

Implementing Watson AIOps at a Leading Private Bank in India

Our customer is one of the top 10 private banks in India by size of business. Initially established as a development financial institution, it later transitioned into a full-fledged bank. Like most banks in India, it heavily relies on IT infrastructure to conduct its operations.

The Indian government has been actively promoting digital transactions, and the regulatory body continuously monitors banks to ensure minimal service outages, encouraging a cashless economy.

Company Overview

The bank needed a strong IT infrastructure for digital transactions.

1890+ Branches across India

3300+ ATMs across India

Business Environment

More than **3000 servers'** on-prem and on-cloud

APM tools from vendors like AppDynamics (Cisco) and Dynatrace.

Over **15,000 bank** users and global customers access the applications.



CHALLENGES



The bank needed a strong IT infrastructure for digital transactions.



The bank ensured continuous uptime for regulatory compliance and to avoid penalties.



The bank aimed to enhance incident response times and cut operational costs.

SOLUTIONS



Automatically prioritizes IT events to focus on critical issues, reducing noise.



AI uses logs and metrics to swiftly pinpoint incident causes.



Incident Resolution Gives insights for efficient incident resolution.

IMPACT



Watson AIOps' AI/ML capabilities minimized outages, ensuring seamless digital services.



Increased uptime ensured regulatory adherence and avoided penalties.



Enhanced reliability boosted trust and satisfaction in the bank's digital services.

Case Study | Implementation Service

DEPLOYMENT OF WATSON AIOps

BUSINESS CHALLENGE

The bank faced several challenges in maintaining its IT operations:

- **High Dependency on IT:** With increasing digital transactions, the bank's IT infrastructure needed to be robust and reliable.
- **Regulatory Compliance:** The bank had to ensure continuous uptime to comply with regulatory requirements and avoid penalties.
- **Service Outages:** Frequent service outages were affecting customer satisfaction and trust.
- **Operational Efficiency:** The bank needed to improve its incident response times and reduce operational costs.
- **Data Consolidation:** The bank was using multiple point tools for event monitoring, dashboards, and other aspects of IT infrastructure like network and server monitoring. However, they lacked a unified tool to consolidate all this data.

CHOOSING THE RIGHT SOLUTION

Solution - Watson AIOps

To address these challenges, the bank implemented IBM Watson AIOps. Watson AIOps leverages artificial intelligence to enhance IT operations by predicting, diagnosing, and resolving incidents before they impact business operations.

Key Features of Watson AIOps:

Event Management: Automatically detects and prioritizes IT events to reduce noise and focus on critical issues.

Incident Diagnosis: Uses AI to analyze logs and metrics, identifying the root cause of incidents quickly.

Incident Resolution: Provides actionable insights and recommendations to resolve incidents efficiently.

Insight Delivery: Delivers real-time insights into IT operations, helping the bank make informed decisions.

Implementation Process

Assessment and Planning: The bank's IT team, in collaboration with IBM experts, assessed the existing IT infrastructure and identified key areas for improvement.

Integration: Watson AIOps was integrated with the bank's existing IT systems, including IBM Tivoli Monitoring (ITM), Oracle Enterprise Server, and VMware vRealize Operations (VROP).



Consolidation of Events: Events from multiple sources were consolidated into a single platform, providing a unified view of the IT environment.

Integration with Communication Tools: Watson AIOps was integrated with email and SMS systems to ensure timely notifications and alerts.

Consolidated Dashboards and Reports: Custom dashboards and reports were created to provide comprehensive insights into IT operations.

Training and Model Development: AI models were trained using historical data to accurately predict and diagnose incidents.

Deployment and Testing: The solution was deployed in a phased manner, with continuous testing and optimization to ensure seamless operation.

Monitoring and Support: Post-deployment, the bank's IT team monitored the system's performance and received ongoing support from IBM12.

RESULTS AND BENEFITS

Reduced Downtime: The AI / ML capabilities in Watson AIOps helped the bank experience a significant reduction in service outages, ensuring continuous availability of digital services.

Improved Compliance: Enhanced uptime helped the bank comply with regulatory requirements, avoiding penalties.

Operational Efficiency: Faster incident resolution due to improved RCA and reduced noise improved the efficiency of the IT operations team.

Customer Satisfaction: Improved service reliability led to higher customer satisfaction and trust in the bank's digital services.