

## For a Leading Financial Institution

The customer is one of the oldest and the leading British financial institution. They are the largest savings account provider and among the top three mortgage providers in the UK with over 1200 branches, more than 18000 employees and US \$4 billion revenue.

For banking and financial institutions, security, seamless operations, and end customer experience are key. To ensure this, financial institutions rely upon an intricate IT system that houses servers, systems, and applications managed by people. Since financial institutions are one of the building blocks of the economy, any lapses in terms of operations or missed SLAs can have a severe impact. There are substantial financial penalties involved along with impending losses for the customers who depend highly on the institution to manage their money.

# 01 Seamless Change Planning For Technology Transition

## PROBLEM

The customer has a heterogeneous batch scheduler ecosystem to manage their systems, and they are looking to transition to modern platforms and schedulers to improve operations. Currently the customer has over 14 million banking accounts; the scale of operations makes it impossible to manage any disruption manually. These accounts are spread across batch jobs which are further spread across multiple schedulers. Depending upon the activities and the workload, the batch-runs vary everyday, adding to the complexity. This resulted in lack of visibility on how the proposed change in technology will affect the overall batch execution, and the impact on business SLAs. Because of these factors, there was a looming risk that introducing any change in batch system may introduce disruptions. Moreover, manual planning of any change takes months, with multiple risk involved. Hence, there is a need for intelligent solution which can help assess the impact due to change, which can deliver these results with high accuracy and in minimal time.

## THE SOLUTION

ignio has been instrumental in ensuring seamless technology transition, by helping the customer run simulations of future business scenarios and capture the impact of such changes. These scenarios can process predictions based on multiple factors like run time, start time, addition, or deletion of batch jobs, and addition or deletion of job dependency, etc. Based on the information from the simulations on the impact, the actual change is planned. Over 35 personnel from the customer's team and third-party service professionals have been trained to leverage ignio for this activity.

ignio is helping the customer in their continuous improvement efforts by providing a layer of assurance and visibility with predictive analytics.

# 02 Ensuring Seamless Banking Operations

## PROBLEM

The customer's key business operations rely on smooth processing of 64,000 batch jobs running on a heterogeneous batch landscape. These jobs form the backbone of 540 business applications, catering to diverse business functions. One example is the ATM and VISA POS transaction system, which relies on timely completion of batch jobs, to ensure smooth banking operations. In case the batch jobs fail, there may be data mismatch in ATM, credit, or debit card transactions. This can lead to incorrect authorizations or decline of valid customer transactions. Some batch jobs, which facilitate the posting of VISA credits, must be processed by 17:00 hours the same day, to comply with regulatory guidelines and avoid substantial penalties. Similarly, unavailability of GL cost centers and GL account details for banking applications, due to batch job failures, can impact and cause customer dissatisfaction.

These issues were caused due to the complexities of the batch estate, with multiple schedulers and a lack of end-to-end visibility, resulting in delays in identification of issues and hence its resolution.

## THE SOLUTION

ignio created a 360-degree view of the batch ecosystem, with jobs from multiple technologies spread across business processes, along with their job-on-job dependency matrix. ignio also provided comprehensive batch analytics with insights on batch job trends, patterns and outliers, along with the impact of failures or delays at Business Unit and process level.

With ignio, the customer is able to instantaneously identify critical batch job paths and assess the impact of failure on downstream jobs and business processes. After deploying ignio, the customer no longer needs manual processes, in-house tools, and MS Excel-based calculations for batch analytics.

## 01 Seamless Change Planning For Technology Transition

### ignio Benefits

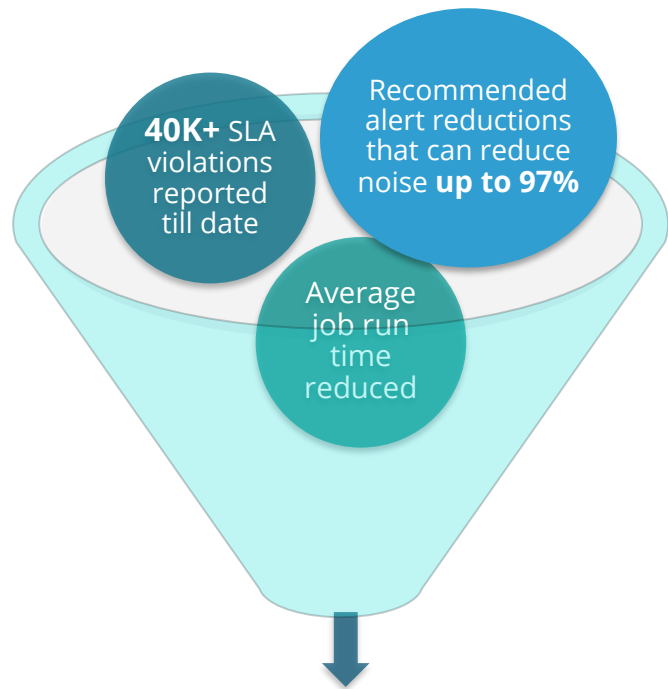
Savings and current accounts jobs processed

>14M

93%

prediction accuracy of the simulations

## 02 Ensuring Seamless Banking Operations



ignio™ Benefits

### KEY VALUES DELIVERED

- Analytical support to help plan for growth & change
- Meeting regulatory compliance with timely completion of batch jobs
- Financial loss avoidance by ensuring zero penalties
- Smooth business processes and quick results ensuring customer delight

## 03 Uninterrupted Mortgage Processing

### PROBLEM

The customer receives over 4000 mortgage applications every day. These applications are forwarded to the solicitors to be validated. For this, the customer uses RightFax as a digital medium for document exchanges within its landscape, catering to more than 100 application flows. Sometimes due to the increased load, the RightFax services falter, resulting in no applications being received by the solicitors. This was not a frequent problem but carried a major impact for the customer, causing downtime of 1-2 hours on an average on every occurrence. With no real-time monitoring and analytics available for the Messaging Queue (MQ) issues and RightFax server issues, it currently follows a reactive manual approach for resolution. This caused delays in processing mortgage applications for the customer which was adversely affecting its end customer experience and timely revenue realization.

### THE SOLUTION

ignio performed proactive checks on over 200 MQs, critical services and server, and generated reports. If any issue was encountered, ignio autonomously triaged and self-healed the issue by using its pre-built knowledge as well as bespoke capabilities for the customer. This helped in reducing the resolution time substantially for the customer, resulting in smooth and unhindered operations.

## 04 Enabling Resiliency in Hosting Tower

### PROBLEM

Banking operations require a substantial amount of data to be stored. The customer has a mammoth server setup to ensure all the data across multiple applications can be stored seamlessly. Some applications though required additional hard-disk space than expected, hence the team needed to manually allocate space to the applications every day to ensure no application goes down due to lack of space availability. The impact of application downtime was substantial for the customer. Moreover, the alerts for space issues, added to the overall alerts being generated. The customer faced issues such as, IP address conflict as over 500 applications are mapped to 700 servers and 2250 attributes need to be monitored.

### THE SOLUTION

ignio connects to the servers and proactively checks for the hard disk capacity and utilization data within the environment and reports it to the team. In case an application is running out of space, ignio autonomously allocates new space to the application or deletes some previous data to make space, depending on the protocol to be followed. ignio further provides Dynamic Host Configuration Protocol (DHCP) utilization report across the customer landscape, highlighting scope reservation discrepancy.

### ignio Benefits



Proactive monitoring of over 200 MQ services, ensuring seamless connectivity between Mortgage team & solicitors to exchange approximately 48K Fax exchanges annually.



Effort saving of 22,000 minutes annually for operations team.



100% elimination of critical incidents with each outage causing average downtime of 1-2 hours

### ignio Benefits



30% reduction in disk utilization alerts through proactive checks



90% MTTR reduction for incidents



More than 3200 DHCP scope comparison performed for project provisioning

### KEY VALUES DELIVERED

- Improved customer experience with uninterrupted business processes.
- Seamless business operations with unhindered application availability.
- Reduced operations cost due to decreased manual efforts for incident resolution.



# 05 Managing Security Compliance

## PROBLEM

The customer uses McAfee Agent and McShield applications for their enterprise IT security to safeguard against malwares, computer viruses and so on. Ensuring these applications are updated regularly and are up and running round the clock was a challenge due to non-responsiveness of the installed McAfee agents on the server and disruption to the McShield services. Manual monitoring and remediation were not only time consuming, but also failed to ensure on-time detection and resolution of any issues with the security agents, especially during off hours and non-business hours. It was also prone to operational risk due to unavoidable human errors.

## ignio Benefits



Approximately 90% MTTR reduction



21,000 minutes of effort saving till date

## THE SOLUTION

ignio ensures that the installed agents and the shield services are always up-to-date through proactive monitoring and generating comprehensive compliance reports indicating the update status. In case of issues, ignio autonomously triages and self-heals the issue by connecting to the target machine and updating the McShield Service and McAfee Agent. This not only helps in achieving Enterprise security, but also helps in maintaining compliance by ensuring that the security applications on all machines have the updated anti-virus definition.

## KEY VALUES DELIVERED

- Maintained security compliance with up-to-date definitions and libraries
- Avoided potential harm against malware and virus with always on security agent and software

## TESTIMONIAL

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*ignio is widely used in the infrastructure, hosting, and enterprise command center (ECC) and application area. We leverage the AI/ML functions to predict the scenarios and autonomous closure of incidents and requests hitting our queues*

- Customer TrustRadius Review

*I am happy with the product and vendor, especially on the health check and automated features*

- Gartner Peer Review from Customer

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