



Business challenge

To help reinvent its technology landscape, Nedbank Group Ltd. sought an application programming interface (API) management solution that could help it unlock the potential of its data and services.

Transformation

Nedbank uses IBM API Connect software to develop, manage and distribute all of its APIs. The application offers built-in reporting and analytics capabilities and a developer portal.

Business benefits

7 APIs

published

within one hour using the IBM API Connect platform

Improves

consistency

among multiple API implementations and versions

Increases

insight

into customer behaviors and preferences, improving customer engagement

Nedbank Group Ltd.

Using IBM API Connect software to generate more value from existing data

Nedbank is one of South Africa's largest banks, employing more than 30,000 people. The group serves over four million customers and is headquartered in Sandton, South Africa. Nedbank offers corporate, retail and investment banking, as well as wealth management services. The bank's primary marketplace is South Africa, but it is expanding into other countries in Africa.

"Just last week, we pushed out seven APIs in the matter of an hour. The speed to market of our projects has increased significantly."

—Sewis Van Wyk, Enterprise Architecture Executive, Nedbank Group Ltd.

Share this



Joining the digital economy

As part of the overall strategy to reinvent its technology landscape, Nedbank wanted to participate in the application programming interface (API) economy. The bank's IT department was under pressure to support applications on a wide range of mobile operating systems and digital platforms. The bank also wanted to build channels to identify new customers, increase engagement with existing customers and generate new partnerships.

To unlock the potential of its data and services, Nedbank sought the ability to quickly and easily publish APIs to internal developers and, eventually, external partners. "We wanted to create new, highly capable and secure APIs and, in the process, create new distribution channels," says Sewis Van Wyk, Enterprise Architecture Executive at Nedbank. "We knew we had to join the digital economy or we would be left behind."

Creating an API platform

Nedbank used IBM API Connect software to provide a robust developer, management and distribution platform for all of its APIs. The software offers built-in reporting and analytics capabilities and a developer portal. After staff members provision an API, they can see how API traffic trends over time, gain insight into API capabilities, and determine whether the API generates new income streams.

A key API that Nedbank created provides a 360-degree view of each customer so that banking staff can better manage customer service and increase insight into customer needs. "It helps us understand how to treat our customers, know which opportunities to present to them to increase engagement, and improve our customer experience," says Van Wyk. This essential API draws on data from IBM Master Data Management software. "APIs are actually one of the key enablers in unlocking the potential of the Master Data Management implementation," says Van Wyk.

Accelerating API development

With the API solution, Nedbank quickly creates and publishes APIs. “Development speed depends on the complexity of the API, of course, but just last week, we pushed out seven APIs in the matter of an hour,” says Van Wyk. The IBM API Connect platform helped increase productivity because it includes development tools, such as a self-service portal

for developers that includes API discovery and subscription capabilities. “The speed to market of our projects has increased significantly,” says Van Wyk. The IBM API Connect application also helps provide consistency among multiple API implementations and versions and offers security capabilities because each API is wrapped in Nedbank’s security policies and procedures.

The solution’s API management dashboard also provides analytics, such as usage statistics, so that staff can see which applications consume APIs and where potential performance bottlenecks are. “The management desk provides you with a lot of information that can help you shape your business strategies based on insights that you gain from statistics and analytics,” says Van Wyk.

Nedbank plans to take IBM API Connect software to the next level by using DevOps methods. “We’re going to try to make it a key component in our DevOps journey, our continuous delivery pipeline” says Van Wyk.

Solution components

- IBM® API Connect™
- IBM Master Data Management

Connect with us



Take the next step

To learn more about IBM API Connect or IBM Master Data Management software, please contact your IBM marketing representative or IBM Business Partner, or visit the following websites:

ibm.com/software/products/api-connect, ibm.com/analytics/us/en/technology/master-data-management

© Copyright IBM Corporation 2017. IBM Cloud, New Orchard Road, Armonk, NY 10504.

Produced in the United States of America, August 2017. IBM, the IBM logo, ibm.com, and IBM API Connect are trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the web at "Copyright and trademark information" at ibm.com/legal/copytrade.shtml. Intel, Intel logo, Intel Inside, Intel Centrino, Celeron, Intel Xeon, Intel SpeedStep, Itanium, and Pentium are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries. Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both. Microsoft, Windows and Windows NT are trademarks of Microsoft Corporation in the United States, other countries, or both. Java and all Java-based trademarks and logos are trademarks or registered trademarks of Oracle and/or its affiliates. Cell Broadband Engine is a trademark of Sony Computer Entertainment, Inc. in the United States, other countries, or both and is used under license there from. UNIX is a registered trademark of The Open Group in the United States and other countries. This document is current as of the initial date of publication and may be changed by IBM at any time. Not all offerings are available in every country in which IBM operates. The performance data and client examples cited are presented for illustrative purposes only. Actual performance results may vary depending on specific configurations and operating conditions. THE INFORMATION IN THIS DOCUMENT IS PROVIDED "AS IS" WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTY OR CONDITION OF NON-INFRINGEMENT. IBM products are warranted according to the terms and conditions of the agreements under which they are provided.



IGC12383-USEN-00

