

Case Study: State & Local Government

Introduction

This case study of a state & local government is based on a June 2015 survey of CA Technologies API Management customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

Challenges

- Primary business goals of API Management project:
 - Improve operational efficiency and agility
 - Make it easier for prospects to review and buy products
- Primary digital initiative for API Management project:
 - Open up data securely and capture new markets
- Uses digital transformation as a fundamental part of everything they do.

Use Case

- Areas digital transformation investments are directed:
 - Infrastructure and tools to accelerate software development/delivery
 - Infrastructure and tools to improve user experience
- Systems/environments that will be integrated with CA API Management:
 - CRM systems (Siebel, Salesforce.com, MS Dynamics)
 - Enterprise data (databases, data warehouses)

Results

- Solved the following operational challenges after deploying API management:
 - Improved business / resource agility
 - Increased development velocity/project execution speed
 - Reduced IT infrastructure costs
 - Improved data protection of critical corporate/customer information
- API programs benefited business by:
 - Creation of new business models
- Achieved significant measurable benefits from:
 - Customer acquisition
 - Customer retention
- Took > 3 months to go live with their first API Management project.

Organization Profile

The organization featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Organization Size:
State & Local

Industry:
Government

About CA Technologies API Management

CA API Management accelerates digital transformation by providing the capabilities to bring systems together, secure these integrations, deliver customer experiences and capitalize on new opportunities.

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