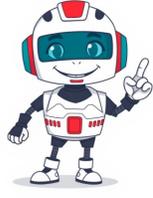


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The public sector faces numerous challenges in its quest for digital transformation, as highlighted by the 2024 MuleSoft Connectivity Benchmark Report. With only 28% of enterprise applications integrated, the struggle is particularly pronounced in this segment. **## Integrating fragmented systems and siloed operations to improve consistency and reusability** Establishing a clear, agency-wide API strategy can help bridge the integration gap. Utilizing a unified solution like MuleSoft Anypoint Platform can effectively develop, deploy, secure, and manage APIs and integrations. **## Addressing roadblocks to digital transformation** Integration challenges are seen as major obstacles by 81% of respondents, with public sector respondents more pessimistic at 86%. Budgetary constraints further exacerbate the issue, with 19% of public sector respondents expecting budget cuts in 2024 compared to just 6% overall. **## Streamlining application development and delivery** Developing reusable API building blocks can help shift the responsibility from solely pro-code development teams to business teams using no-code and low-code tools. This can improve timeliness, with only 29% of public sector projects delivered on time, compared to 47% overall. **## Leverage AI and microservices for efficient development** Public sector respondents see value in reusable software components and microservices, but lag behind in leveraging APIs and event-driven APIs. Developing an agency-wide API strategy that encourages reuse by default can help address these gaps. **## Future-proofing with API-led connectivity** Embracing proper API management and governance can enable public sector agencies to experiment with AI today, laying the groundwork for seamless integration of sensitive data with certified AI providers in the future. **## Prioritizing skills development and cross-agency collaboration** Providing training and certification programs, as well as investing in an agency-wide Center for Enablement, can equip staff with the necessary skills for API development, integration, and automation. This can help bridge the gap between aspirations and reality, unlocking the full potential of public sector digital transformation. **## Unlocking progress through a centralized API strategy** The 2024 MuleSoft Connectivity Benchmark Report reveals a public sector on the cusp of transformation. By addressing integration gaps, embracing a centralized API strategy, and experimenting with AI responsibly, the public sector can unlock its full potential and deliver the services its citizens deserve. **=====MuleSoft Unveils Platform to Power Autonomous Agents and Drive Digital Transformation**
===== MuleSoft's all-in-one platform empowers teams to create autonomous AI agents that dynamically interact with data and applications, driving business outcomes. The solution enables seamless connectivity across systems and data, governing APIs and promoting unified governance. According to a recent survey, 86% of IT leaders expect generative AI to play a prominent role in their organizations within the next two years. Yet, 81% report that data silos hinder their digital transformation efforts. MuleSoft's platform addresses these challenges by providing flexible, intelligent tooling for integration and automation. By leveraging MuleSoft's platform, enterprises can achieve unified governance, robust security, and comprehensive observability across all APIs and agents from a single control plane. This enables agents to take action with seamless connectivity, empowering them to drive complex goals across departments, domains, and environments. Industry leaders rely on MuleSoft to power billions of transactions, maintaining efficient operations. The company has been recognized as a Leader in API Management for the 9th consecutive year by Gartner, solidifying its position in the market. The 2024 Connectivity Benchmark Report provides valuable insights into digital transformation, IT, and integration. Conducted annually by an independent research firm, it polls over 800 senior IT decision-makers across several countries, representing diverse industries. MuleSoft's platform is designed to support businesses in their digital journey, capitalizing on the report's reputation and influence. By partnering with Deloitte Digital, MuleSoft continues to shape the conversation around AI, integration, and transformation. In today's digital landscape, having an effective strategy for integration becomes crucial for successful transformations. According to Gartner, by 2024, 65% of organizations will consider integration capabilities expenditures as strategic investments, up from 40% in 2019. Our integration experts have observed many companies torn between a point-to-point approach and investing in commercial integration platforms. Point-to-Point Integration Using a 3-Layer Approach for API Integration Reduces Development Time and Costs Organisations have varying data requirements across different channels, leading to the need for multiple integration projects. In contrast, an API-led approach offers numerous benefits, including exposing relevant core assets to a broader audience in a secure manner. MuleSoft's experience demonstrates that organisations can achieve substantial cost savings by adopting an API-led connectivity strategy. By reusing APIs 70 times, HMLR reduced development time and costs by £1,680,000 compared to the point-to-point approach. A comparison of MuleSoft-based and point-to-point approaches highlights significant financial and timeline gains for IT leaders. The ROI generated by MuleSoft-based integration projects can be substantial, with improved project speed and future cost reduction being key benefits. Reduced maintenance effort is another advantage of using MuleSoft. By applying a reuse factor associated with API reuse and the advantages of a uniform platform, organisations can increase productivity and improve work efficiency. In conclusion, adopting an API-led connectivity strategy with MuleSoft can significantly reduce development time and costs, while improving project speed and future cost reduction. As organizations refine their AI strategies, we are seeing a significant rise in agentic AI, which will operate with unprecedented independence, responding to queries and handling complex tasks autonomously. This autonomy will optimize workflows, drive innovation, and reduce the need for continuous human intervention. AI agents will become integral building blocks in the IT landscape, seamlessly interacting with existing integrations and automations, and each other. The shift highlights the critical importance of robust data management and integration. Companies that embrace these advancements are not only more agile and efficient but also better positioned to stay competitive in a rapidly changing market. A recent report, produced by MuleSoft in collaboration with Vanson Bourne and Deloitte Digital, provides invaluable insights for IT leaders and decision-makers. The report reveals that 93% of IT leaders plan to introduce autonomous agents within the next two years, and nearly half already have. Further, 66% of respondents still don't provide an integrated user experience across their channels. The average number of apps used by respondents is 897, with 45% reporting using 1000 applications or more. Additionally, 95% of IT leaders report integration as a hurdle to implementing AI effectively. **=====MuleSoft's innovative capabilities in bridging connections between systems have reached new heights with the recent certification milestone. By unlocking the power of translator repositories from IDoc descriptions, MuleSoft has empowered users to delve into the realm of IDoc metadata processing. Their prowess extends to ALE Inbound and Outbound processing via tRFC, offering flexibility through simple mapping and the more complex mapping options. Furthermore, their cutting-edge technology enables seamless verification of file content format and data accuracy during both inbound and outbound IDocs processing phases. The company's commitment to facilitating Unicode communication adds an extra layer of sophistication to its already robust features. Moreover, MuleSoft's ability to handle SAP S/4HANA error messages showcases its dedication to delivering top-notch support for even the most intricate scenarios. This certification serves as a testament to MuleSoft's unwavering ambition in providing industry-leading connectivity solutions that enable seamless digital transformations with SAP and other market-leading third-party applications. For those interested in exploring the full potential of this innovative technology, click here to try the Anypoint platform for free, or discover a new approach to SAP integration by visiting this link.**