



NiCE Actimize's Phoenix Connector Migration with Xoriant and Claude



Executive Summary

NiCE Actimize partnered with Xoriant to modernize its connector estate on the Phoenix platform, with a cross-functional team of around 20 Development, QA, DevOps and Data Engineering specialists.

The program re-platformed connectors onto a new architecture that moves data from cloud object storage through a streaming ingestion layer into the connector, the indexing tier and the downstream case management application.

Thirteen connectors were migrated with a 50%+ performance improvement, while Anthropic Claude models were applied to alert segmentation and AI-assisted SDLC automation.

NiCE Actimize

NiCE Actimize is a leading provider of AI-driven financial crime, risk and compliance solutions, monitoring over five billion transactions a day for more than 1,000 clients. Its trade surveillance solutions help buy-side firms such as hedge funds, asset managers and wealth managers detect insider dealing and market manipulation.

Key Requirements

Phoenix connectors had to be migrated without disrupting existing surveillance coverage, while improving throughput, reducing production support load and standardising quality across a large connector portfolio. Key requirements included:

- **Architecture Alignment:** Move every connector onto the new Phoenix data flow.
- **Performance at Scale:** Increase throughput materially over the legacy connectors.
- **Functional Parity:** Preserve all existing connector capabilities end to end.
- **Automated Quality:** Establish a repeatable regression suite for every connector.
- **Support Reduction:** Lower production support effort for client deployments.

NiCE Actimize required a repeatable migration pattern that could scale across the remaining connector portfolio.



Voice of the Customer

"Xoriant has worked closely with our teams to identify, design, and implement practical AI solutions across multiple areas. Our collaboration has included AI-powered automation across the Software Development Life Cycle (SDLC), intelligent classification and analysis, and agentic AI solutions leveraging Anthropic Claude models for alert segmentation. These initiatives have helped enhance existing processes, improve operational efficiency, and accelerate the adoption of Generative AI within our products and engineering workflows."



Swapnil Disawal
Senior Director, NiCE Actimize

Why Xoriant & Anthropic Claude?

NiCE Actimize required a partner that could bring together:

- **Cross-Functional Delivery:** One Xoriant team of around 20 across Development, QA, DevOps and Data Engineering.
- **Anthropic Claude Models:** Agentic alert segmentation, intelligent classification and AI-assisted SDLC automation.
- **Automation Engineering:** Roughly 900 automation tests across 13 connectors in about 3.5 hours.
- **Deep functional coverage:** Across attachment processing, language detection, whitelist and blacklist management, user tagging and domain classification.
- **Quality Engineering:** Automated UI and backend testing, performance testing and security scanning.

The Xoriant Approach: Migrating Connectors to Phoenix

Xoriant ran the Phoenix Connector Migration program with a cross-functional team of around 20 Development, QA, DevOps and Data Engineering specialists, delivering connectors in successive waves.

01

Program Setup and Team

Stood up a cross-functional team of about 20 across Development, QA, DevOps and Data Engineering, with a shared migration pattern and delivery cadence.

02

Re-Architected Connector Flow

Moved each connector onto the new Phoenix flow: cloud object storage, streaming ingestion, connector processing, indexing and downstream case management.

03

Functional Capability Migration

Carried over attachment processing, language detection, whitelist and blacklist management, policy actions, user tagging, domain classification and reconciliation.

04

AI-Assisted Engineering with Claude

Applied Anthropic Claude models to agentic alert segmentation and intelligent classification, and to AI-powered automation across the SDLC.

The Outcome: A Scalable Connector Platform

Following the Phoenix migration delivered by Xoriant, NiCE Actimize has achieved:



50%+ Performance Improvement

The new Phoenix architecture lifted connector throughput by more than 50%.



30% Fewer Support Tickets

Clients on migrated connectors saw roughly a 30% drop in production support tickets.



13 Connectors Migrated

Delivery momentum was maintained across 13 connectors despite resource constraints.



900 Automated Tests in 3.5 Hours

A robust automated QA pipeline now covers all 13 migrated connectors.



Accelerated Onboarding

Early migrations set the pattern that sped up every later connector.



AI-Powered Compliance Features

Anthropic Claude models drove agentic alert segmentation and SDLC automation.

The Phoenix migration gives NiCE Actimize a scalable foundation for progressively modernizing the remaining connector portfolio with Xoriant.

About Xoriant

Xoriant is a Silicon Valley-headquartered digital product engineering, software development, and technology services firm with offices in the USA,UK, Ireland, Mexico, Canada and Asia. From startups to the Fortune 100, we deliver innovative solutions, accelerating time to market and ensuring our clients' competitiveness in industries like BFSI, High Tech, Healthcare, Manufacturing and Retail. Across all our technology focus areas-digital product engineering, DevOps, cloud, infrastructure, and security, big data and analytics, data engineering, management and governance - every solution we develop benefits from our product engineering pedigree. It also includes successful methodologies, framework components, and accelerators for rapidly solving important client challenges. For 30 years and counting, we have taken great pride in our long-lasting, deep relationships with our clients.