

# Operating Revenue-Critical API Infrastructure at Billions- of-Transactions Scale



## Client Overview

————— A global technology company delivers enterprise API Management solutions for secure application integration at scale. Amiseq owns and operates the company's SaaS and on-premise products, working alongside the client's engineering teams to build and evolve platforms that process billions of daily API transactions across finance, government, and pharmaceutical sectors.

## Challenges Faced

The client faced a critical resource allocation challenge that threatened current revenue and future innovation.



### Revenue Platform at Risk

Inability to invest resources in revenue-generating products placed business continuity at risk.



### Limited Engineering Resources

Core engineering talent was needed for product development rather than platform maintenance.



### Compliance and Security Demands

Regulated industry customers required strict security standards and audit compliance.



### Global Operations Requirements

Round-the-clock availability across time zones demanded continuous monitoring and support.



### Strategic Focus Needed

The client needed to redirect resources toward innovation and competitive differentiation.

## The Solution

Amiseq assumed full ownership and operation of the client's API Management platform. The engagement established a mature, distributed engineering organization across multiple countries and time zones to operate the mission-critical, revenue-generating product at the client's exacting standards with minimal day-to-day client involvement.

The solution encompasses technical delivery excellence and operational governance, creating a sustainable operations model while enabling the client to redirect strategic resources toward innovation.

Why the Client Chose



Internet-scale platform expertise with billions of daily transactions

Extensive experience in highly regulated industries like finance, government, and pharmaceuticals

Agile methodology with a continuous improvement focus

Proven zero-downtime operations for business-critical systems worth hundreds of millions

Capabilities across both SaaS and on-premise delivery

# Strategy and Implementation



## Build Distributed Engineering Organization

Establish strong engineering teams and delivery managers across multiple countries and time zones to ensure round-the-clock availability.



## Implement Rapid Onboarding Framework

Deploy smooth onboarding processes to quickly ramp up engineers to client systems and workflows.



## Establish Centers of Excellence

Create multiple engineering centers of excellence to ensure constant availability of quality resources and protect against churn.



## Deploy Governance and Quality Controls

Implement rigorous quality assurance, security protocols, and compliance frameworks with continuous monitoring and incident response.



## Enable Continuous Improvement

Establish metrics-driven processes to continuously enhance platform performance, security posture, and customer satisfaction.

# What Amiseq Delivered



## Complete Platform Ownership

Assumed full operational responsibility for a revenue-generating platform worth hundreds of millions.



## Minimal Client Involvement

Client engineering freed to focus on strategic innovation and product development.



## Enhanced Security & Compliance

Strengthened platform security, compliance, and alignment with industry standards.



## Expanded Market Access

Improved compliance enabled access to previously inaccessible markets.

## Conclusion

The client successfully outsourced mission-critical platform operations while maintaining the highest standards of quality, security, and reliability.

This engagement demonstrates Amiseq's capability to operate business-critical platforms at a global scale while enabling strategic focus on innovation and growth.

## Transform Your Platform Operations

See how Amiseq can operate your mission-critical platforms at a global scale while freeing your teams to focus on innovation. Contact us today.

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