La Poste BSCC
API Management usage at La Poste and its impact on business and partners

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LA POSTE

La Poste Group Identity

- Our purpose :

To be the first European platform for links and exchanges, human and digital, green and civic, at the service of our customers in their projects and of the society as a whole in its changes.

- A company with 100% public capital

- A multi-business model, structured around four branches
- Services-Mail-Parcels (BSCC)
- Geopost
- La Banque Postale
- Consumers and Digital.

With a growing international ambition



La Poste Group Key Figures

A growing international ambition

232 700
POSTAL WORKERS
and more than 22.9% abroad

€34.1 B
REVENUE IN 2023
including 44% abroad

€15 B*
OBJECTS DELIVERED IN 2023
*more than

63
COUNTRIES
the group is implanted on 5 continents

The first local service company

17,000
OUTLETS NATIONWIDE

235
MILLIONS
of customers welcomed in post offices

5
MILLIONS
meals brought at home for the elderly persons

1st
BANK LOAN
to local authorities and public hospitals

A committed group

1st
MOODY'S ESG SOLUTIONS GLOBAL RANKING GROUP
for its SER performances

1st
FLEET OF ELECTRIC VEHICLES IN EUROPE

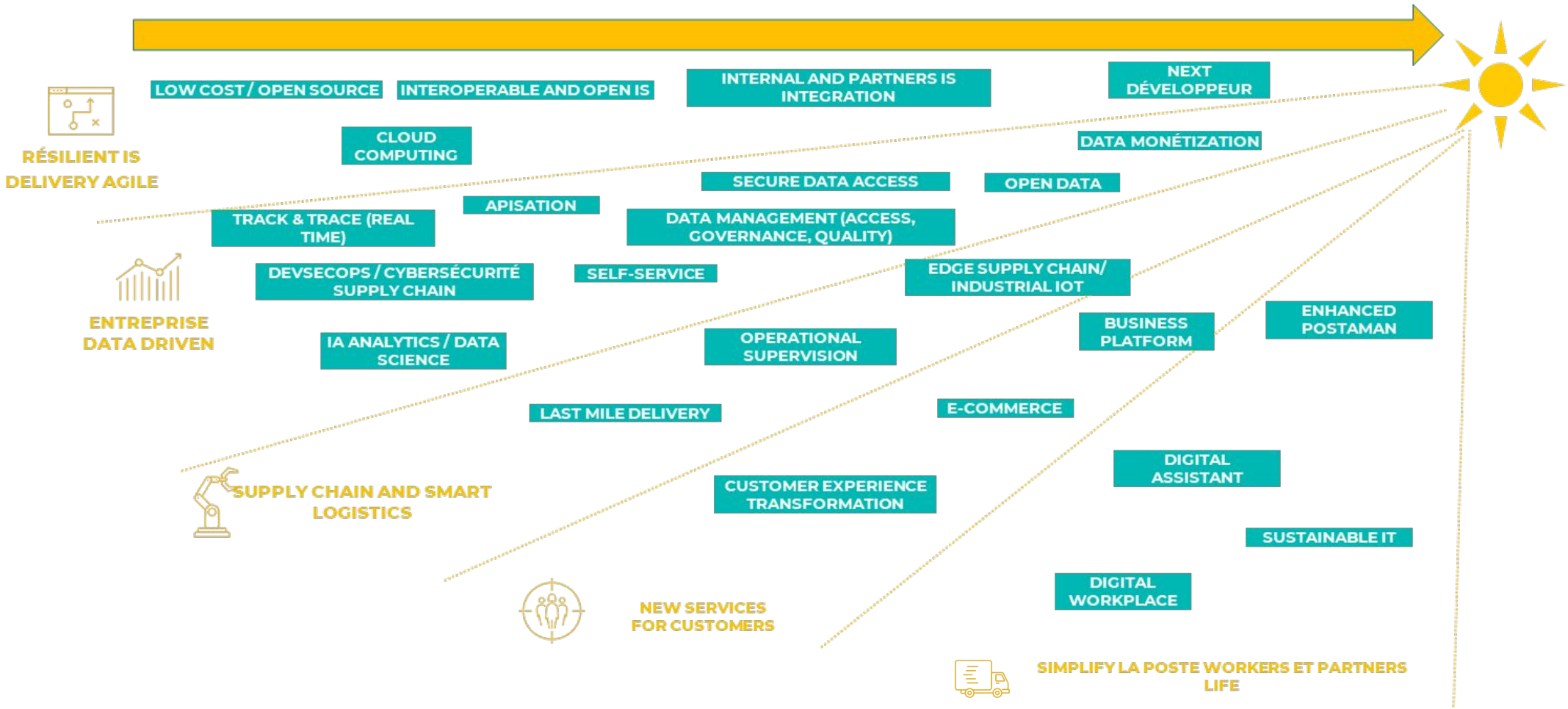
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La Poste : a mission driven company

La Poste has expanded its offering to tie in with major societal changes, including ecological transitions, digital transformation, e-commerce development and an ageing population.



La Poste BSCC Information System « WANT TO BE »



API-led Integration Architecture

- A project started 6 years ago to open the IS and remove the siloes
- A governance and integration teams to address the lifecycle of APIs
- API teams are decentralized
- 4 channels to adress and separate differents business processes

Main channel
with internal and corporate APIs



Delivery channel
for postman mobile usage





Preparing channel
with industrial sorting and flashing



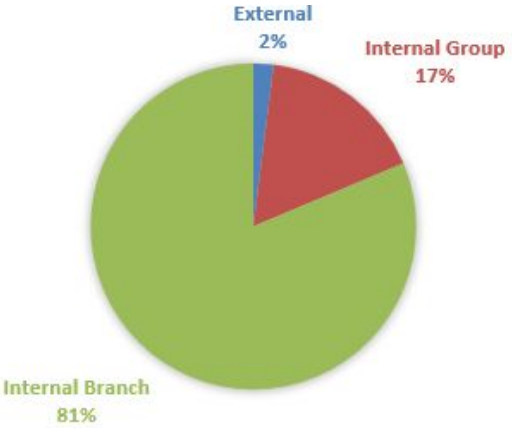
Sale and partners channel
for retail and online business



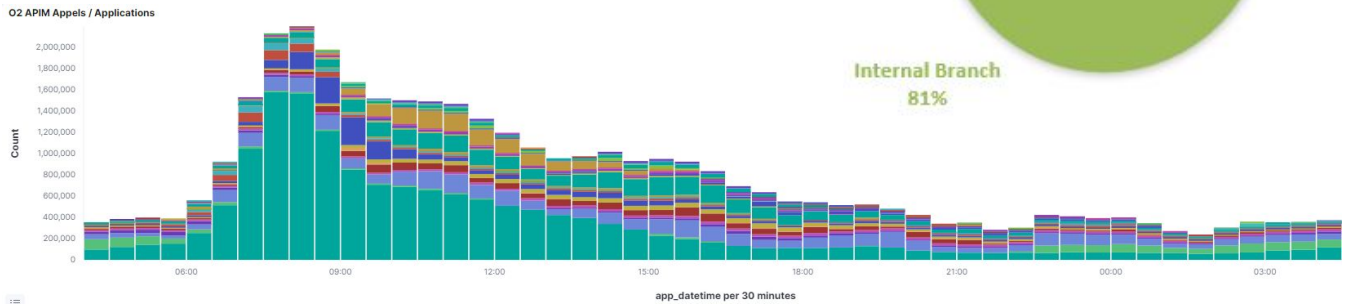
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La Poste BSCC IS APIsation: KPI

- **A resilient, scalable, reactive, microservice and API First architecture with :**
  - 600 APIs / 600 Applications / 2500 Subscriptions
  - Web app, mobile device, server connection patterns for Internal and external services
  - Identity Federation with internal IDPs
  - 2 tenants (BSCC and Corporate)



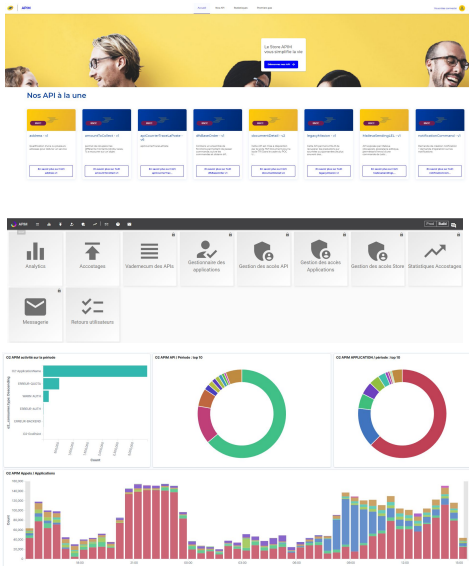
- **40 Millions requests a day**

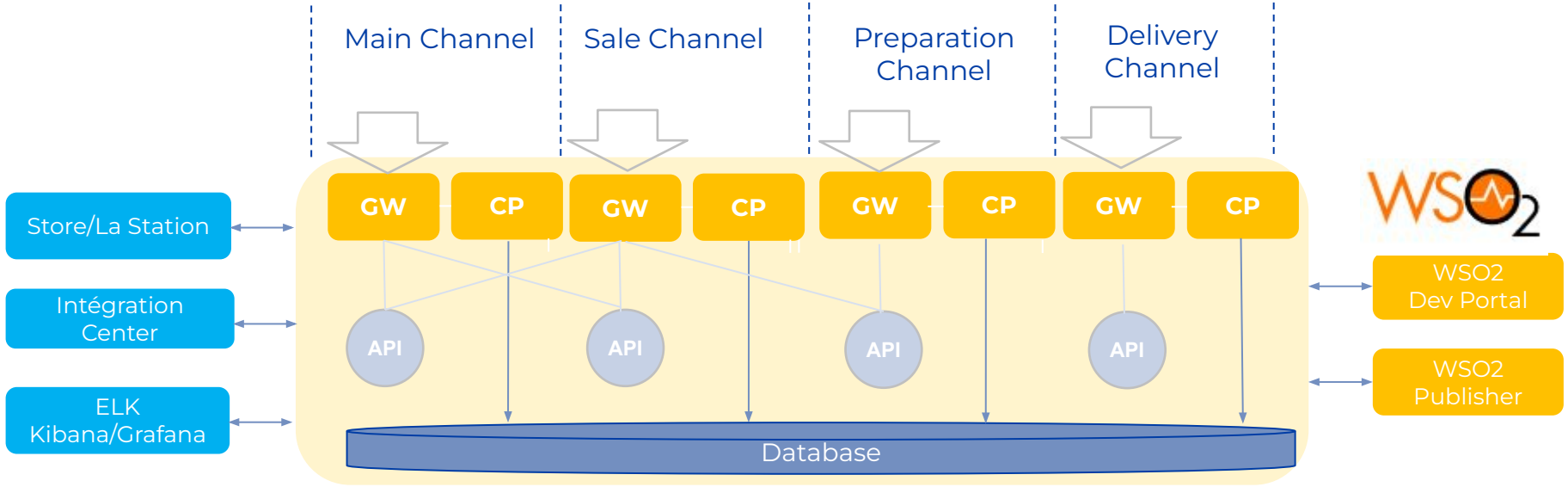


- **1 Billion requests a month**
- **A peak each morning (up to 1500 req/s) due to 65000 postmen delivery activity especially during Christmas period**
- **QoS 24/7 99,99 % : mandatory for a centralized asset**

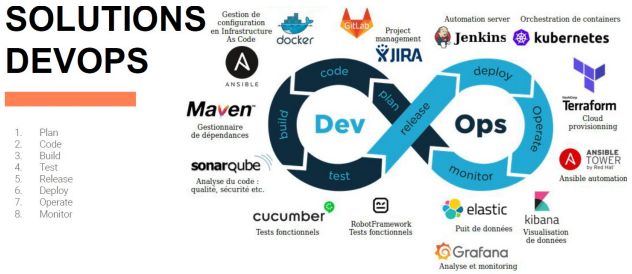
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LA POSTE BSCC APIM Platform solution





- Deployment on a PAAS Openshift in 2 Data Centers (Actif/Actif)
- Custom Store and Integration center interface
- Observability with ELK/Kibana/Grafana (Log, Analytics, system)
- Version WSO2 2.6 moved to V4 early in 2024



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LA POSTE API products for our partners

- Address Qualification with AI
- CRM, Notification (SMS, email)
- Online payment and billing
- Track and Trace of objects and missions
- Custom taxes computing
- Postage for C2C/B2C/B2B
- Territory knowledge
- Postman missions command and reporting
- Hybrid letter production
- Kafka connector







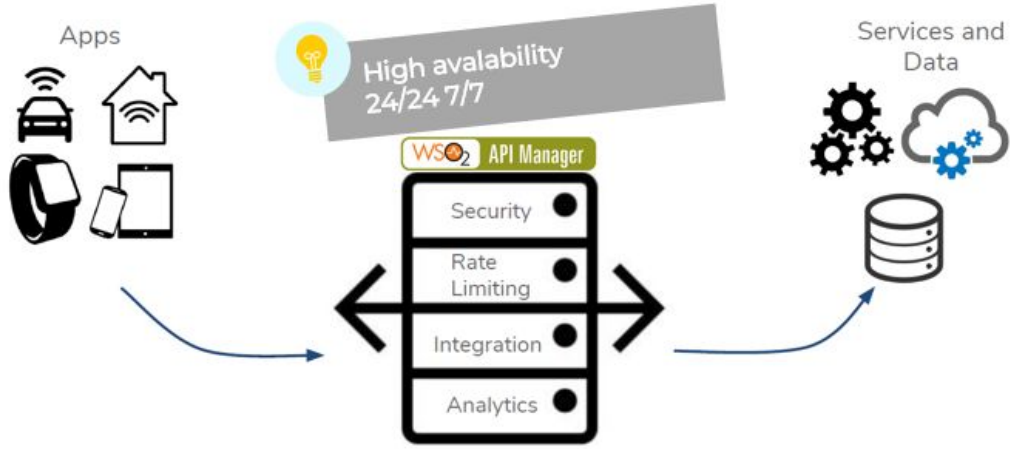




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API Management assets for digital transformation

- **Information System Observability**
  - Central point of view that can feed many supervision system
  - Contribute to API optimization (workload, response time)
  - Accelerate intégration achievement and tuning
  - Facilitate business analysis and reporting
  - Contribute to data flow frugality and sustainable IT



- **Security improvement**
  - Standardisation of connectivity
  - Traffic management, throttling
  - Identity federation

- **Fast Integration of La Poste digital services in the partners IS**
  - IS opening and interoperability improve time to market and allow to grow faster
  - User experience improved for B2B integration thanks to integration tools and support team

- **Developing digital product takes weeks instead of months**
  - The workload concerning network flow has dramatically dropped for projects.
  - The governance we have set up alongside with API integration make most of the APIs being reused

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WSO2 Partnership

- A reliable and scalable solution to address our increasing traffic
- An annual support contracted, based on number of transactions
- An efficient support that take in account our spécificities
- A solution that can be customized to address spécific processings
- A solution that has been upgraded to address La Poste needs (global Key Manager) and migration issues
- An update tool that allow continuous patch management delivery
- A WSO2 french team that is growing

Thanks for your attention

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