

Case Study:
**How Rullion delivered an
effective API strategy to a
national retailer**



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Client challenge: Lack of bandwidth and expertise to create a strategy for the use of APIs throughout their businesses

APIs were being created and deployed across the Client business but without appropriate management information and processes in place to assess risks and benefits and to ensure that the use of APIs was optimal.

The key issues the Client identified with APIs deployed throughout its business were:

- Lack of knowledge of what APIs were currently deployed
- Lack of consistency in the approach to the use of APIs
- No management information (MI) regarding cost, risk, performance
- Wasted time and effort when deploying APIs, leading to delays and increased cost.

The Client recognised that they did not have available resource with this technical expertise within their organisation to address these issues in a suitable timeframe.

Client challenge: Lack of bandwidth and expertise to create a strategy for the use of APIs throughout their businesses

Rullion proposed an outcome-based delivery model to create an API Strategy, a catalogue of all deployed APIs in the Client's estate and an updated integration decision tree which could be used to build an effective API ecosystem.

Rullion initiated the delivery with a scoping exercise to confirm and refine the requirements, and then set up a working group comprising the key stakeholders within the Client's business with a weekly meeting cadence. The working group provided a forum to enable feedback and to gain agreement as the strategy was developed, and a Steering Group formed of senior level sponsors provided guidance and expedited the removal of any blockers. The work was delivered remotely, with Rullion creating the materials in line with the agreed outcomes from the working group and engaging with Stakeholders as required to walk them through the output and respond to comments.

Rullion's Online collaborative tooling was used to deliver the Strategy. Rullion's Projects Platform allowed the Client to review progress in real time against planned activities, post questions, make comments, and raise any issues. Documentation was securely shared and enabled engagement and collaboration with stakeholders. This flexible approach removed time constraints, drove the conversation forward productively, and allowed all parties to decide what level of engagement they required.

Result: The engagement approach resulted in the successful delivery of the pre-agreed outcomes as planned. Over 40 strategic APIs were catalogued, establishing the baseline of API maturity upon

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which to build the strategy. The roadmap enabled the Client to incrementally plan the necessary technical capability and organisational changes in a structured way. As a result, the Client was well positioned to support business growth through expansion of their API portfolio in a controlled and scalable manner.

“We needed to accelerate our API work and brought Rullion in to help us. It would have been very difficult for us to complete this work ourselves; Rullion brought in an associate with extensive experience who was able to understand the retail sector with ease and has provided us with a solid base to build upon. I would have no hesitation recommending Rullion for similar deliverable focused work.”

Brian Lawlor, Head of Enterprise Architecture, National Retailer

“Not only was it a pleasure working with Rullion on this strategy engagement, but the way of working was also highly effective in delivering value for the client. The engagement approach and use of collaborative tooling was key to the delivery of a high quality strategy to a challenging schedule.”

Gary Farrow, Triari Consulting Ltd

“It is a pleasure to work with such honest, transparent and like-minded “recruiters”. We look forward to continuing to work with Rullion and developing our effective and fruitful working partnership.”

**Jonathan Dobkin, Director,
Connections Employment Agency**