



Corporate Banking Observability: Real-Time Insights for Enhanced Banking Resilience

Current Situation

A Large Private Bank on a fast-track growth was looking to enhance the resiliency of their Corporate Internet Banking. However, given the complexity of the processes involved – batch mode, workflow-driven, file-based processing, deep observability for real-time visibility and instant alerting on failures was becoming critical to avoid penalties.

VuNet Solution/Use Case Details

- VuNet deployed its Business Observability platform vuSmartMaps™ to provide a comprehensive view into critical workflows – from file upload, payment processing to acknowledgement.
- The flexibility of the platform's data pipeline was extended to bring in metrics from logs & databases, enriching them through the data model to deliver business-centric insights.
- The intelligent alert notifications were configured based on business rules to support proactive detection. This was consumed by over 60-70 end users.

Key Metrics/Insights Delivered

Over 200 KPIs, focusing on batch job turnaround times, file pending durations, and payment delays were configured. Critical custom metrics include:

- Job execution duration with status
- Files pending – over 30 minutes, count over 3000+
- File processing queue status, channel status & depth
- Segmentation of top corporate customer transactions
- Debit transaction status and correlation analysis for high transaction concurrency and filters for critical customers

Business Impact

	Before VuNet	After VuNet
Workflow Visibility	Limited visibility	End-to-end visibility
Processing Status	Manual approach by querying database	Automated
Operational Efficiency	Delayed correction of failure scenarios leading to longer completion cycles	Drastic reduction in detecting and responding to failures
Custom Notifications	Absent	Several business rules configured for instant notification
Customer Experience	Limited visibility of top customer transactions	In-depth visibility for improved reliability

Benefits

Incident Management: Proactive custom alerts for instant detection of issues.

Empowerment: Error analytics and stage-wise visibility helped drive continuous improvements to improve reliability.

Reduction in Downtime: Faster Detection and incident response - from hours to minutes.

Operational Excellence: Daily monitoring and management of \$1B-\$2B, with improved processing efficiency and reduced delays.

Cost Savings and Collaboration: Unified visibility and automation, saved over \$100K annually, enhancing team collaboration and data correlation. Additionally, faster processing and uptime of the system helped sale business.



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