

# MY API STORY



## FOLLOWING AN API-FIRST STRATEGY

“ TM Forum Open APIs align closely with our product's design goals such as mandating an “API-first” strategy, low-cost integration, head-less deployment mode and BSS interoperability. ”

Karthik T S, Head – Centre of Excellence, Torry Harris Integration Solutions

### Tell us about yourself and your job.

I head the Centre of Excellence and Products team at Torry Harris Integration Solutions. Over the last 20 years, I have worked with enterprises to build their IT integration backbones, helping them succeed in their digital initiatives. Specifically, with CSPs, I help establish API-driven connectivity of their assets internally and externally for building robust digital ecosystems. I work on productizing solutions to accelerate enterprise digital initiatives. DigitMarket™ is an industry-leading API management and digital marketplace product that fast-tracks the creation of enterprise digital ecosystems. I have co-authored the book – “Digital API Economy - Beneficiaries, Enablers and Catalysts.”

### Why do you believe in TM Forum's Open API program?

**The TM Forum Open API program aligns well with our approach of helping enterprises extend the power of digital access through the adoption and use of API-driven opportunities. Open APIs facilitate standardization across group companies and help us add value to our customers by fostering interoperability across different industry players.**

To learn more about Torry Harris Integration Solutions visit: [www.torryharris.com](http://www.torryharris.com)

### What TM Forum Open APIs are most valuable to your company?

- Product & Service Catalog Management API
- Product & Service Inventory Management API
- Appointment API
- Customer Bill Management API
- Federated Identity Management API
- Partnership Type Management API
- Payment Methods API

### Why did you choose to highlight those APIs?

These APIs align perfectly with DigitMarket product's core features. We decided not to re-invent the wheel and instead use the TM Forum Open APIs for the product's sub-systems that required integration touchpoints. Our product engineering team conducted a fitment analysis at an early stage and found a close match to TM Forum Open APIs. Choosing a well-adopted API standard in the telco BSS landscape greatly increases the ease of integration for our customers.

### How do you use the APIs?

We use TM Forum APIs to expose API interfaces on our marketplace product DigitMarket, to enable frictionless integration internally and with third parties. DigitMarket follows an API-first strategy for both northbound and southbound integration. It provides an out-of-the-box, intuitive user interface for the storefront, vendor portal and the admin portal. But we recommend deploying it

in a headless mode to our customers. It makes it easier for our CSP customers to extend their customer portals and Mobile Apps by building tailor-made marketplace screens, leveraging DigitMarket APIs. Southbound integration through Open APIs makes it easier to integrate with TM Forum compliant BSS applications such as billing, order management, payment, product catalogue, etc.

### How have you benefited from using these APIs?

TM Forum Open APIs align closely with our product's design goals such as mandating an “API-first” strategy, low-cost integration, head-less deployment mode and BSS interoperability. For BSS systems supporting TM Forum APIs, DigitMarket allows plug-and-play integration. It reduces costs and time to market for our customers. When CSPs have legacy BSS systems that are not TM Forum compliant, we provide an add-on tool called “Coupler” that includes data transformation rules to remap legacy interfaces to TM Forum Open APIs easily.

### Where do you use them?

The DigitMarket suite of products, including the digital marketplace and API management products use TM Forum Open APIs across Europe, Middle-East and India. The product suite supports and accelerates digital initiatives for CSPs, Insurance companies, FinTechs, EdTech platforms and Home services.