businesses with an API strategy are more likely to complete projects on time, achieve higher rates of innovation, enable citizen integrators, save operational costs, and open up new revenue streams with APIs. To participate in the API economy, organizations must take a logical, methodological, and proven approach. Use the proven, four-stage blueprint to structure your organization’s API strategy journey.

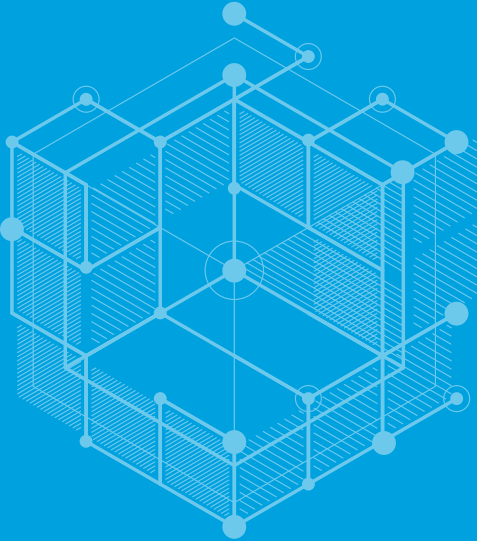
➤ [Read the blueprint](#)



WHITEPAPER

API strategy essentials:

A practical guide for winning in the API economy



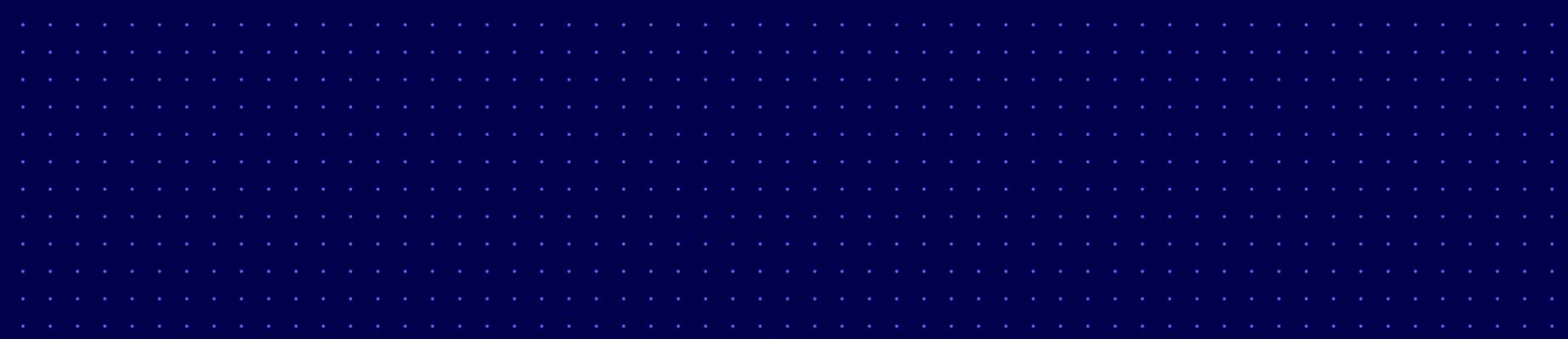
Business case/plan	Number of employees certified	Time to market for new apps/APIs	# developer registrations
Prototypes	Achievement against hiring plan	Availability/uptime	# API calls
Roadmaps	API consumer NPS/SAT scores	Security KPIs	# new apps developed
			Developer conversion/retention

Sample deliverables/KPIs

API strategy blueprint

The blueprint, shown in Figure 1 above, is not intended to be the be-all end-all compilation of activities for your to-do list. Nor will this whitepaper touch on every bullet point across the blueprint in detail. Although it surfaces some of the most

7



SECTION 05

IT must meet the growing
integration demands of business teams

Key trends

01

Organizations must relieve some pressure from over-burdened IT teams. The most effective way to do this, and unleash productivity and innovation is by empowering their business teams with easy-to-use integration tools. Our [recent report](#) found that most business users believe IT and the business should drive digital innovation together.

02

Over a third (36%) of respondents already offer self-service tools to their business users. More (44%) are currently developing plans to offer such tools.

03

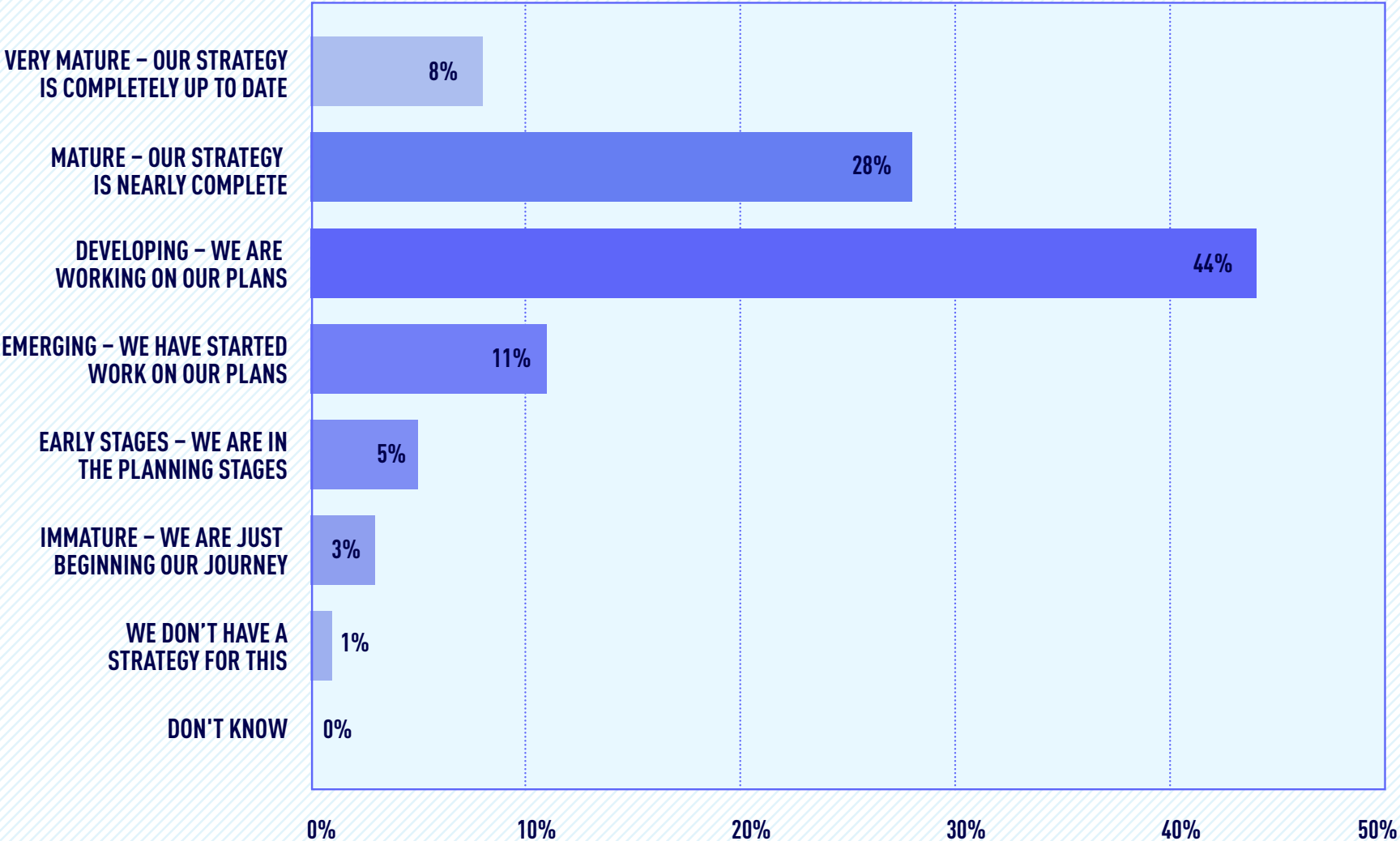
The demand for these capabilities largely comes from data-related roles, as organizations look to connect and derive more value from their data. The momentum for this is building: data analytics and big data integration are among the top investment priorities for 2021.



More non-technical users need integration support

Over a third (36%) of organizations that use APIs say they have a mature approach to enabling business users to easily integrate applications and data sources with those APIs. More (44%) are developing plans, with organizations in the financial services (48%), insurance (53%), and retail (51%) sectors leading the way.

How would you rate the maturity of your organization’s strategy to enable non-technical business users to easily integrate apps and data sources powered by APIs?

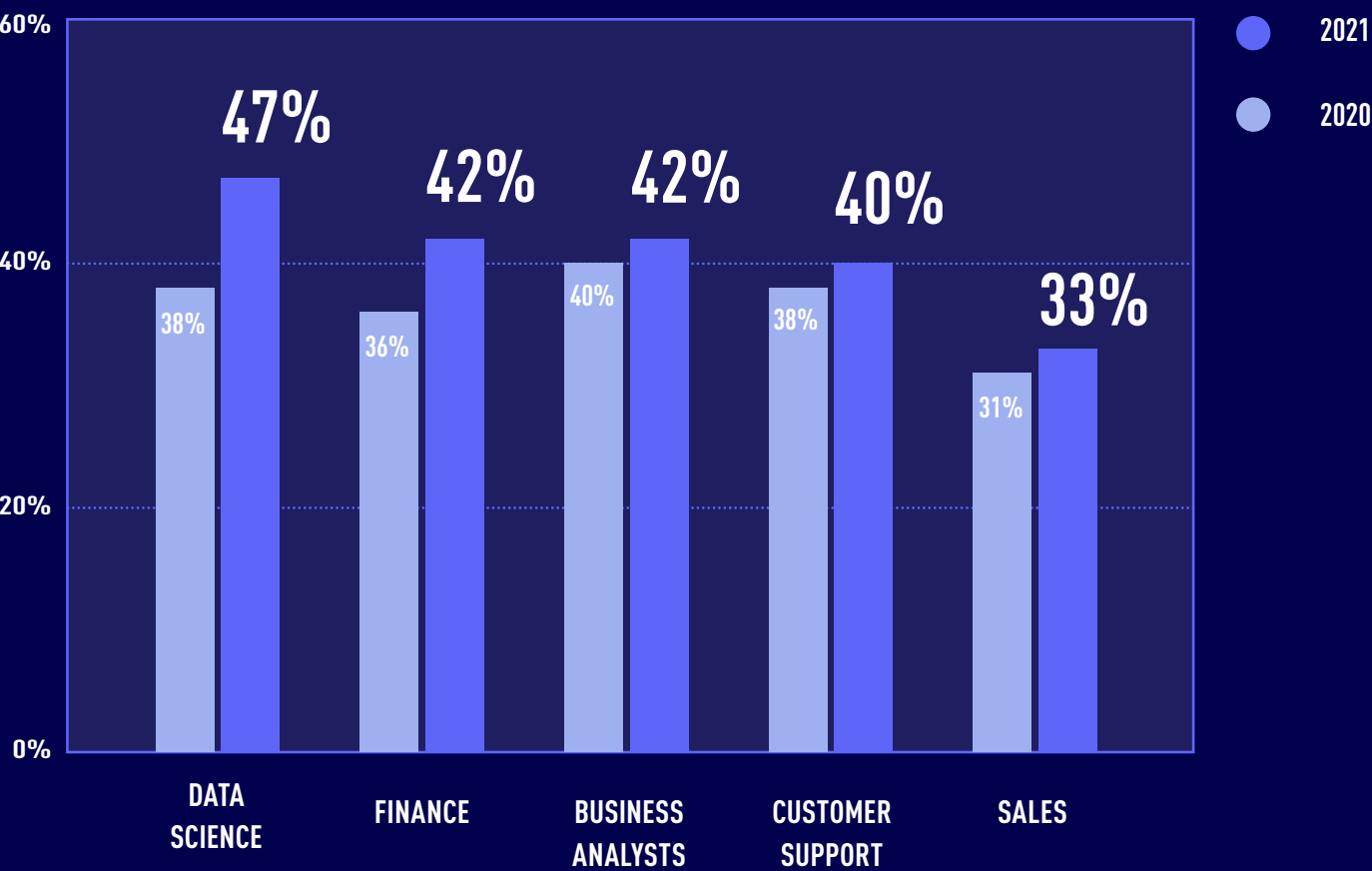


Data is a key focus for integration

Among the roles with the greatest integration needs, data scientists came out top (47% compared to 38% last year).

But, data scientists aren't the only ones. Finance, business analysts, customer support, and sales all have growing integration needs.

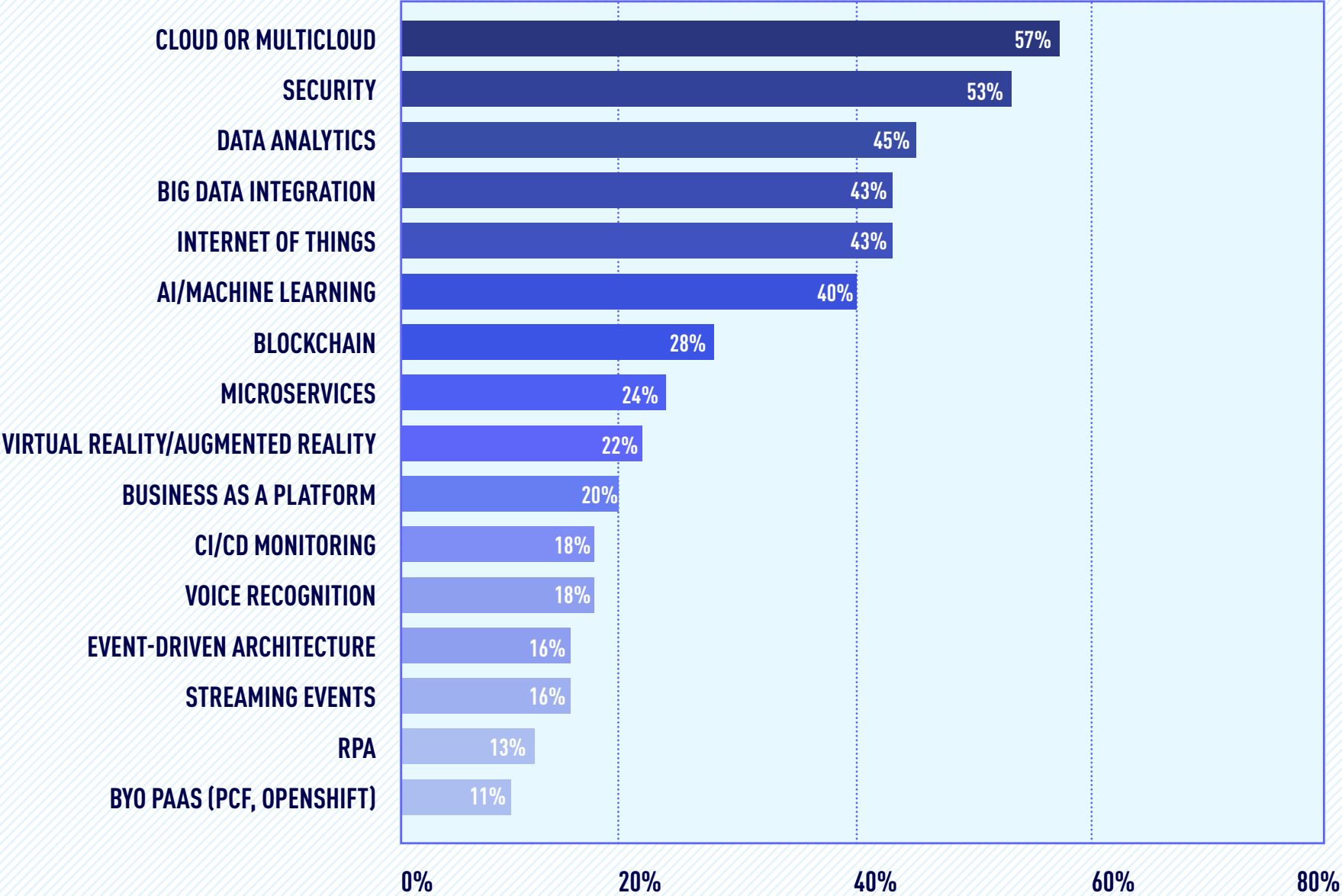
Groups or roles organizations have integration needs



Data is at the heart of investment plans

After cloud (57%) and security (53%) projects, top investment priorities for enterprises in 2021 are data analytics (45%) and big data integration (43%). This further highlights how data-focused business users and initiatives are prime candidates for integration support.

Top technology investments for enterprises in 2021

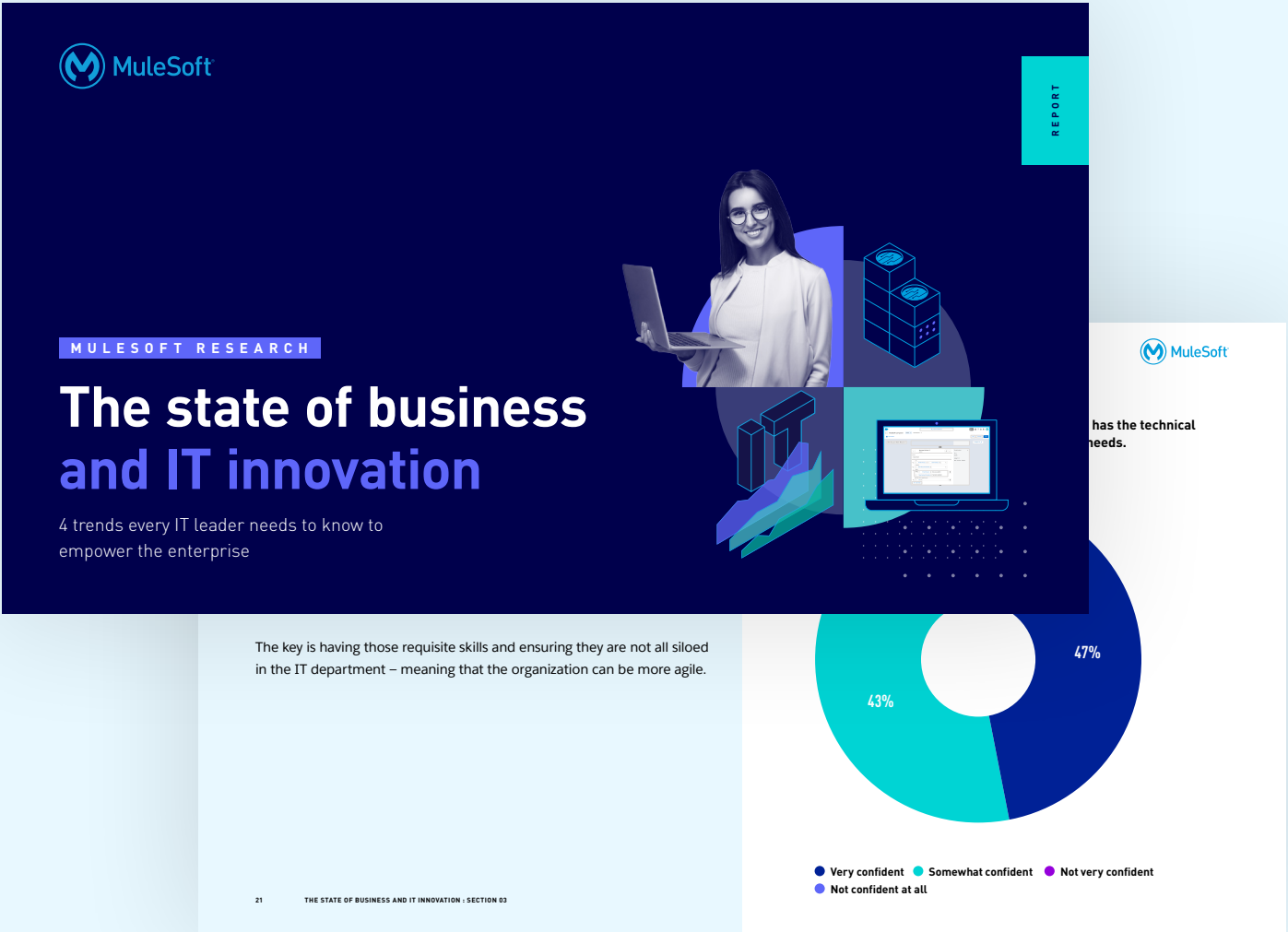


FEATURED RESOURCE

The state of business and IT innovation

MuleSoft surveyed 1,700+ business users on their involvement in digital initiatives and IT innovation at their organizations. The study revealed that the majority are frustrated with the speed of IT to deliver digital projects. Ready to drive innovation, business users want to be empowered to unlock data and go faster.

▶ [Check out the study](#)



Recommendations

IT departments have a tough job in front of them – meeting the growing calls for support on innovation projects while continuing to fulfill their day-to-day operational responsibilities. These pressures have only increased during the pandemic. Organizations should focus on empowering business users to help themselves via API-led connectivity. Here are four key recommendations for IT leaders:

Promote integration everywhere with easy-to-use tools

By arming business employees with easy-to-use integration tools, IT departments can take the pressure off their teams while driving user productivity and accelerating time-to-market. Self-service means teams across the business can compose, recompose, and adapt APIs to address the changing needs of the business and customers.

Manage and monitor API projects

When establishing an [API-led connectivity](#) approach, it’s important to monitor API usage and performance. A single pane of glass to track all business metrics will help IT teams address any issues that appear and continually optimize the overall program.

Focus on reusable APIs to drive revenue and innovation

Organizations’ integration efforts should center around creating reusable APIs rather than point-to-point integrations. It’s a no-brainer for saving IT time and money, and increasing operational efficiency and time-to-value for digital innovation projects.

Don’t forget security

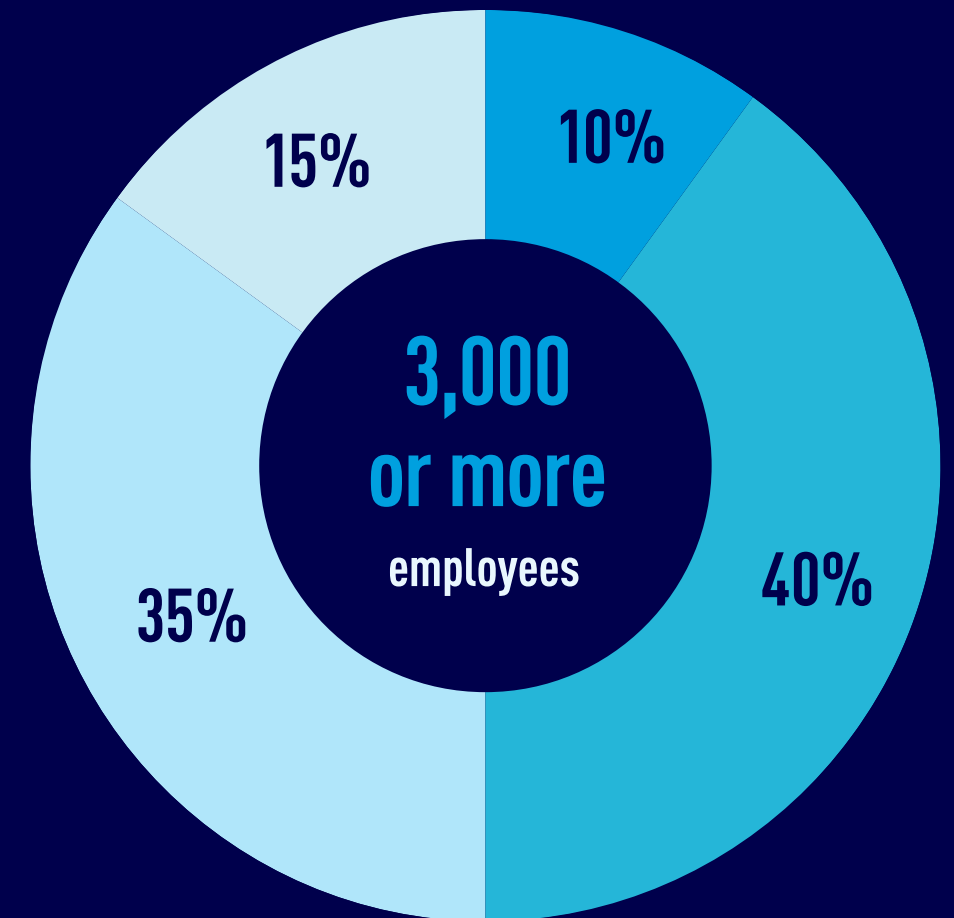
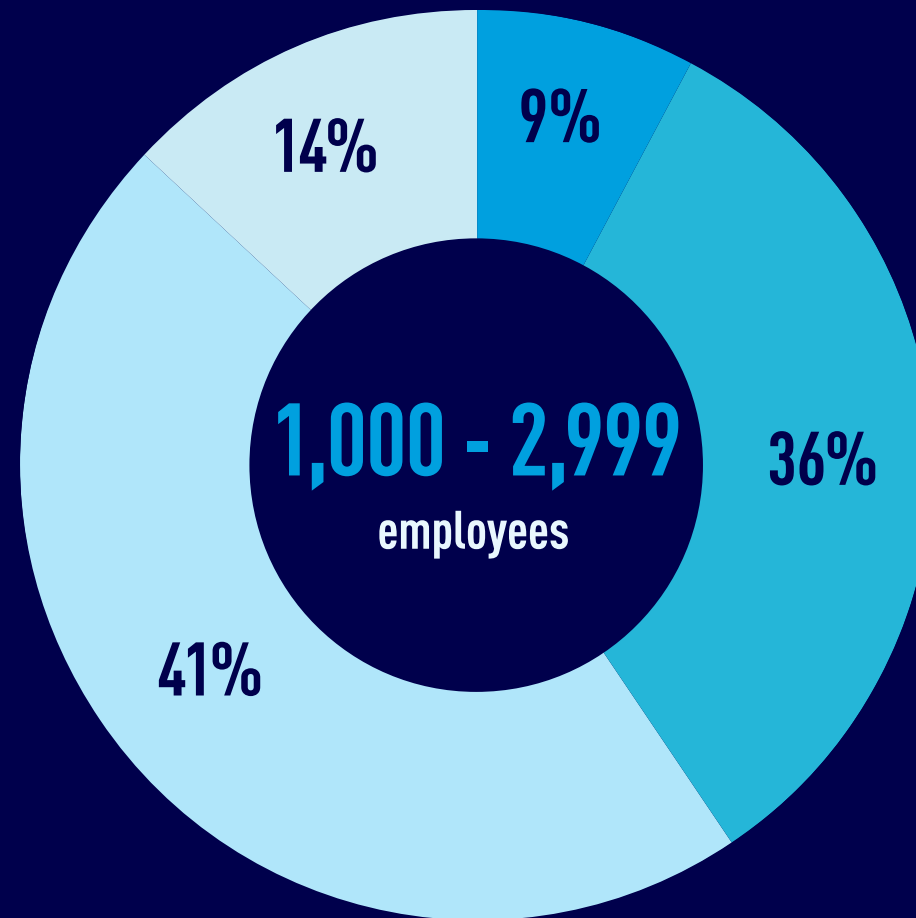
A security breach could undermine customer trust and business buy-in for API-led integration and disrupt strategic innovation plans. A comprehensive multi-layered policy should protect the data itself, the API that provides access to it, and the perimeter within which the API is deployed.

Connectivity benchmark report by the numbers

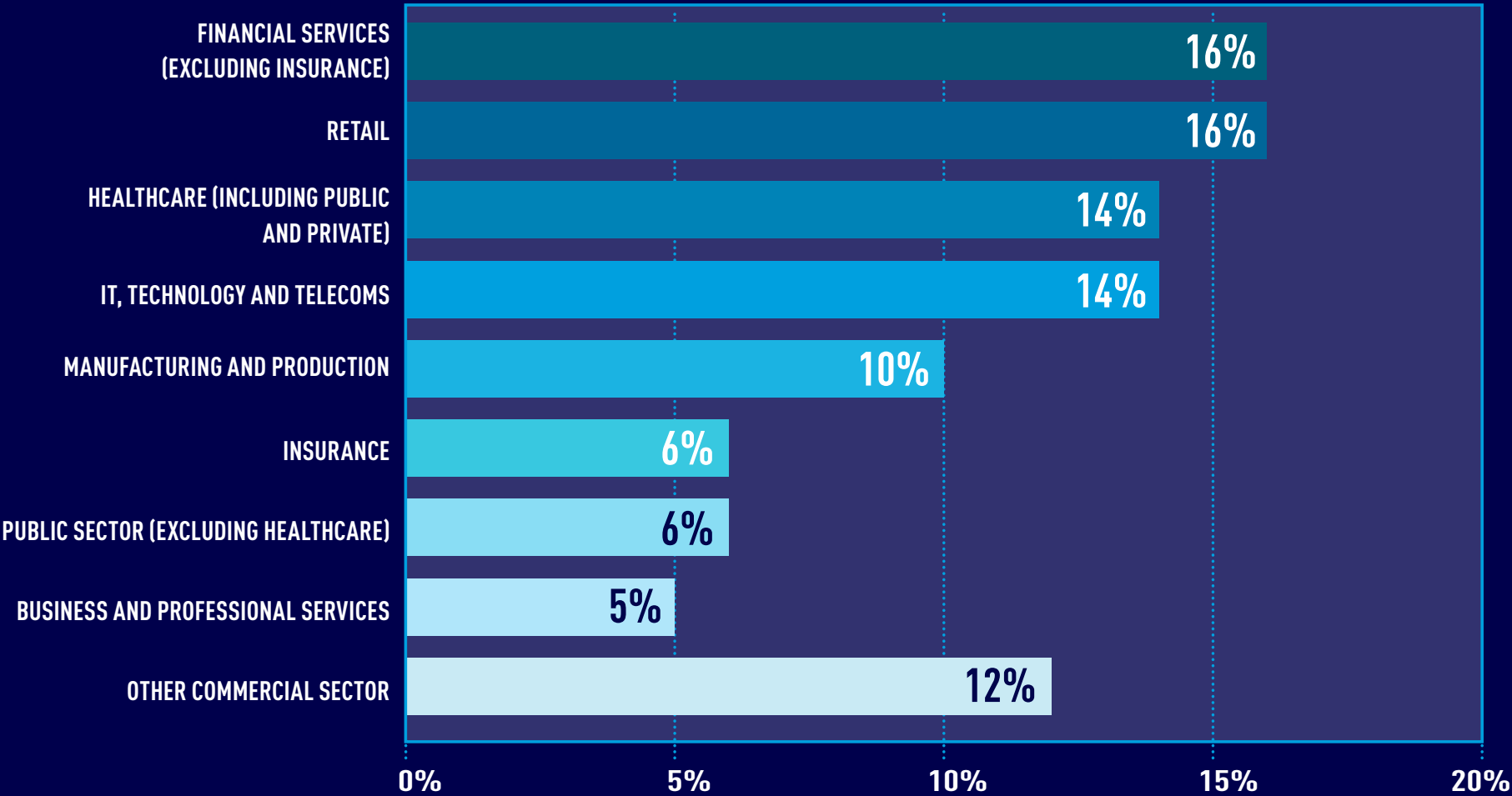


Connectivity benchmark report by the numbers

- OWNER; CO-OWNER; PARTNER; CEO; MD;
MOST SENIOR LEVEL IN THE ORGANIZATION
- BOARD MEMBER; CXO; DIRECTOR/SVP;
SENIOR MANAGER OF UNIT; FUNCTION OR
DEPARTMENT
- DEPARTMENTAL OR INTERMEDIATE
MANAGEMENT
- TEAM OR GROUP SUPERVISOR



Connectivity benchmark report by the numbers





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