

The true cost of integration maintenance

→ What is integration maintenance?

Any activity your in-house development team performs on an integration that's already built is considered maintenance.

Maintenance is often centered around resolving bugs or issues.

For example, unexpected API responses being returned by a third party are a painful, well known cause of integration maintenance.

→ What does maintenance cost yearly?

\$1,028,748 /yr

The estimated annual cost to maintain your in-house integrations in the US.

Want to calculate your yearly integration costs? [Try Merge's ROI calculator.](#)

Maintenance challenges

Challenge

01 

Unexpected edge cases and response bodies

Most engineering problems have an existing problem space. They have known outputs and inputs.

Integrations are a different problem: the inputs are completely unpredictable. You don't control the returned third-party API data.

Your application has to programmatically and intelligently handle variable, unpredictable API response bodies at scale.

Challenge

02 

3rd-party support

When a problem does pop up in a 3rd party API, it's often best to go to the source: that platform's documentation.

Unfortunately, the documentation of 3rd party platforms is fine at best, and downright unhelpful at worst.

Dependence on external platforms, especially for customer-facing integrations, introduces risks due to their lack of obligation to support your product.

Challenge

03 

Long-term horizon

Ultimately, integration maintenance is tough because it doesn't end.

Every new customer you onboard becomes a new test-case for how well you've built your integration up until now.

Your engineer organization has to be dedicated to maintaining integrations for the long haul.

Merge helps you maintain integrations.

Merge is a single API that allows you to offer hundreds of customer-facing integrations. Even better? We handle all the integration maintenance for you. Forever.