CIO Guide
to Integration

Develop a foundation and unlock your IT estate.

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Introduction

Over the last two decades, organizations have experienced many disruptive technology shifts – from the adoption of SaaS to the extensive use of APIs, the migration to the cloud, and the rise of automation. However, many companies still struggle to keep up with these advances, with their data locked in disparate systems on-premises, in the cloud, or a combination of both.
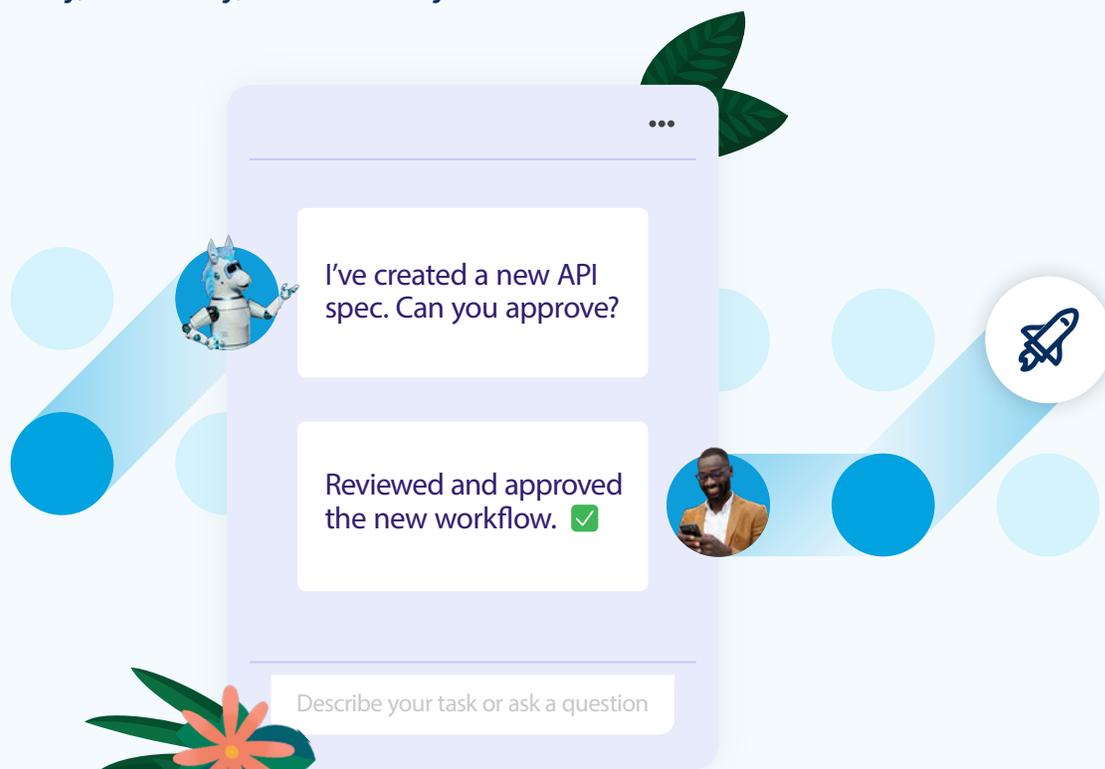
Today, generative AI represents one of the most disruptive technological shifts – and IT teams are under increased pressure to adopt it.

IT teams already deal with a complex web of siloed systems, data, and metadata across various environments. At the same time, many struggle to maintain critical security and governance standards. This complexity makes it challenging to embrace new waves of AI innovation. Generative AI is just one wave, and the next wave of AI is approaching with **autonomous AI agents**.

To stay competitive, IT leaders need the ability to quickly adopt new technologies and industry trends, which will help them remain agile in the marketplace and deliver seamless customer experiences. Their entire collection of digital building blocks – including data, large language models, systems, and processes – must be streamlined, connected, and accessible.

With MuleSoft, organizations can harness the power of APIs to automate processes, connect data and systems, and leverage AI to help meet increasing customer expectations.

IT teams look to CIOs to navigate these technological shifts. Building a clear integration strategy is the first step to successfully adopting and leveraging new technologies. To begin establishing your integration strategy, consider these three foundational components: **connectivity**, **scalability**, and **reliability**.

Connectivity

To begin, IT leaders must establish connectivity across their IT estate and create digital building blocks with their data, systems, and processes. Unfortunately, many organizations today struggle with data silos that compartmentalize critically valuable data. This inefficient use of data results in slower project deliveries, frustrated stakeholders across the business, and poor experiences for employees and customers.

Generative AI seemingly offers a solution to simplify this data problem by using large language models (LLMs) to prompt your AI system with conversational language. In truth, LLMs and generative AI will further complicate your IT estate due to the growing number of APIs needed to make everything function behind the scenes.

The reality is that your AI is only as good as the data, systems, and processes it can easily access. To take advantage of generative AI, CIOs must establish an integration strategy and IT estate comprised of digital building blocks that will serve as a connected digital foundation.

Establish a foundation of connected data.

Adopt integration solutions that enable and empower IT teams to deliver exceptional customer experiences.

Future-Ready Development

To ensure a fluid development journey from spec to code, adopt an integration solution that offers a comprehensive environment for end-to-end API development. **MuleSoft's Anypoint Code Builder** is a next-gen, cloud-based integrated development environment (IDE) that seamlessly integrates spec writing with API implementation. MuleSoft streamlines API spec creation through these tools, making it easier for teams to develop, test, and refine APIs efficiently.

Reuse to Reduce IT Burden

Reuse is a critical component of a comprehensive integration strategy, saving time and effort for everyone across the organization. **MuleSoft Anypoint Exchange** is a marketplace for thousands of assets, including connectors, common business applications, templates, and examples for common use cases. MuleSoft provides many of these assets, but any asset developed by your organization can be published to Exchange and shared across the enterprise. This makes it easy to work with hundreds of assets that are fully maintained and ready to go.
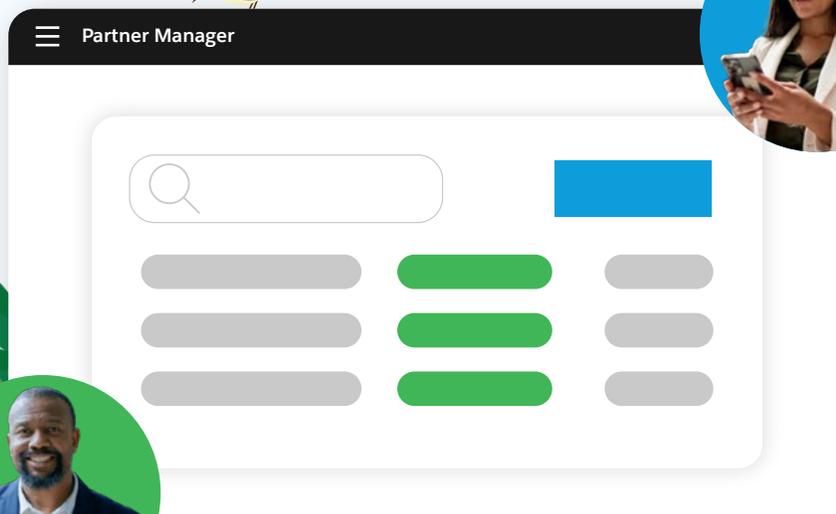
Integrate Beyond the Enterprise

Extend your reach to trading partners by automating B2B/EDI workflows with **Anypoint Partner Manager**. Integrate modern APIs to build flexible B2B integrations and transform EDI messages with low-code tools. Unlock end-to-end visibility and see dependencies, app performance, logs, and business metrics in real time, all from a unified configuration-driven experience.

Customer Story: AT&T

AT&T service agents needed data from over 50 separate systems during a single call. This resulted in long wait times, slow resolution times, and widespread customer dissatisfaction. By overhauling its integration strategy and connecting its systems using MuleSoft, AT&T streamlined support and accelerated development for new products.

» **2 million work hours saved annually**

» **8x faster time to market**

» **75% API reuse**

Explore how AT&T created a single source of truth built with digital building blocks to consolidate its systems. **Read the AT&T customer story**

Scalability

A key component of establishing an integration strategy is planning for future growth. IT leaders are constantly working to meet the demands of a growing business, and an IT estate must be powerful and flexible enough to support those changes. Instead of building the estate reactively as the business expands, it's more effective to set up the IT estate and teams for long-term success from the start.

However, internal business functions can't scale without a strong IT estate, even if your business is ready for growth. Additionally, IT teams won't be able to deliver the types of experiences customers have come to expect. To exceed expectations and deliver seamless customer experiences, ensure your integration strategy focuses on scalability from the beginning.

Future-proof your business and adapt quickly to changing technologies.

IT leaders must set up their teams and IT estate with solutions to work with them as the business grows.

See, Find, and Fix Issues

Analyze, monitor, and proactively maintain the health of your operations to ensure your IT estate is secure with Anypoint Visualizer and **Anypoint Monitoring**.

» Precisely diagnose issues at the root cause with insights into app performance, logs, and metrics from a single place.

» Analyze technical and business insights with out-of-the-box and custom dashboards in a single place.

» Drive smarter business decisions with data.

Manage Deployments Across Environments

Ensure your IT estate maintains consistent security and quality without sacrificing development delivery time. Streamline your work across hybrid and multi-cloud environments in one place with **Anypoint Flex Gateway**.

» Secure your APIs and microservices by applying pre-built or custom policies to individual or groups of APIs based on your needs.

» Enable and manage fine-grained access to APIs natively, analyze, detect trends, and get alerted on KPIs, policy violations, and user interactions.
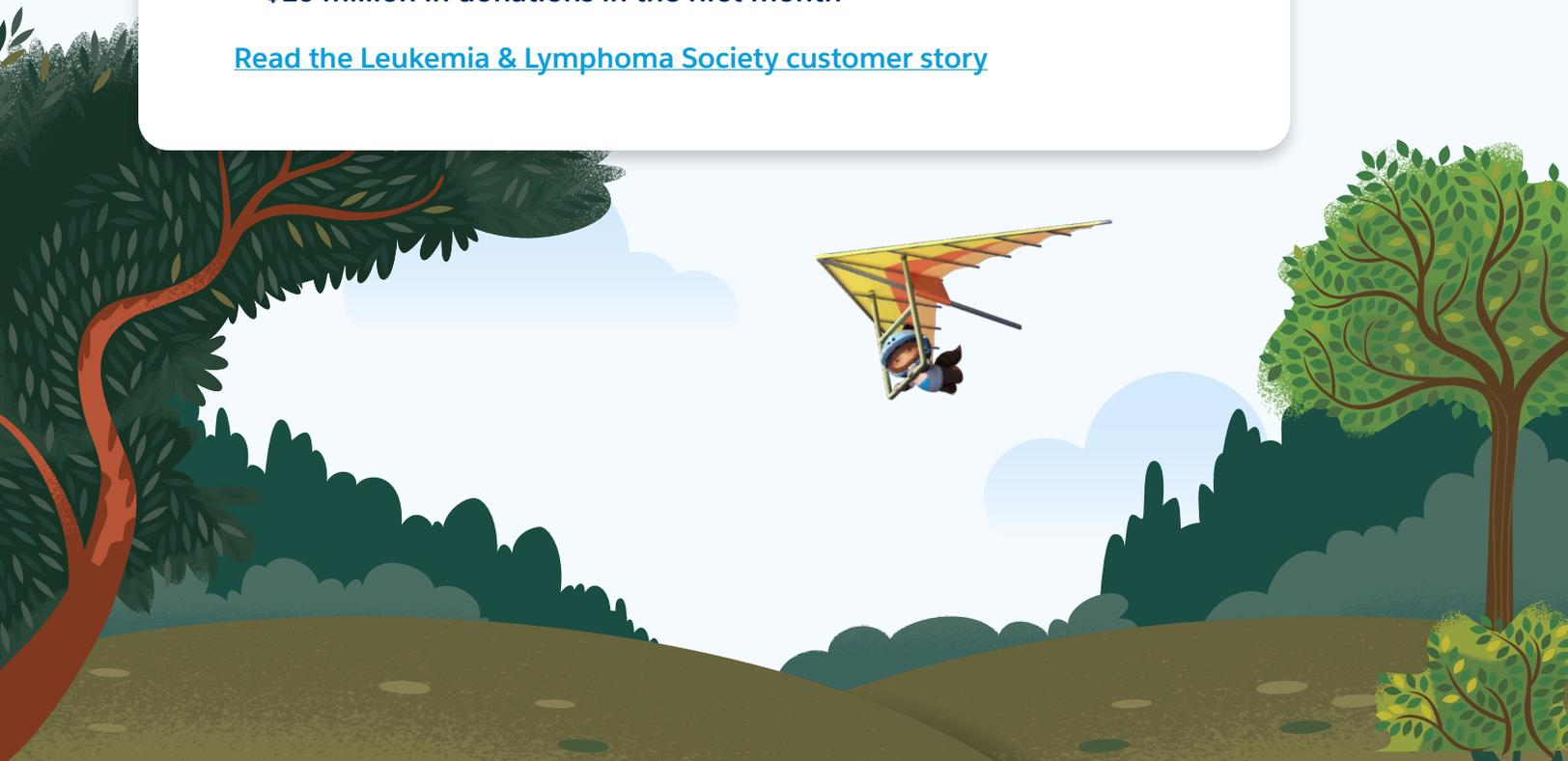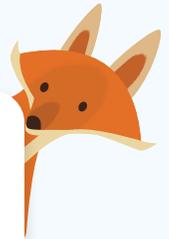
Build for Scale with Confidence

Deploy and run MuleSoft applications with confidence with **CloudHub 2.0**. This cloud service ensures business continuity with 99.99% uptime, autoscaling, automatic failover, frequent software updates, and granular access-based control.

Customer Story: LEUKEMIA & LYMPHOMA SOCIETY®

The Leukemia and Lymphoma Society needed a new infrastructure that could scale with increasing donations for years to come. Find out how the organization created a scalable fundraising platform that gave them end-to-end control over their IT estate and developed a rich, seamlessly integrated set of user applications.

» **24k transactions per hour**
» **$10 million in donations in the first month**

Read the Leukemia & Lymphoma Society customer story

Reliability

IT leaders must ensure that each new technology IT teams use is a reliable and proven solution. At the same time, they're faced with establishing governance and monitoring standards that set up the entire IT estate framework for success.
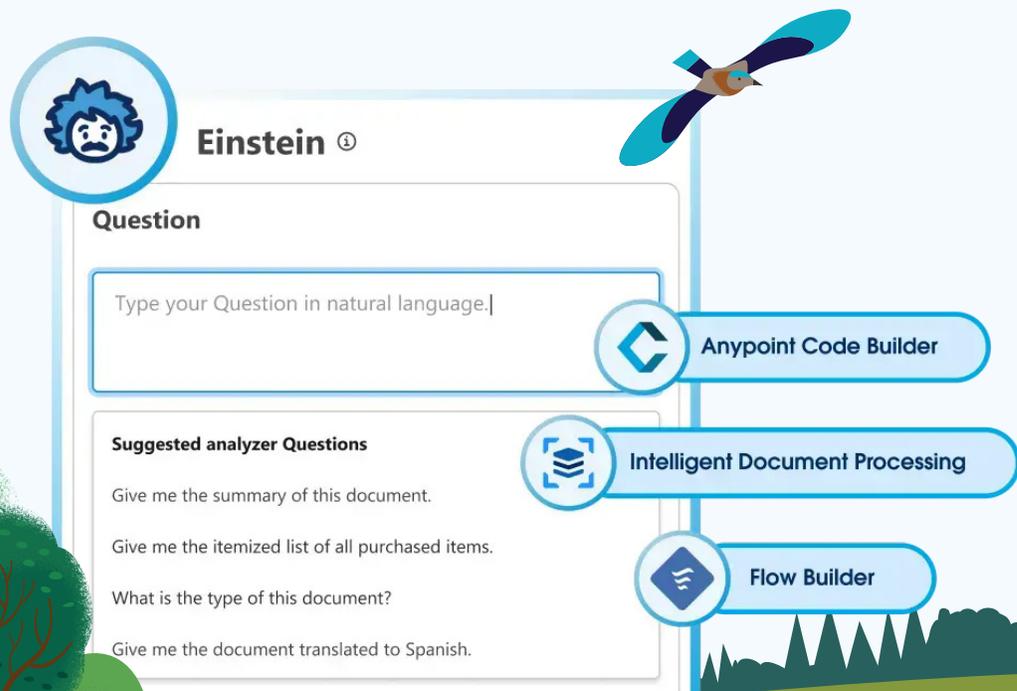
IT leaders must establish a monitoring solution that comprehensively and quickly diagnoses and troubleshoots IT operations with policies and native security for your APIs – without sacrificing development speed. This approach ensures seamless visibility across systems and APIs, offering a single plane of glass that saves IT teams time and allows teams to focus on more critically important projects.

At the same time, your integration solution must be built from digital building blocks that have proven successful with pre-built and packaged solutions that jumpstart top integration and business initiatives. By adopting a practice of reuse, you can set your teams up for success, allowing them to solve their most pressing integration challenges quickly and efficiently.

Drive efficiency and create seamless digital experiences.

Get Started Quickly

Jumpstart development quickly and accurately with pre-built templates, APIs, and accelerators. Using Anypoint Exchange, developers no longer have to worry about starting with a blank page and can create reusable assets faster with pre-configured connectivity solutions. Developers can also get started with natural language prompts using Einstein for **Anypoint Code Builder** to generate template flows to get started.

Fast and Efficient Development

Enable your developers to build from the ground up and collect feedback during design time using Anypoint Platform's **design tooling**. Developers can quickly compose APIs, integrations, and data services with less code and make changes before moving to the implementation phase, ensuring faster project delivery.

Reusable Assets

Asset reusability is at the core of MuleSoft's approach. Reuse assets and best practices within Anypoint Exchange to build upon previous projects so developers never have to start from scratch again. By publishing assets and collaborating in real time on Anypoint Exchange, developers can empower everyone across the organization with composable building blocks.

Customer Story: Higher Education

With an IT infrastructure consisting of on-premises and cloud-based systems, this university found it difficult to deliver projects at the required pace. They chose MuleSoft Anypoint Platform to replace its siloed, homegrown financial system, which was built with point-to-point integrations. By adopting a practice of reuse, this university was able to improve student and staff experiences and increase IT team productivity.

» **87% API reuse rate**

» **$1.67 million in cost savings**

» **40% boost in developer productivity**

Read the customer story

Conclusion

Today's IT teams are navigating a tangled network of disconnected systems, data, and metadata spread across different environments while grappling with the challenge of upholding essential security and governance requirements. With new waves of AI innovations emerging – like generative AI and autonomous agents – managing IT estates will only get more complicated.

These IT teams rely on their leadership for guidance, and CIOs can help navigate these complicated waters. Establishing a clear integration strategy allows you to set up your teams for success, reduce repetitive tasks, and drive greater value across your organization.

With MuleSoft, establish an IT estate that uses data and systems as easily accessible and reusable digital building blocks.

Get Started With MuleSoft

Adopt and Innovate

Learn how MuleSoft can help your team increase productivity, democratize innovation, and ultimately create exceptional customer experiences.

Get connected

Tune In and Build

Learn how MuleSoft helps Salesforce organizations integrate and orchestrate data from Sales Cloud, Service Cloud, and other disparate systems to build a scalable foundation ready for any AI strategy.

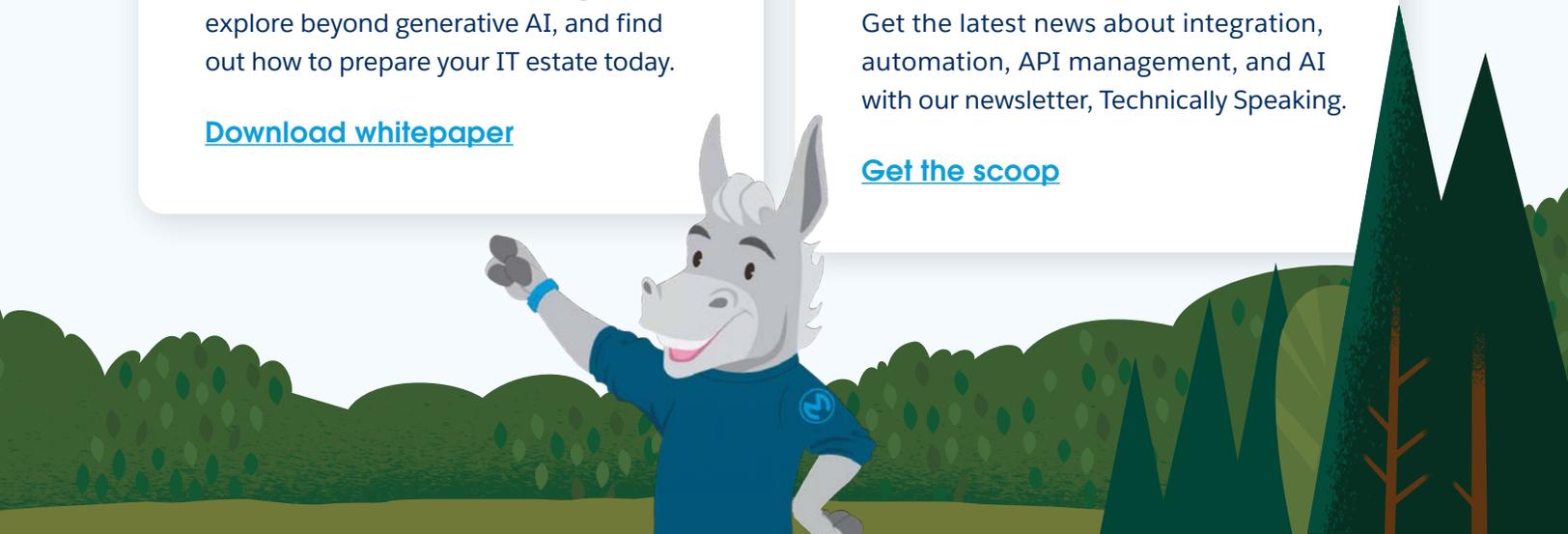**Watch on demand**

Search and Discover

Discover our three predictions for the future of autonomous AI agents, explore beyond generative AI, and find out how to prepare your IT estate today.

Download whitepaper

Explore and Learn

Get the latest news about integration, automation, API management, and AI with our newsletter, Technically Speaking.

Get the scoop

MuleSoft
from ☁ Salesforce

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For more information please visit **Salesforce.com** or call **1-800-No-Software**.

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About MuleSoft

Almost two decades ago, MuleSoft was the first to introduce the world to API-led connectivity. Today, we're a trusted solution in multiple categories. We power 7.56 billion customer integration transactions daily. Additionally, we've been named a Leader in the Gartner Magic Quadrants for iPaaS, API Management, and Low-Code Application Platform. Salesforce acquired MuleSoft in 2018.