



## Communications case study

# Community Fibre gets future-ready fast with new API platform



Fast-growing broadband provider kickstarts API-led digital transformation by implementing Google Apigee on AWS in just 12 weeks.

## The challenge

Community Fibre is on a mission to make affordable, high-speed broadband accessible to everyone in London, particularly those with low incomes. Its optical network offers fiber-to-the-premises (FTTP) connections of up to 3Gbps across 32 London boroughs.

Due to high demand and a compelling social mission, Community Fibre was quickly outgrowing its legacy applications. To future-proof the business and support its growth trajectory, the company embarked on a strategic, multi-year digital transformation of more than 16 business and operational support systems (BSS/OSS).

Part of that transformation involved seamlessly connecting both internal and customer-facing applications to facilitate automated processes and enhance customer experience. With the goal of rolling out new B2C and B2B services in the future, Community Fibre also aimed to ensure that external partners could easily and securely integrate with its on-premises and cloud-based systems.

## At a glance

### Industry

Communications

### Location

United Kingdom

### Challenge

Kickstart a rapid digital transformation with a new, cloud-based API platform to securely integrate internal and external applications.

### Success highlights

- Secure, future-proof API management platform implemented in 12 weeks
- Over 60 high-quality APIs delivered in test and live environments with minimal defects discovered during testing
- Over 16 business applications integrated, supporting Community Fibre's digital transformation strategy

## A new, API-led approach to integration

Community Fibre's strategy required a new approach to integration, using application programming interfaces (APIs) to connect applications on demand. But with governance and compliance goals just as important as speed and scalability, a robust API platform was necessary to support the rapid development, delivery and management of APIs and ensure the security of data and systems. To achieve this, Community Fibre engaged Cognizant to recommend and implement a suitable platform and start delivering the necessary APIs to meet its growth targets.

## The approach

Community Fibre leveraged Cognizant's industry relationships, proven integration expertise and unique flexible delivery model to implement a secure, scalable, cloud-based API management platform, along with the most business-critical APIs, in 12 weeks. The initial set of 60 APIs was delivered with remarkable speed using an API Factory approach.

### An API platform for the future

This business-critical project was delivered in three phases:

#### 1. Platform evaluation and advisory

Cognizant worked with Community Fibre to understand its short-term objectives, existing tech stack, future aspirations and long-term growth targets. Key considerations included Community Fibre's choice of strategic cloud platform, Amazon Web Services (AWS), and its stringent data security and privacy obligations as a highly regulated telecoms provider.

After evaluating several API management platforms, Cognizant recommended Google

Apigee as a secure, scalable and future-proof solution, compatible with AWS and offering best-in-class security features. Google Apigee has market-leading capabilities around API monetization, which Community Fibre intends to leverage in the future. Cognizant's close partnership with Google also facilitated favorable commercial terms for Community Fibre, which aligned with its ambitious financial targets.

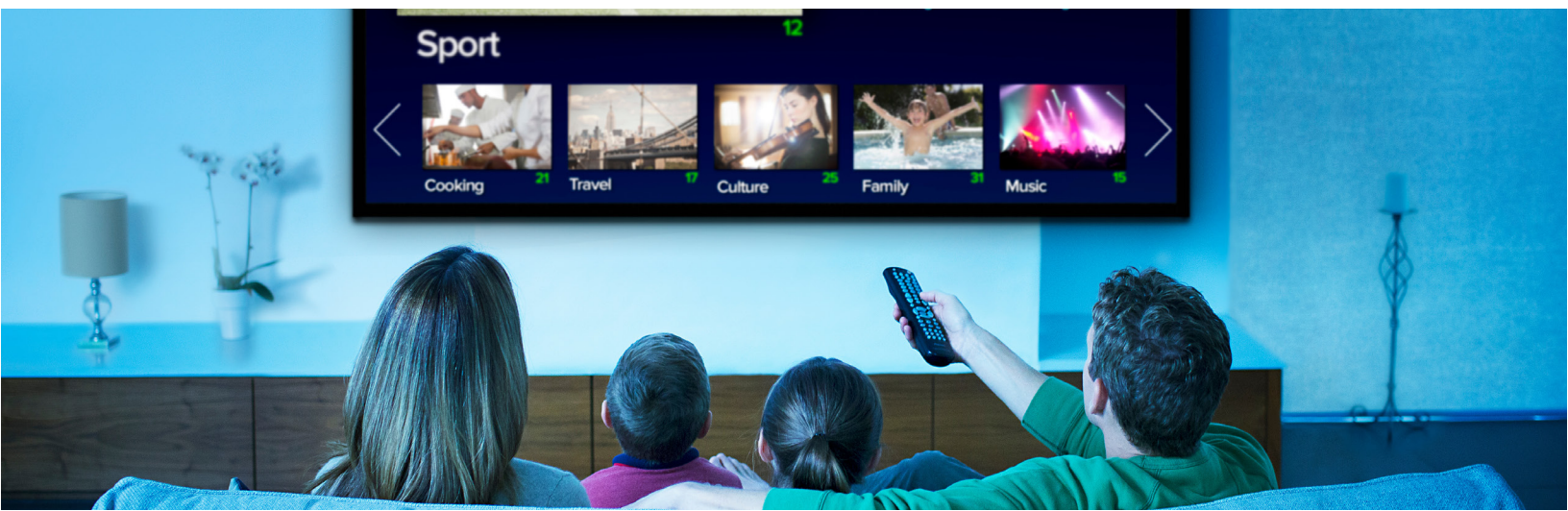
#### 2. Apigee platform implementation

Cognizant delivered the architecture design and implementation of Apigee on AWS, configuring the platform for high availability and scalability via multi-region hybrid instances. APIs were secured for internal and external consumption using Apigee-X's built-in OAuth 2.0 with Community Fibre's Azure Active Directory for automated identity and access management. Apigee was configured to support continuous integration and delivery (CI/CD) of new APIs, ensuring the rapid and secure deployment of high-quality software to meet Community Fibre's customer demand for services.

#### 3. Delivery of business-critical APIs

With Apigee in place, Cognizant embarked on the delivery of the 60+ APIs, using our unique API Factory model. This involved a dedicated, multi-skilled core delivery and support team with deep knowledge of Community Fibre's transformation roadmap and tech stack, complemented by flexible capacity during peak demand periods.

All APIs were built in the Apigee Developer Portal using Cognizant standardized frameworks with automated testing, enabling the rapid deployment of defect-free APIs for multi-channel integration of more than 16 internal and external BSS, OSS, customer relationship management (CRM) and credit scoring systems.



## Business outcomes

With Apigee implemented in just 12 weeks and an API Factory model in place for the rapid delivery of high-quality, standards-based APIs, Community Fibre has a strong, future-proof integration layer to support its ongoing growth. New B2B and B2C customers can be onboarded quickly through new self-service applications, and the company has also established a secure platform for future API monetization.

### Speed of delivery accelerates digital transformation

This successful API-led transformation delivered:

- A robust, secure and future-proof API management platform architected, deployed and provisioned in 12 weeks, accelerating Community Fibre's digital transformation
- Over 60 high-quality APIs delivered in both test and live API environments with minimal defects discovered during testing

- The potential to enable over 20 retail and wholesale partners to adopt automated API-fueled order management, supporting future revenue growth
- Cost-efficient API development, deployment and support, making use of Cognizant's scalable core/flex API Factory model
- Cost savings through favorable commercial terms negotiated by Cognizant with Google for the Apigee platform

### Speeding towards affordable internet for everyone

The API-led digital transformation has made it possible to effortlessly integrate applications and deliver on Community Fibre's vision of connecting 2.2 million London homes efficiently and seamlessly to its affordable high-speed fiber broadband network. A close collaboration with Google and Cognizant ensured that ambitious milestones were met at every stage, giving Community Fibre the API platform it needed.

“The core implementation took just 12 weeks—a fantastic run rate with quality beyond anything I could have anticipated. This would have been impossible without Cognizant’s strategy for getting Apigee on the ground quickly and their experience in setting up API as a Factory. Their partnership approach has simplified the process, freeing me up to ensure we hit our milestones and deliver solutions in the timeframe that the business needs.”

Chris Williams, CIO, Community Fibre

## About Community Fibre

Community Fibre is London's best quality broadband, providing fast, affordable, sustainable connections for everyone. Using the UK's best broadband technology, it is bringing Gigafast broadband at unbeatable prices to the capital, helping Londoners do more and be more. Community Fibre also operates the Box brand in Surrey and Sussex with 50,000 additional homes passed. For more information, visit: [communityfibre.co.uk](http://communityfibre.co.uk)



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