

A logistics provider



A logistics provider
CLIENT

Retail & Supply Chain
INDUSTRY

Engage · Design
DELIVERED AS

• BizTalk Server

• Enterprise Service Bus

• Orchestration

• API exposure

APPLICATION INNOVATION

Enabling scalable integration through ESB rationalisation and phased decomposition

A structured ESB rationalisation that untangled a logistics provider's organically grown BizTalk estate, cutting duplication and technical debt while keeping the business running.

01

THE CHALLENGE

The client's integration platform leaned heavily on legacy BizTalk services that had grown organically over the years. The result was duplicated logic, tightly coupled integrations, and mounting complexity in managing and scaling services. With no clear integration strategy, it was hard to innovate or onboard new services efficiently. They needed a strategic way to rationalise the estate and reduce technical debt without breaking business continuity.

02

THE APPROACH

We ran a structured ESB rationalisation and decomposition programme aimed at simplifying the integration services and improving architectural alignment. Workshops mapped out the integration landscape and surfaced opportunities to decouple and reuse. We consolidated the redundant services and standardised integration patterns for consistency across the platform. To guide the move off legacy services, we introduced a phased migration roadmap towards a more scalable, maintainable architecture, supported by stronger DevOps practices.

03

THE OUTCOME

The integration landscape is leaner and easier to manage, with less duplication and better service reuse. The client can scale its integration services more efficiently and onboard new capabilities with less complexity. The structured approach also brought down technical debt and improved the long-term maintainability of the platform.

04

SUMMARY & BENEFITS

- ✓ Rationalised ESB services, reducing duplication and complexity.
- ✓ Improved scalability and reusability of integration services.
- ✓ Lower technical debt and stronger maintainability.
- ✓ A clear roadmap for ongoing integration modernisation.

CASE REFERENCE · RETAIL & SUPPLY CHAIN

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Microsoft

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