

CUSTOMER SUCCESS STORY

# Eclosia accelerates eCommerce innovation using APIs





## Eclosia Accelerates eCommerce Innovation with APIs

### Overview

Eclosia, a Mauritius-based enterprise, faced significant IT challenges due to the scale of its operations, which included managing 1,000 applications, 10,000 interfaces, and 500 IT projects annually. With multiple global teams, Eclosia sought an efficient solution to streamline product and service deployment across its brands.

### The Challenge

Eclosia aimed to build a best-in-class eCommerce platform that would unify its diverse brand portfolio under a common operating model. However, integrating multiple tools and accessing critical on-premise systems, such as Microsoft Dynamics 365 F&O and other legacy systems, posed major obstacles. The IT team needed a solution that could eliminate bottlenecks and drive innovation across various business lines.

### The Solution: API-Led Connectivity with MuleSoft

To overcome these challenges, Eclosia adopted MuleSoft's Anypoint Platform, leveraging an API-led approach to integration. This enabled seamless connectivity between their eCommerce tools, including TrueCommerce and Commerce Cloud, and ensured efficient access to essential business systems. Eclosia's "adaptive integration" team created a network of reusable services, fostering self-service capabilities across multiple brands.

### The Results

With MuleSoft, Eclosia achieved remarkable outcomes:

- **Accelerated Deployment:** Launching new initiatives is now 3–4 times faster, reducing timelines from months to days.
- **Seamless eCommerce Integration:** The company successfully launched a newly acquired pure-play eCommerce entity within six months.
- **Enhanced Customer Experience:** Customers now enjoy a unified experience across all Eclosia brands, while the company benefits from a single customer view.
- **Improved Productivity:** Thanks to Prospient's expert MuleSoft integration team, Eclosia optimized system integration in record time, significantly enhancing user productivity.

### Testimonial

*"Prospient had the finest MuleSoft team, enabling us to integrate multiple systems in record time, greatly improving our users' productivity."* — **Sameera, IT Project Director, Eclosia**

### About MuleSoft

A Salesforce company, MuleSoft empowers organizations to drive digital innovation through seamless connectivity. With its market-leading Anypoint Platform and API-led approach, MuleSoft enables over 1,600 organizations across 60 countries to create application networks that unlock data, enhance operational efficiency, and drive new revenue streams.

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