Optimizing the Customer Journey Through Apigee

Success Story

The health insurance provider is now able to provide a streamlined and faster, more effective service to their customers, through a new centralized end-to-end solution for managing their incoming and outgoing API calls using Apigee Platform.

Unified layer for all incoming and outgoing calls	**20%** faster APIs	Automatic secret key renewal	Smoke testing verification across all environments

The Client

A major health insurance company with a vast network of specialized physicians and hospitals providing nationwide coverage, wellness benefits and incentives to American citizens.

The Case

Our client was seeking a fast way to expose new APIs to their customers. For that to happen, Scalefocus integrated a new and modern API Gateway to be used to export certain Database operations and create a proxy layer for all incoming and outgoing calls. The new system was also used for monitoring and limiting the inbound calls. Its cache out of the box functionality would be used to speed up heavy API calls and minimize the stress to the backend systems while reducing the response time to the client.

In addition, mocked endpoints could be created in minimal time to allow for much faster development and integration with the other systems. A shared flow was introduced, which would enhance specific outgoing calls to different clients by including diverse security methods, such as an OTP (One-time password) shared flow that not only augments the outgoing call, but also takes care of the renew of the secret key. Finally, each API would be documented with details regarding the success, error and all exception flows.

The Achievements

- Created an OTP (One-time password) shared flow for the client specific outgoing rest calls that takes care of the enhancement of the requests and renews the secret key. The entire implementation was done in Apigee despite the challenge in creating scheduled jobs out of the box. Our Scalefocus team was successful in creating a simple and nondependent approach to Databases or any other Cron Jobs, making it without the need of any development or administrational support;
- Created automated tests using a created testing framework with proper naming convention, that are run in a CI pipeline to verify all environments and their APIs;
- New APIs exposed and created in Apigee were 20% faster than the old implementation. This not only sped up requests and decreased response time but also closed gaps in the old implementation that needed to be fixed;
- Simple APIs are created and exposed within days.

The Solution

Scalefocus successfully integrated the Apigee Platform and used all of its out of the box benefits and features. Every custom implementation was adjusted to follow all best practices and use as much from the new Gateway system as possible, such as creating an OTP shared flow that uses the cache mechanics of Apigee to check when a secret key has expired and in case a new one needs to be made, to renew it and continue with the normal flow.

It should be noted that the new APIs are much faster and optimized regarding performance as they are not using any custom implementation like for logging or other features as everything is bundled with the product. On top of that they are exposed to the clients faster, are easier to monitor and give much better operational control to our customer.

Technology Stack

- Apigee; Java; SQL; Oracle; Sybase; IIB