



Overview

The client is a Global multinational investment bank and financial services company headquartered in Paris.

Benefits

This provided significant benefits including:

- Reduction of tickets caused by alert "noise" on 300+ servers by 43%
- Reduced Mean time to resolution by 90%
- Significant reduction in application outages due to prediction and correlation
- Mapping of incidents and outages to business unit and impact to quantify revenue impact

For more information on how GAVS can help solve your business problems, write to inquiry@gavstech.com



IT Service Operation Analytics for a Leading Banking and Financial Services Company

The Challenge

The global banking firm was inundated with application and infrastructure alerts in excess of 1,000 per day, with no real understanding or intelligence of application/infrastructure correlations during incidents. This resulted in incident resolution times in excess of SLAs, excessive time spent determining incident prioritization, the inability to efficiently perform RCA and the inability to perform capacity planning.

GAVS' Solution

GAVel provided the ability to Identify false positives, understand correlations between applications incidents and related infrastructure incidents while Integrating with existing ITSM & monitoring tools as well as disparate infrastructure components.