



Modern APIs Built to Scale and Secure Growth

Transforming legacy systems into a secure, cloud-ready foundation for ecommerce and digital self-service

The Challenge

The client needed to modernize multiple legacy applications while keeping critical digital channels stable. Their environment relied on aging applications, an on-premise CRM, and fragile APIs that struggled under peak demand and limited speed to market.

Key challenges included:

- Outdated API infrastructure constraining scalability and delivery velocity
- Lack of standardized OAuth security across services
- Inability to support modern digital experiences, including ecommerce and self-service
- High risk of disruption during storefront redesign and cloud migration
- Requirement to modernize in phases while protecting live store operations
- Requirement to rapidly scale specialized teams across payments, compliance, and high-volume transactions

Incremental fixes were not enough. The client needed a structured modernization effort with clear ownership, built-in security, and scalability from day one.

The Solution

The Intersect Group led a phased API modernization designed to accelerate change while protecting live operations and platform stability.

Rather than supplying incremental capacity, The Intersect Group assumed delivery leadership and technical ownership, aligning API development directly to frontend and business priorities. Architecture, execution, and quality controls were integrated to modernize the platform without disruption.

Key elements of the solution included:

- Phased API modernization to reduce risk while maintaining live operations
- Secure, scalable API architecture with OAuth implemented across all services
- New APIs enabling ecommerce, customer portals, and appointment scheduling
- Integration with Azure Data Factory, Synapse, and Databricks to support reliable data flow
- Continuous QA embedded throughout delivery to protect stability
- Clear documentation and architecture standards to support long-term internal ownership

A dedicated team of 10 specialists, including API Engineers, Technical Product Owners, and QA professionals, delivered the work at scale while maintaining alignment across teams.

The Impact

Scalable, secure APIs capable of supporting peak demand and future growth

Faster rollout of customer-facing digital features

Reduced operational and platform risk during modernization

A future-ready foundation for ongoing data and application evolution

A repeatable delivery model the client can extend across initiatives