



CLIENT NAME: MAJOR U.S. BANK/PARTNER WITH L&T

A leading global bank, providing broad range of financial products and services, including consumer, corporate and investment banking, securities, transaction services, and wealth management. The bank has millions of customers globally and does business in more than 100 countries.

CHALLENGES:

The bank was facing inconsistent and unpredictable support services which were misaligned to their business priorities. They needed to reduce mean time to resolve (MTTR) of production incidents. Also, they wanted to eliminate wastage of human efforts on mundane tasks and reduce human dependency by automating high availability of business-critical systems. Lastly, they wanted to increase any time support to end users for improved productivity.

SOLUTIONS:

Akvarr implemented an automated system to alert, monitor, diagnosis and resolve end user support tickets. Part of this system consisted of a tool-based real-time monitoring of 100+ applications, databases, and web servers. Our automation of runbooks performed system health checks, and maintenance, as well as assisted business process reports and patch upgrades.

RESULTS:

Akvarr helped the bank to reduce repetitive activities, which in turn increased first closure rate, and eliminated 80% of non-actionable alerts. This led to savings due to productivity gain in the range of 10% to 15% and a reduction in mean time to resolve (MTTR) by 30%.