

Bank achieves nearly 100 percent system availability

Raiffeisen Bank Aval, the fourth-largest bank in Ukraine, provides a wide range of banking services for more than 3 million clients in a national network of more than 825 branches. The bank offers card, payment and cashing services for corporate and individual clients.

The bank needed a dependable way to automate its internal processes and streamline IT tasks, including maintenance of all banking operations, spanning support and development of more than 150 interconnected IT systems on various platforms in a heterogeneous environment.

Fighting fires and unplanned downtime

About 20 percent of all the bank's IT systems are business-critical, so even a minimal amount of downtime is unacceptable. Yet unplanned downtime reached 5 percent during certain periods, which had a large impact on financial results and the bank's image.

The main problem was IT personnel's inability to rapidly and proactively react to incidents. The IT operations department used separate monitoring systems that provided information about the state of a single infrastructure element without providing a consolidated overview of all the bank's IT systems. The bank needed a solution that would not only increase visibility and help improve infrastructure health, but also provide a simple way to evaluate the state of services from the user's point of view.

"An owner of an IT system has to see the whole picture and drill down to a specific part of an IT service, if necessary," said Iryna Smetanenko, Head of IT Operations, Raiffeisen Bank Aval. "We wanted to step away from the practice of dealing with consequences of problems. We needed a proactive approach, not one of 'extinguishing fires.'"

"User experience monitoring with Foglight dashboards puts our IT department and business users on the same page. Foglight allows us to implement a proactive approach to solving problems, cooperate effectively and improve development of the bank's products."

*Iryna Smetanenko, Head of IT Operations
Raiffeisen Bank Aval*

CUSTOMER PROFILE



Company	Raiffeisen Bank Aval JSC
Industry	Banking
Country	Ukraine
Employees	13,800
Website	www.aval.ua

BUSINESS NEED

To better serve its customers and meet service-level agreements (SLAs), Raiffeisen Bank Aval needed to reduce unplanned downtime of its business-critical systems.

SOLUTION

With Quest performance monitoring solutions, the bank now has visibility into its entire IT landscape. Availability of business-critical systems is now at 99.5 percent, and IT staff efficiency is up as well.

BENEFITS

- Slashed expensive unplanned system downtime from 5 percent to 0.5 percent.
- Increased the stability of business-critical systems.
- Improved IT staff efficiency.
- Maximized previous IT investments by integrating smoothly with existing monitoring tools.

SOLUTIONS AT A GLANCE

- Performance monitoring.

The power of increased visibility

To achieve that goal, the bank decided to build a comprehensive monitoring system with Foglight from Quest. They used an IBANK system for the pilot monitoring project. This online banking system for individuals allows the bank to work with clients in a virtual environment. The IT operations department needed a way to understand where the sales process stopped and when operations like card blocking were not completed. They also wanted to see which IBANK products were most popular among users.

The bank created a high-level dashboard that consolidated information in different areas: the state of IT infrastructure, processes and applications. They also began monitoring the end-user experience with the bank's services related to IT.

The pilot project revealed many advantages of using Foglight as the bank's primary performance monitoring solution. Foglight's solid product architecture enabled on-time implementation. It also delivered flexibility and the ability to use the solution with different systems. This enabled the bank to scale their monitoring to other business-critical systems, including core banking, IBM Message Broker, an internal portal and more.

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The project results

With Foglight, the bank decreased downtime of business-critical systems to just 0.5 percent per year. The solution dramatically accelerated IT response time to occurring events, provided the ability to control trends and ensured service availability during peak workloads. IT management and business users now have a single, consolidated solution for monitoring user experience and payments in real time.

"Foglight allowed us to take SLAs to a new level. The control is based upon objective monitoring of data and not upon user complaints, as it was before," said Smetanenko.

Raiffeisen Bank Aval received a high level of return on investment with Foglight. "We were pleasantly surprised at how easy it is to integrate Quest Foglight with our existing monitoring solutions," said Smetanenko. "Now our service monitoring dashboards show consolidated information provided from Foglight directly and also from other systems like Zabbix. Because of this, we built an umbrella monitoring solution in a very short time."

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