

From Fragmented Integrations to a Future-Ready Platform

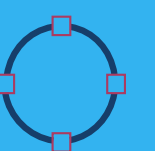
How MakeSense helped SA Housing Trust modernise 53 integrations with MuleSoft.



Government of South Australia
SA Housing Trust

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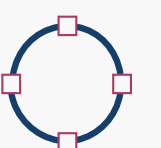
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Introducing South Australia Housing Trust

The South Australia Housing Trust (SAHT) plays a vital role in supporting individuals, families, and communities across South Australia. As the state's primary provider of public housing services, SAHT helps thousands of South Australians access safe, secure, and affordable housing while delivering a range of tenancy management and community support programs.

Delivering these essential services requires the seamless coordination of people, processes, and technology. To support its operations, SAHT relies on a complex ecosystem of enterprise systems, including Oracle, Masterpiece, PR Connect, and Salesforce. As the organisation continued its digital transformation journey, it recognised the need to modernise the integration layer connecting these platforms, creating a scalable foundation to improve operational efficiency, support future innovation, and enhance service delivery across the state.



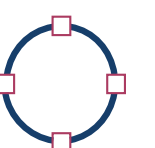
Life Before Modernisation

Over many years, SAHT's integration landscape had evolved into a collection of legacy technologies, custom-built solutions, and manual processes.

Integrations spanned Jitterbit platforms, custom C# applications, and point-to-point connections. While these solutions had supported business operations, they were becoming increasingly difficult to maintain, scale, and enhance.

The fragmented environment created governance challenges, slowed the delivery of new initiatives, and introduced operational risk as the organisation sought to modernise its technology stack.

To support future innovation, SAHT embarked on a program to migrate its integration environment to MuleSoft and establish a scalable, enterprise-grade integration capability.



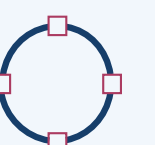
The Situation

SAHT's objective was ambitious. The organisation needed to migrate 53 existing integrations from legacy platforms while simultaneously building the foundations for a modern integration practice.

Success required more than simply migrating interfaces. SAHT needed experienced integration leadership to establish architecture standards, accelerate delivery, reduce risk, and enable internal teams for long-term success.

Several challenges stood in the way:

- Legacy integrations were distributed across Jitterbit and custom C# solutions
- No MuleSoft integrations had been deployed into production
- User Acceptance Testing (UAT) and Production environments were incomplete
- Azure DevOps capabilities require enhancement to support CI/CD automation
- Governance frameworks, standards, and reusable assets were not yet established
- Multiple critical business systems required complex integration patterns



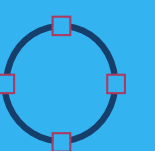
Enter MakeSense

To support its MuleSoft migration program, SAHT engaged MakeSense to provide the integration architecture expertise and delivery leadership needed to help drive the initiative forward.

Joining the project during a critical phase, MakeSense worked alongside SAHT's internal teams to establish the foundations required for a successful migration. This included defining architecture standards, improving deployment readiness, addressing gaps in governance and DevOps processes, and creating a clear path for migrating legacy integrations to MuleSoft.

With the groundwork in place, the focus shifted to building a scalable, production-ready integration capability that could support both the immediate migration program and SAHT's longer-term digital transformation objectives.

The engagement focused on the following four key areas.



Establishing MuleSoft Architecture and Governance

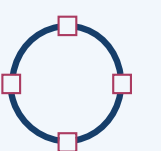
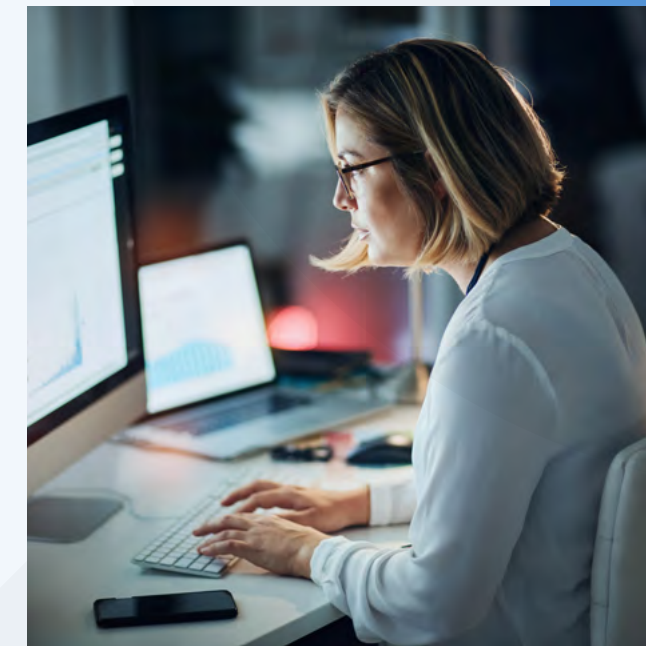
MakeSense designed an API-led integration framework that provided a consistent foundation for all future integrations.

This included:

- Integration architecture standards and governance
- Naming conventions and development standards
- Security, logging, and monitoring frameworks
- Reusable assets and templates
- Environment and deployment strategies
- Migrating Legacy Integrations

The team planned and executed the migration of API, file-based, and batch integrations from legacy platforms to MuleSoft.

During the engagement, 8 to 9 integrations were successfully completed and prepared for deployment, providing a clear path for migrating the remaining interfaces.



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Enabling CI/CD Automation

To support faster and more reliable delivery, MakeSense implemented Azure DevOps deployment pipelines and automated promotion workflows across SAHT's environments.

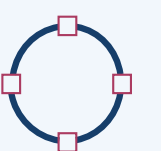
By introducing standardised deployment processes and release management practices, the team reduced manual effort, improved consistency between environments, and minimised the risk of deployment errors. The new CI/CD capability also provided a scalable framework for future integration development, enabling SAHT to accelerate delivery while maintaining stronger governance and control throughout the deployment lifecycle.

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Building Internal Capability

Knowledge transfer was a key component of the engagement, ensuring SAHT could confidently support and expand its MuleSoft environment long after the initial migration program.

Through mentoring, architecture guidance, code reviews, and reusable development templates, MakeSense worked closely with SAHT's technical teams to build internal expertise, establish best practices, and create a foundation for ongoing integration, delivery and platform growth.

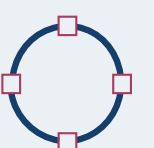


Life with a Modern Integration Foundation

By the conclusion of the engagement, SAHT had established a scalable, production-ready integration platform capable of supporting ongoing digital transformation initiatives.

The organisation now has a modern integration architecture, standardised governance framework, and deployment processes that significantly improve delivery efficiency and reduce operational complexity.

Most importantly, SAHT's teams are equipped with the skills, tools, and frameworks needed to continue expanding the platform with confidence.



The Outcomes

The project delivered a strong foundation for long-term integration success.

Results:



8 to 9 integrations
completed and ready
for deployment



Standardised
MuleSoft architecture
and governance
framework established



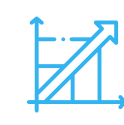
CI/CD pipelines
implemented to
support automated
deployments



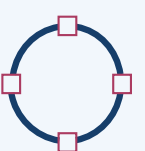
Faster delivery
enabled through
reusable assets and
automation



Internal capability
strengthened through
mentoring and
knowledge transfer



Scalable platform
established to support
future modernisation
initiatives



Why MakeSense

SAHT selected MakeSense for its deep expertise in MuleSoft and API-led integration delivery, combined with practical experience in modernising complex enterprise environments.

Throughout the engagement, MakeSense provided:

- Extensive MuleSoft architecture and integration expertise
- Strong governance and delivery frameworks
- Proven experience in modernising legacy integration environments
- Hands-on collaboration with technical and business stakeholders
- Practical mentoring and capability uplift for internal teams
- Accelerated delivery with reduced operational risk



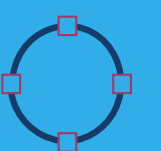
Looking Ahead

With its MuleSoft foundation now in place, SAHT is well-positioned to continue its integration modernisation journey.

Future opportunities include:

- Completing the migration of the remaining Jitterbit integrations
- Expanding CI/CD automation capabilities
- Introducing advanced monitoring and observability
- Modernising additional legacy platforms
- Enabling real-time, event-driven integration across the organisation

By establishing a scalable integration foundation today, SAHT has created the platform needed to support tomorrow's digital services and community outcomes.



Planning a MuleSoft migration, modernising legacy integrations, or building a scalable API-led architecture? The SenseMaker team helps organisations reduce complexity, accelerate delivery, and create integration foundations built for long-term success.

Get in touch to discuss your integration transformation journey.

Get in touch →



makesensesoft.com