

FirstDigital Microsoft BizTalk

System to System Integration



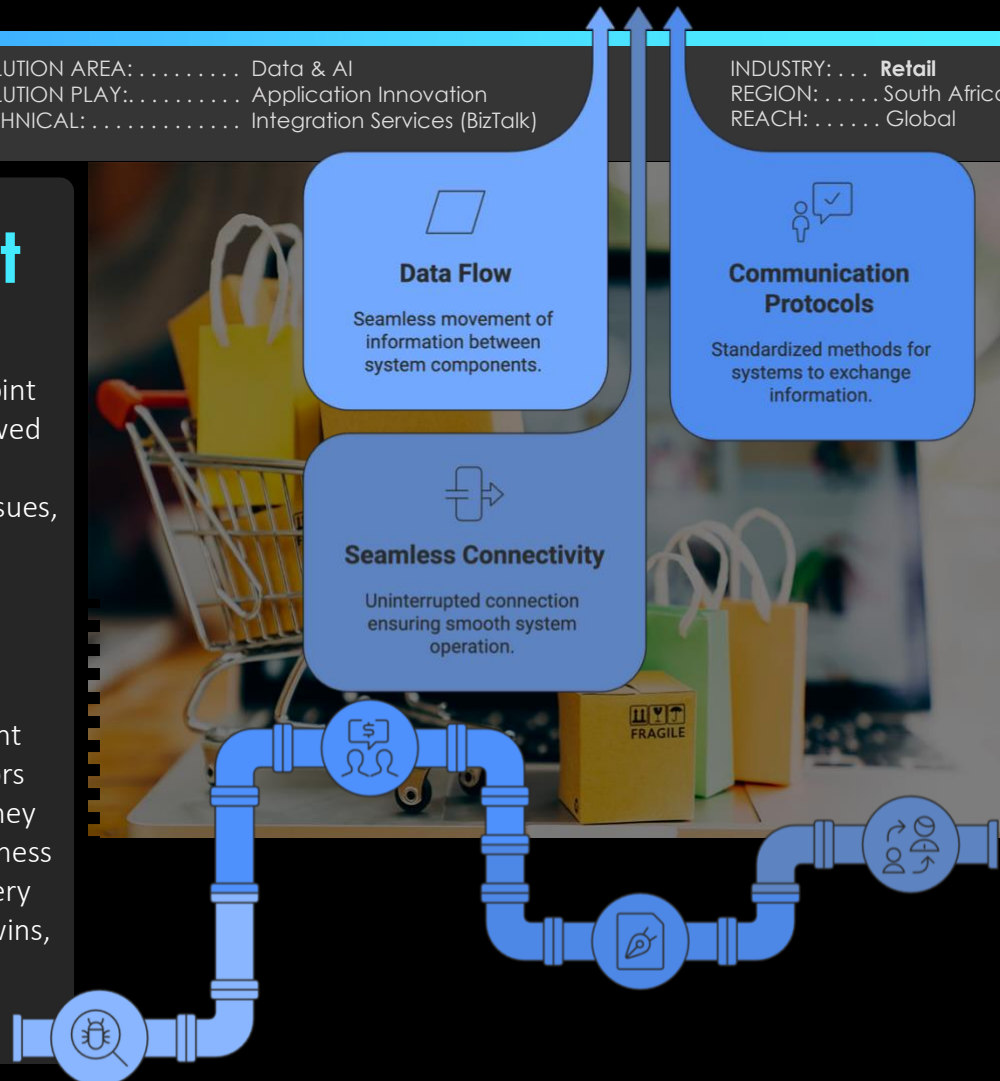
SOLUTION AREA: Data & AI
SOLUTION PLAY: Application Innovation
TECHNICAL: Integration Services (BizTalk)

INDUSTRY: ... Retail
REGION: ... South Africa
REACH: ... Global

Integration Uplift

Our client's BizTalk environment was experiencing recurring integration endpoint errors that disrupted operations and slowed transaction processing. They needed a partner who could step in, analyse the issues, and bring stability to their integration landscape while ensuring governance processes were followed for fixes and deployments.

Beyond just technical resolution, the client required strong collaboration with vendors and clear stakeholder communication. They needed agile prioritization based on business value, transparent reporting, and a delivery approach that could demonstrate early wins, build confidence, and ultimately improve system performance and reliability.



4-STEP RESOLUTION



Summary and Benefits

First Digital We resolved BizTalk integration errors through agile, collaborative, and structured delivery:

- Improved system performance by 33%
- Increased transaction success rates
- Stronger vendor and stakeholder collaboration
- Early wins delivered visible business value



33% performance improvement



Improved stakeholder support



Future stability ensured



First Technology delivers expert IT solutions with deep industry experience, empowering businesses through advanced infrastructure, cloud, security, and managed services tailored to the evolving digital landscape.

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