

# Powering Financial Resilience: Simplifying IT Operations for Seamless Banking Experiences



Product Offering

AIOps &amp; ServiceOps



Banking



10,000+



India

Central Bank of India aimed at migrating existing solution to augmented/enhanced solution towards managing its infrastructure. The purpose was to achieve better availability & enhanced experience to its users as part of Network, Data center, helpdesk & asset management.

## 20,000

Devices Monitored

## 14,500

Assets Managed

## 100

Concurrent Service Desk License

## Challenges

- ❌ Multiple tools/GUIs to manage IT Operations
- ❌ Asset management as per RBI guidelines
- ❌ Automated incident generation from NMS along false positive isolation
- ❌ DR automation with more than 99% availability | Quarterly DR mock drills
- ❌ Need for future-ready NMS – technology/vendor agnostic
- ❌ Push/pull methods to send/receive information from 3rd party systems
- ❌ Unavailability of Custom/query based reports from UI to support bank's SLA reporting requirement as well as ITIL complied asset management

## Solutions

- ✅ Single tool and GUI towards network & server operations
- ✅ Tightly coupled Asset Management & Help Desk
- ✅ Logic based integration & workflow driven Help Desk
- ✅ DR automation for better availability
- ✅ AI driven forecasting from UI as well as standard practices-based asset management solution
- ✅ OOB integration functionalities & new technology support
- ✅ Compliance to Bank regulatory norms including migration from existing solution

## Benefits

- ✅ Better ROI
- ✅ Ease of Operation
- ✅ Onsite OEM presence
- ✅ Regulatory compliance

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We migrated to an advanced solution for seamless infrastructure management. Enhanced availability and AI-driven insights ensure exceptional user experience across all services