

Serco Accelerates AI-Driven Innovation and Integration at Scale With Boomi

Leading public services organization modernizes operations by leveraging Boomi AI Agents, empowering business users, and accelerating enterprise-wide integration initiatives.

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Previously, it would take an integration developer around two or three hours to write up a document formatted in a way all stakeholders understand. With Boomi Scribe it takes 10 to 15 minutes.”

Kiran Narayan

Director, Products and Digital Capabilities, Serco

Business goals

Serco is a trusted partner to governments globally, operating across more than 20 countries in defense, health, justice, major infrastructure and community services. With a constant focus on innovation, Serco wanted to speed up integration, empower business users, and improve data quality to deliver services more efficiently and respond even more quickly to change.

To realize these goals, and as part of a broader push to modernize operations in the Asia Pacific region, Serco sought an integration and automation platform that could streamline data flows, enhance master data management, and simplify API connectivity.

Technology challenges

Serco's technology team identified areas where systems could be better connected for greater efficiency, and manual workflows could be transformed for speedier service delivery. Integration development was heavily dependent on significant manual effort from development developers, and documentation and approval processes had the opportunity to be significantly shortened so projects started delivering value immediately. Another key area ripe for optimisation was data management and quality, which needed to be streamlined to eliminate duplicated efforts and ensure consistency and visibility across regions.

In a nutshell, the challenge was to implement unified automation so teams could connect applications, share reliable information quickly, and respond with speed to business needs, which meant removing unnecessary manual work and innovation bottlenecks, such as hurdles for business users wanting to securely participate in the integration process.

How Boomi helped

Serco was already using the Boomi Enterprise Platform. After attending Boomi World Tour Sydney, company reps discovered that powerful AI capabilities were already available within the Boomi platform — and rapidly mobilized its integration team to see how these tools could be leveraged.

With Boomi Scribe and Boomi DesignGen, Serco automated documentation, transformed integration diagrams into clear visuals, and enabled faster communication between technical teams and their stakeholders. These AI agents empowered developers to create and refine integrations in minutes, cutting manual effort while elevating trust with business leaders.

Alongside AI tools, Serco leveraged Boomi Integration, Boomi DataHub, Boomi API Management, and Boomi Managed Cloud Service (MCS) to unify data flows, enforce governance, and simplify API connectivity. This combination gave Serco a scalable, low-code foundation that supported both developers and business users in accelerating integration delivery.

Results & business outcomes

With Boomi, Serco has significantly reduced integration complexity and time-to-delivery. Using Boomi Scribe, documentation that once required 40–60 hours across meetings and drafting now takes only 6–12 hours. Individual documentation tasks dropped from three hours to just 15 minutes, freeing developers to focus on higher-value work.

Visual outputs from Boomi DesignGen improved stakeholder engagement, while governed, low-code tools enabled responsible business users to securely create first-draft integrations. This accelerated innovation across business units, enhanced data quality through a single source of truth, and improved agility in responding to change.

Backed by Boomi MCS and with a planned future adoption of Boomi Event Streams, Serco is positioned to modernize services faster, empower its workforce, and scale integration securely across the region.

CUSTOMER SPOTLIGHT

Industry & Market	Public Services Provider, IT and Technology Services
Headquarters	Asia Pacific, Australia
Employees	10,000+
Revenue	>\$1 Billion



The success we've had so far with Boomi AI agents has ignited real excitement among our senior leaders, from the CIO to the business unit heads."

Kiran Narayan
Director, Products and Digital Capabilities,
Serco

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