

A photograph of a street at night, illuminated by warm streetlights, creating a long perspective view down the road. The street is paved with cobblestones and has buildings on either side.

Migrating from a monolith to an agile integration platform

CASE STUDY

Our Client is a leading UK financial institution, with a retail customer base of over 15 million. They are the second-largest provider of household savings and mortgages in the UK and have been repeatedly ranked top for customer service within their High Street peer group.

The Client had recently committed to a company-wide technology strategy which was driven by five clear goals: resiliency, innovation, security, agility, and efficiency. However, it became evident that, whilst they had invested heavily a few years ago in an IBM-centric integration platform to support their integration requirements, that platform had become something of a monolith – resistant to change and difficult to break up.

Their Challenge

There were a number of concerns because of their legacy technology:

- They were reliant on out-of-support IBM hardware which was costly in terms of ongoing licenses and resources
- There were ongoing resilience and performance issues which were very complex and expensive to resolve
- All platform changes were project-funded, which led to burgeoning technical debt in the form of non-reusable or incomplete components

Delivering against the strategy required moving to cloud-based platforms (both on- and off-premise) to deliver increased flexibility and reduce infrastructure resilience risk. As a result, Icon Solutions were approached to develop a target architecture to encompass the strategic elements of cloud-based platforms and containerization. We were also tasked with developing a roadmap which could deliver value quickly and provide a means of migrating legacy consumers to new implementations in a non-breaking manner.

Why Icon Solutions?

We were quickly able to demonstrate that we understood (and admired) their technology strategy and knew the integration challenges they needed to overcome to deliver against it. This was also reinforced by our previous experience working with other clients on similar strategic technology transformations. Our in-depth knowledge of IBM

technologies was also an influencing factor – not only did we understand the technologies, but we had proven experience migrating away from those technologies too. Our strong track record with the Client, having worked as consulting experts on their existing integration platform for several other projects, reinforced our position as the best partner for the initiative.

Our Approach

Our key differentiator on this project was our ability to be both technology- and provider-agnostic – we could recommend the right ‘tool for the job’ without introducing bias into the recommendations. We delivered a design and roadmap for a solution that not only met the needs of the technology strategy but that was also future-proofed to evolve with the requirements of the Business. To accelerate the project, we deployed our Integration Architects into a joint expert team with resources from both the Client and IBM, which was a powerful combination. We worked collaboratively to uncover the real pain points, define the main business drivers for the changes and identify the target direction for the architecture.



OUTCOME

Within a timeframe of three months, we delivered:

- Architectural principles and a logical target architecture
- A clear roadmap which included stages for Stabilisation, Rationalisation, Realisation (where the new platform was up and running) and Target (where legacy was planned to be decommissioned)
- A high-level cost/benefit analysis which helped unlock internal delivery budget
- The outcomes of the project were very well received by internal stakeholders, with the compelling roadmap giving ammunition to help further drive the programme forward. It was also used as the keystone in the main communication in the reboot of the integration delivery organisation. With the target architecture and roadmap in place, our Client is now on track to achieve the cost savings, increased resilience and agility outlined in their technology strategy

**DISCOVER HOW ICON CAN HELP
SOLVE YOUR CHALLENGES**

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