OLDMUTUAL

Redefining Integrations as a Strategic Business Enabler in the Digital Enterprise

DO GREAT THINGS EVERY DAY

OLD MUTUAL

A HISTORY AND PRESENCE

14
COUNTRIES
13 African Markets + China

7.5M
CUSTOMERS

30,000
EMPLOYEES

Financial Services Life Insurance
Short-term Insurance • Asset Management
Savings & Investments • Banking
Retirement Services

1945 Founding of Old Mutual in Cape Town, South Africa,

1900 Expansion into Southern Africa Begins expanding into Zimbabwe and Kenya

Expansion into Southern Africa Begins expanding into Zimbabwe and Kenya

1960s-170s Strengthening African Market Broadens reach acrosa Southern Africa

1994 Post-Apartheid Growth Expands operations affer the end of apartheid

Expansion into the United Kingdom Acquires U.K. end of apartheı.

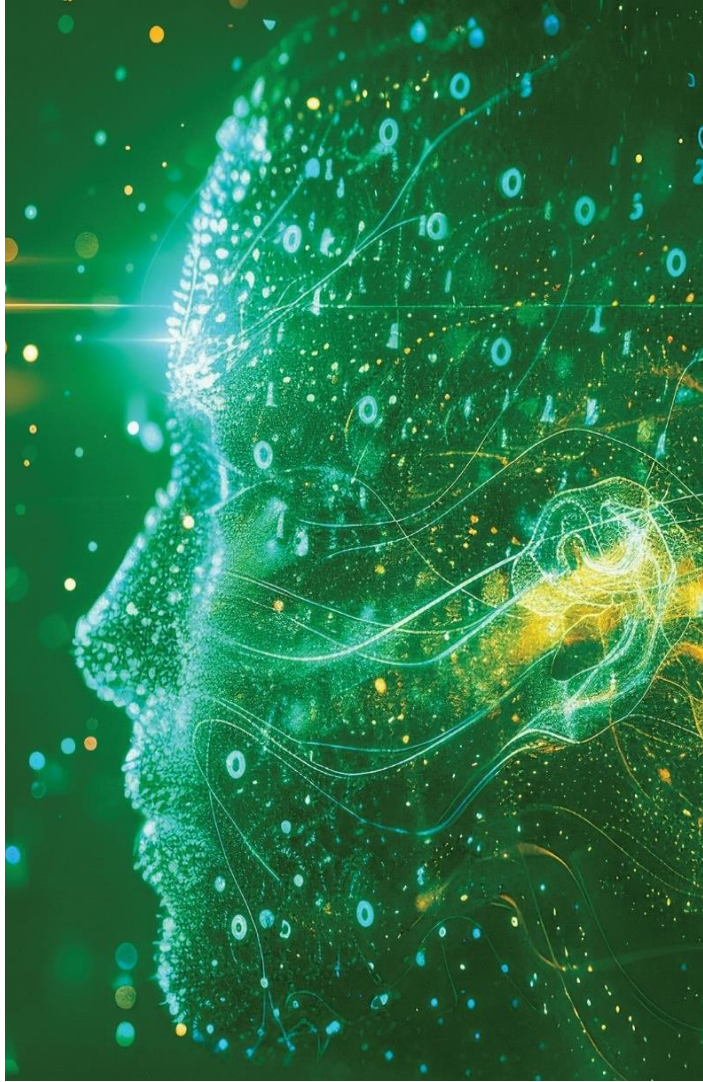
2006 Acquisition of Skandia Acquires Swedish insurance company Skandia

Shift Back to Africa Refocuses on African markets, including Nigeria, Kenya and Uganda

2017 Restructuring and Demerger Demerger of International businsses focuses on African operations

Continued Growth in Africa Further expands in Southern, East– and West Africa

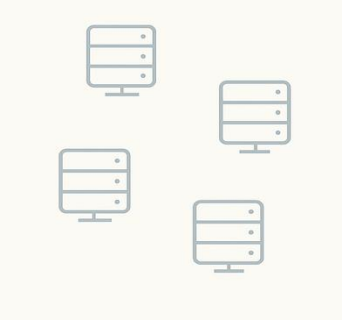
2020s Continued Growth in Africa Further expands in Southern, East and West Africa



Our Technological Journey

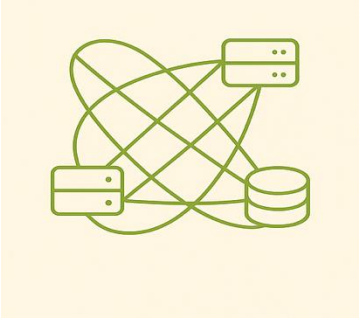
01

Independent Systems



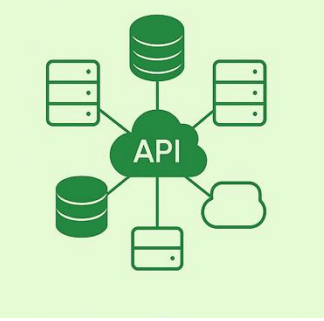
02

Point to Point integrations



03

Standardised integrations platform



The Challenges We Faced

As a group, we faced the following challenges

Challenge 1
Security and Access Control

APIs often expose sensitive data and functionalities, making them prime targets for cyberattacks (e.g., unauthorized access, injection attacks, DDoS). Manually managing authentication and authorization across numerous APIs was quite complex nonstandard which resulted to many errors.

Challenge 2
Scalability and Performance

As digital transformation drive increased the demand for scalable system became quite critical and without an APIM this was difficult to achieve.

Challenge 3
Documentation and Developer/Partner Experience

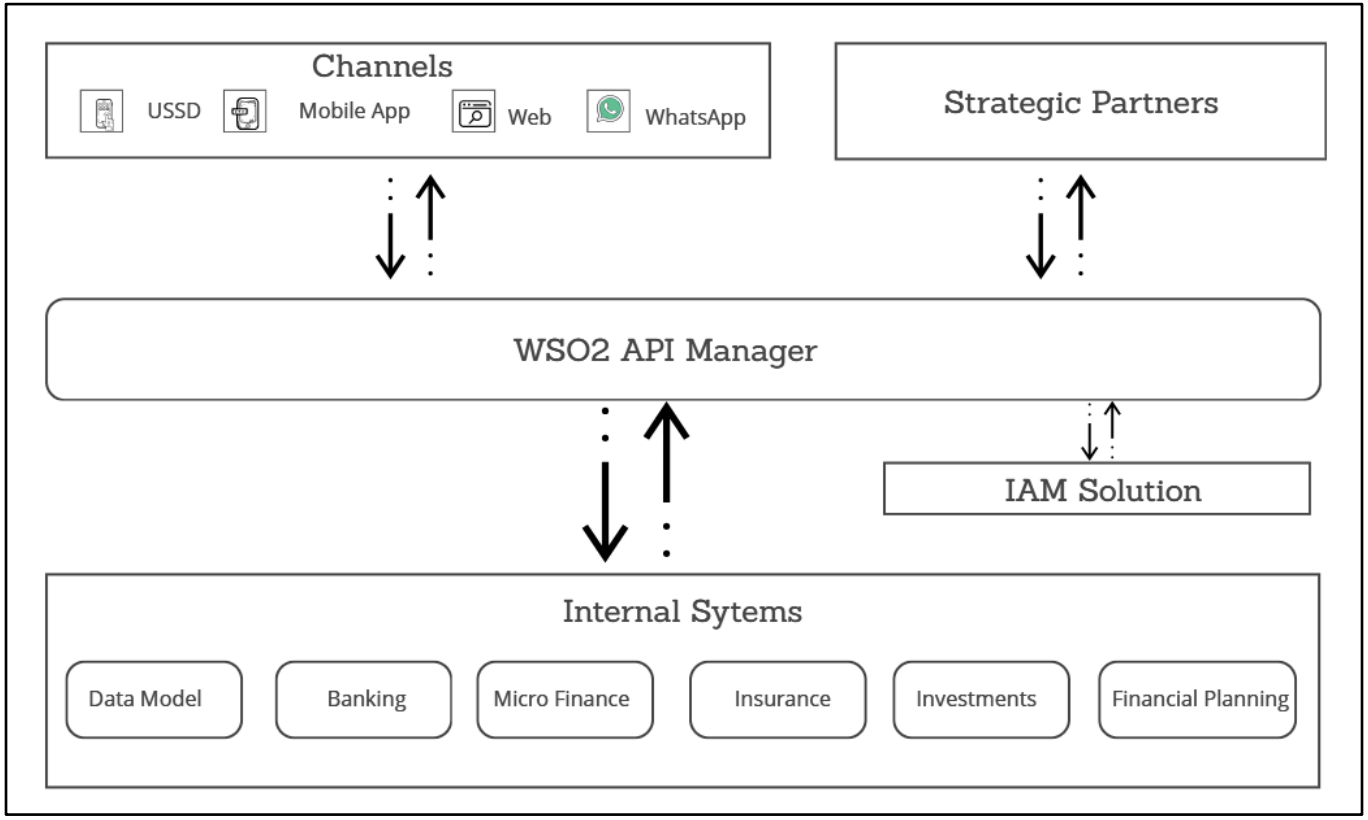
Absence of proper uniform documentation and environments across our estate resulted in developer and partner frustration as each API would have its own authentication and authorisation pattern. Providing a streamlined way for developers (internal and external) to discover, understand, and APIs was essential.

Challenge 4
Connecting Disparate Systems and Applications

Integrating to disparate systems and applications was a challenge which resulted in various applications being developed in different technology stack to talk to our Core platforms.

The approach we used?

Implementation Driven by WSO2 Technology



Building Blocks for Success

Solid Architecture

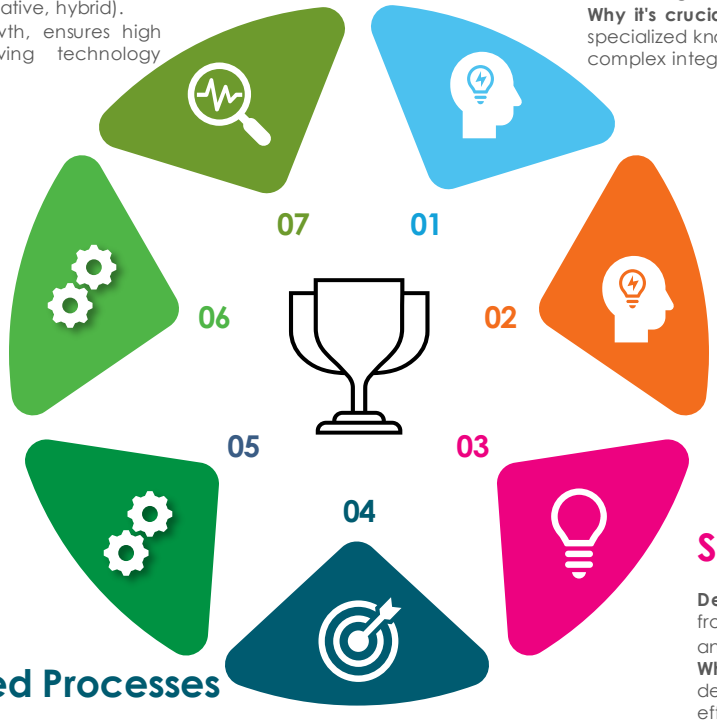
Description: Designing a scalable, secure, and flexible API architecture that aligns with current and future business needs (e.g., cloud-native, hybrid).
Why it's crucial: Provides a robust foundation for growth, ensures high performance, resilience, and adaptability to evolving technology landscapes.

Implementation Partners

Description: Leveraging external experts with proven experience in API management platforms and enterprise integration.
Why it's crucial: Accelerates deployment, mitigates risks, provides specialized knowledge, and ensures best practices are followed for complex integrations.

API-First Design Thinking

Description: Approaching API development by designing the API contract (what it does and how it's used) before implementing the backend logic.
Why it's crucial: Promotes reusability, consistency, better developer experience, and faster time-to-market by aligning consumer needs upfront.



People

Description: Engaging cross-functional teams, including business stakeholders, developers, operations, and security personnel.
Why it's crucial:
Fosters collaboration, ensures alignment between technical implementation and business goals, and drives adoption across the organization.

Digital Products / Business Functionalities

Description: Identifying and exposing core business capabilities as well-defined APIs that deliver tangible value to consumers.
Why it's crucial: Ensures APIs are built with a clear business purpose, driving innovation, new revenue streams, and improved customer experiences.

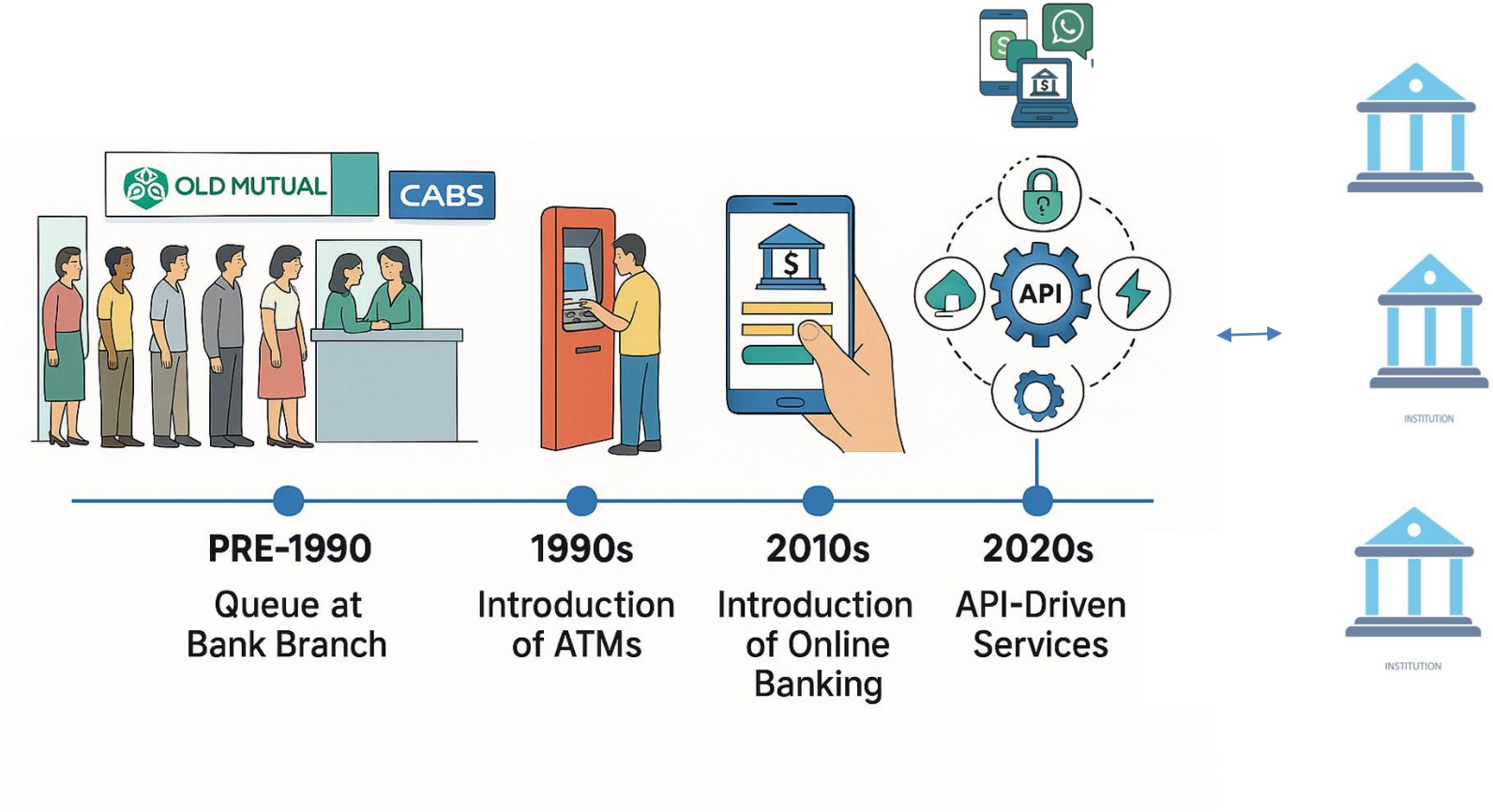
Skills

Description: Possessing a diverse set of technical and soft skills, from API design and development to security, operations, analytics, and change management.
Why it's crucial: Ensures the team has the capabilities to design, build, deploy, manage, and evolve the API ecosystem effectively.

Defined Processes

Description: Standardized processes for API lifecycle management, governance, security, and operations.
Why it's crucial: Guarantees consistency, efficiency, compliance, and maintainability of APIs across their entire lifespan.

Our Results


OLD MUTUAL
CABS
API
INSTITUTION
INSTITUTION
PRE-1990
Queue at Bank Branch
1990s
Introduction of ATMs
2010s
Introduction of Online Banking
2020s
API-Driven Services

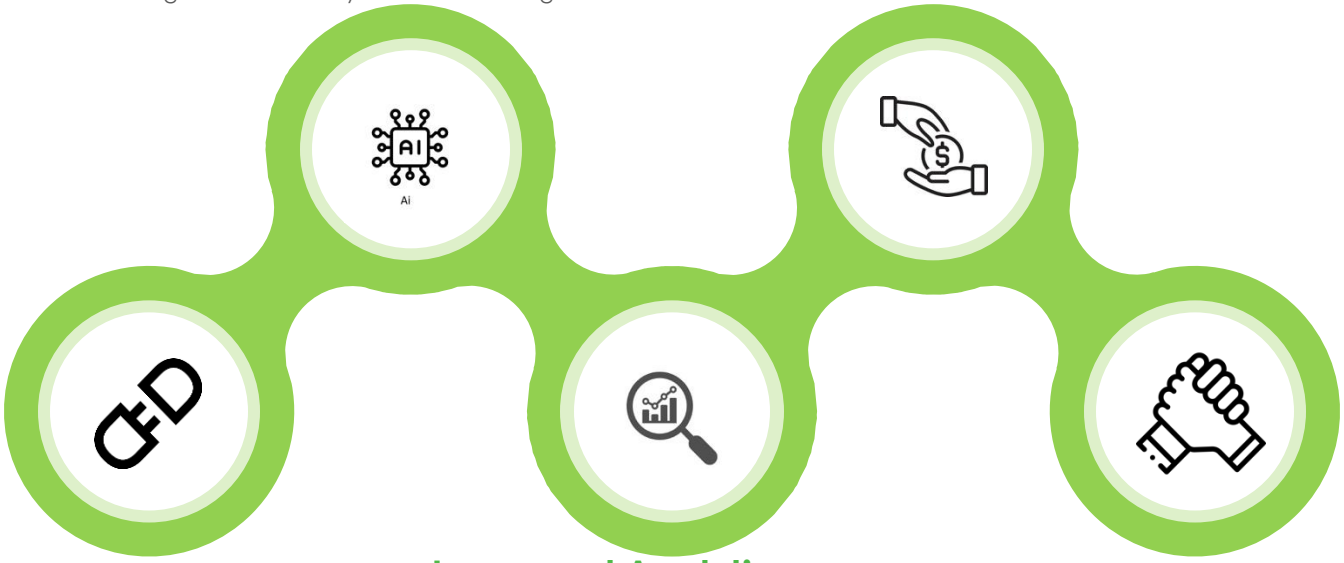
Our Road Map

AI Usage

AI-Driven Governance:
Automate API design validation and compliance checks using generative AI capabilities.
Intelligent API Gateway:
Leverage AI for discovery of APIs and testing.

Monetization

Pilot Flexible Pricing:
Experiment with subscription-based and pay-per-request models, integrating with external billing systems.



Connecting More Partners

Strategic Partner Onboarding:
Streamline self-service partner registration and application management via the Developer Portal.

Increased Analytics

Comprehensive Real-time Monitoring:
Establish dashboards for immediate insights into API usage, performance, and errors.
Advanced Data Insights:
Integrate with external tools for predictive analytics, anomaly detection, and business intelligence on API traffic.

Robust Support Model through Adoption of SaaS

Pilot Flexible Pricing:
Experiment with subscription-based and pay-per-request models, integrating with external billing systems.

THANK YOU

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