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Enhancing Core Banking Systems with **Business-Centric Observability for a Leading Private Bank**

Current Situation

A leading private bank contended with growing transaction volumes and load on their Core Banking System (CBS). There was less clarity, and protracted durations in isolating transaction failures across infrastructure, channels, upstream systems etc. There was a critical need for a solution to improve the resilience and uptime of their Finacle CBS.

VuNet Solution/Use Case Details

- VuNet deployed its Business Observability platform vuSmartMaps™ to provide a comprehensive view of CBS application, infrastructure and associated interface performance.

- The platform captured the entire journey across multiple flows into the CBS, including Connect24, Uniserver, and CSIS systems, alongside the associated infrastructure.

- The platform provided real-time visibility into CBS performance, enabling the bank to monitor and diagnose issues proactively.

Key Metrics/Insights Delivered

Comprehensive observability across CBS covering –

- Infrastructure components

- Access logs

- Instrumentation logs

- Events

- Services - CMS, IVW, WSH, UPI etc.

- Transactions

- Branch and Channel-wise Performance

- EOD Performance

Business Impact

	Before VuNet	After VuNet
CBS Performance Visibility	Limited visibility	Comprehensive view across infrastructure and application
Ecosystem Performance	Manual serialized triaging	Real-time performance view
Operational Efficiency	Delayed analysis of failure cause	Accelerated MTTD & MTTR (< 15 mins)
System Reliability	Constantly under stress and repeat incidents	Improved uptime thru remediation of repeat incidents
Customer Experience	Sporadic outages	Superior uptime improved CX

Benefits

Improved CBS Resiliency The bank saw an improvement in CBS performance, aiding enhanced resilience and uptime.

Upstream System Impact Identification The bank was able to determine which upstream systems were affected during issues, allowing for targeted interventions.

Channel Performance Improvement Channel slowness issues were resolved by studying the service performance.

Operational Efficiency and Collaboration Unified visibility across the layers and upstream channels improved diagnosis of incidents leading to faster incident management.

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