



# my API story

tmforum  
code +  
frameworks

EXTENDING THE  
POWER OF DIGITAL  
ACCESS

“ Open APIs had a big role to play in standardizing access for interoperability across group companies and surfacing local capabilities seamlessly in a global marketplace solution. ”

Joffey Chandy  
*Business Unit Head - Telecom and Public Sector,*  
**Torry Harris Integration Solutions**

## Tell us about yourself and your job

I bring 20+ years of focused expertise in delivering business-outcome based niche IT solutions to accelerate enterprise digital transformation initiatives, API Management, digital ecosystem enablement and digital marketplace strategies for customers across the telecommunications sector.

Over the last decade, I have been focussing on post-merger technology integrations - conceptualizing and leading large-scale programs that include modernizing IT stacks, digitally enabling legacy touchpoints, implementing API strategy and driving adoption of an API-first approach towards improving time-to-market for new products, reducing operational costs and driving excellence in developer, partner onboarding and experience.

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

TM Forum's 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.

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

As trusted integration partners, we implement APIs that are the best-fit for our customer's digital needs. The top 5 most implemented TM Forum Open APIs across our customer projects are:

1. Product Inventory Management (TMF637)
2. Product Catalog Management (TMF620)
3. Product Ordering (TMF622)
4. Customer Management (TMF629)
5. Customer Bill Management (TMF678)

## Why did you choose to highlight those APIs?

These Open APIs represent a foundational set of APIs that offer maximum impact when customers start their API journey, as they serve both B2B and B2C customer journeys. These APIs had a big role to play in standardizing access for interoperability across group companies and surfacing local capabilities seamlessly in a global marketplace solution. They also helped accelerate BSS transformation initiatives, enabling seamless integration with industry leading technology products.

## How do you use those APIs?

We use Open APIs to facilitate seamless integration internally and externally, creating new revenue channels through a partner ecosystem while at the same time driving operational efficiency and customer journey simplification internally. In a marketplace environment, the product family of APIs were used to rapidly add partners' products to an existing Catalog, providing CSP enterprises the ability to directly feed partner systems with a technical description of the products they propose to them.

## How have you benefited from using these APIs?

Open APIs have facilitated accelerating low-cost integration and BSS interoperability for our customers. While standardizing offered interoperability benefits to our customers, as a systems integrator, it helped with our internal capability building and scaling abilities, as it commoditized the skills and made it easily transferable/re-usable across implementations.

## Where do you use the APIs?

We use TM Forum Open APIs to provide services to our CSP customers globally both at an op-co level and at the group level. Our most recent implementations have been across UK, Ireland, Europe, India and Latin America. We have also used the TM Forum principles of API conformance and interoperability across other non-CSP verticals - specifically healthcare and banking, financial services and insurance (BFSI).

To learn more about Torry Harris Integration Solutions visit:  
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