



Leading Bank
Achieves
Intelligent Service Availability
Management
across its **40 Critical**
Applications

Challenges

The client was looking for a robust and reliable **Business Service Availability Management** and **Process Automation** solution which could enable the following:

- Handling complex Core Banking process including transactions from multiple channels and devices
- Automation of UI, Web & CLI based activities
- Real-time visibility into the health of the heterogeneous IT environment
- Unified monitoring console to view all applications from a single window
- Reduced dependency on SMEs
- Adherence to BCP compliance and audit reports

Solution

- Management dashboard for DR health and proactive correction through Business Impact Analysis (BIA)
- Automation of DNS/ NATing and Firewall policies
- Automating the complex conditions of UI, Web & CLI based actions to execute the jobs
- Visibility into the availability of various applications through Unified Monitoring Console
- Recovery load balancing to prevent single point of failure
- End-to-end monitoring of jobs; real-time alerts upon any deviations or failures during execution
- Agentless approach prevents any overhead on the Production and ensures easy deployment

Benefits

- Automated business service continuity and availability management solution's implementation for 40 critical applications
- Reduced TCO, Maximised RoI through cost optimization due to automation
- Automation of Complex Core Banking process
- Automation for UI, Web, Windows Forms & CLI based actions
- Reduced the overall time for entire execution of the processes
- Job executions are automated without dependency of SMEs
- IT is able to release the application systems to users on time after completing the process