



# State of Indiana - Indiana Office of Technology (IOT) | MuleSoft Customer Story

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# Centralized Integration Platform

The Indiana Office of Technology (IOT) has implemented a unified integration platform that is being accessed across agencies with various data sources that are required within the state network as well as outside of it. IOT's mission is to provide cost effective, secure, consistent, and reliable integration services to its partner agencies to better serve their citizens.



## Problem:

IOT was created in 2005 as part of an effort to consolidate IT organizations across Indiana state government. Many state agencies were using point to point solutions, legacy integrations or a series of disparate set of tools. IOT's vision was to become a strategic partner focused on delivering an integration platform that enhances the business experience.

## Solution Overview:

The core purpose of this project was to create a centralized API environment for the State of Indiana. MuleSoft was chosen as the platform based on its robust and secure features. A key reason was the API-led approach to integration. Along with the Center For Enablement (C4E) methodology, IOT incorporated a clear integration strategy including an API policy, training, operations, standards and other key functions that allow IOT to support and deliver an API environment for all agencies across the state. IOT is now the "one stop shop" for integration needs.

## Outcomes



## Customer experience

With the initial product training and workshops IOT has been able to establish a frontline of services across key agencies such as DVA, PLA, DOH and BMV. Additional agencies are currently testing APIs that will be in production in the coming months.



## Impact

An increase in development cycles and reduced cost of delivery. It also simplified/reduced data sharing agreements among agencies.



## Innovation

IOT's API-led approach to integration has allowed IOT to prioritize projects across the state by focusing on systems that benefit multiple agencies and citizens; establish reusability where possible and apply industry-leading security standards that are provided by the platform.

# IOT Core Systems

