

# Building an Integration Platform Designed for Change

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**WSO2Con Africa**

Jason Evans | Integration Manager & Integration Architect

A real-world journey from platform adoption to operational maturity, governance and deliberate adaptability.

# ●● About Me

Integration leadership grounded in engineering and architecture

## Jason Evans

Integration Manager | Integration Architect



**10+ Years**

Software engineering, technical leadership and architecture.



**Modernisation**

Integration platform modernisation and architecture governance.



**Enterprise Integration**

Leading enterprise integration capability at Alexforbes.



**Connect**

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# Who is Alexforbes

Why integration matters in our environment

**90+** years of financial-services experience

A diversified financial services organisation serving corporate clients, advisers and individual customers across retirement, employee benefits, investment and wealth.



## Retirement & Employee Benefits

Long-lived business capabilities with complex policy, member and fund interactions.



## Investment & Wealth

Products and services spanning advisers, channels, platforms and investment ecosystems.



## Corporate & Individual Customers

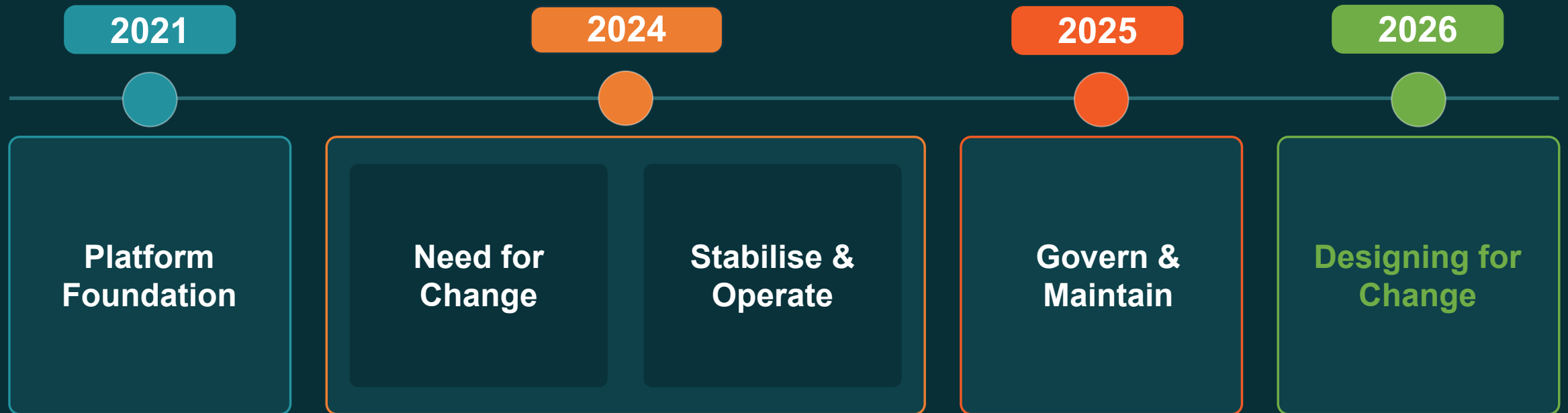
A broad consumer landscape increases the number of systems, channels and integration needs.



**A broad financial-services landscape creates a complex network of systems, channels and integration requirements.**

# Integration Timeline

A platform journey shaped by changing business demands





# Platform Foundation

Establishing the core enterprise integration platform

2021



## API Management

WSO2 API Manager

Centralised exposure and management of enterprise APIs.



## Enterprise Integration

WSO2 Enterprise Integrator

Service mediation and system-to-system integration.



## Streaming Capability

WSO2 Streaming Integrator

Initial streaming and event-processing capability.

ON-PREMISES

WINDOWS SERVER

SELF-MANAGED



A strong integration foundation, designed around the requirements and operating model of the time.

# Need for Change

Business acceleration exposed operational and architectural gaps

2024



## Two-Pot Reform

Legislative change



## Accelerated Retail Readiness

Capabilities required sooner than planned



## Operational Gaps Exposed

The platform scaled; the operating model did not



## Deployment Reliability

Active-active replication often failed during deployment.



## Limited API Observability

Infrastructure health was visible, but API stability and response times were not.



## Backend Protection

The gateway remained stable, but downstream systems were not adequately protected from load.



## Operational Confidence

The platform handled the volume, but safe change and supportability were harder to manage.



Our constraint was not platform capacity — it was our ability to **deploy**, **observe** and **protect** the wider integration landscape reliably.

# ● Stabilise & Operate

Modernising the platform and improving the operating model

2024



## Managed Partnership

DeARX managed service for platform support and maintenance.



## Cloud-Ready Foundation

On-premises Kubernetes with an architecture designed for future cloud portability.



## Platform Modernisation

WSO2 APIM upgraded; EI and SI transitioned to MI.



## Integration Engineering & Enablement

Code-first delivery, automated deployments, standards and team enablement.



Stability came from changing both the platform and the way integrations were **built, released and operated**.

# Govern & Maintain

Moving beyond a stable platform to a governed integration capability

2025

## Integration Platform



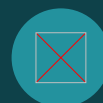
### Governance & Standards

Approved patterns, platform standards and architectural guardrails.



### API Catalogue & Discovery

API visibility, ownership and reuse across the organisation.



### Observability & Insights

API health, latency, failures and consumer behaviour.



### Platform Assurance

Assessments, risk management and continuous improvement.



Governance should be less about controlling change and more about making change **consistent**, **visible** and **repeatable**.

# Designing for Change

Building the capabilities that make the next change easier

2026



## AUTOMATE

### Platform Automation

Use platform management APIs to automate configuration, administration and repeatable operational tasks.

Less manual intervention



## DECOUPLE

### Event-Driven Integration

Introduce event streaming as a first-class integration pattern alongside APIs and messaging.

Less dependency between systems



## ACCELERATE

### Rapid Integration

Use reusable MI connectors and integration patterns for RabbitMQ, Apache Kafka and enterprise systems.

Faster integration delivery



## ENABLE

### Governed AI

Use WSO2 MCP and AI Gateways to expose approved enterprise capabilities through existing governance controls.

AI access without bypassing governance



You cannot predict what the next change will be or how quickly you will need to adopt it.

You can design the platform so that you are ready for it.

# Thank You

## Questions?

*“You cannot predict the next change. You can design the platform so that you are ready for it.”*

Connect with me

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insight • advice • impact

