

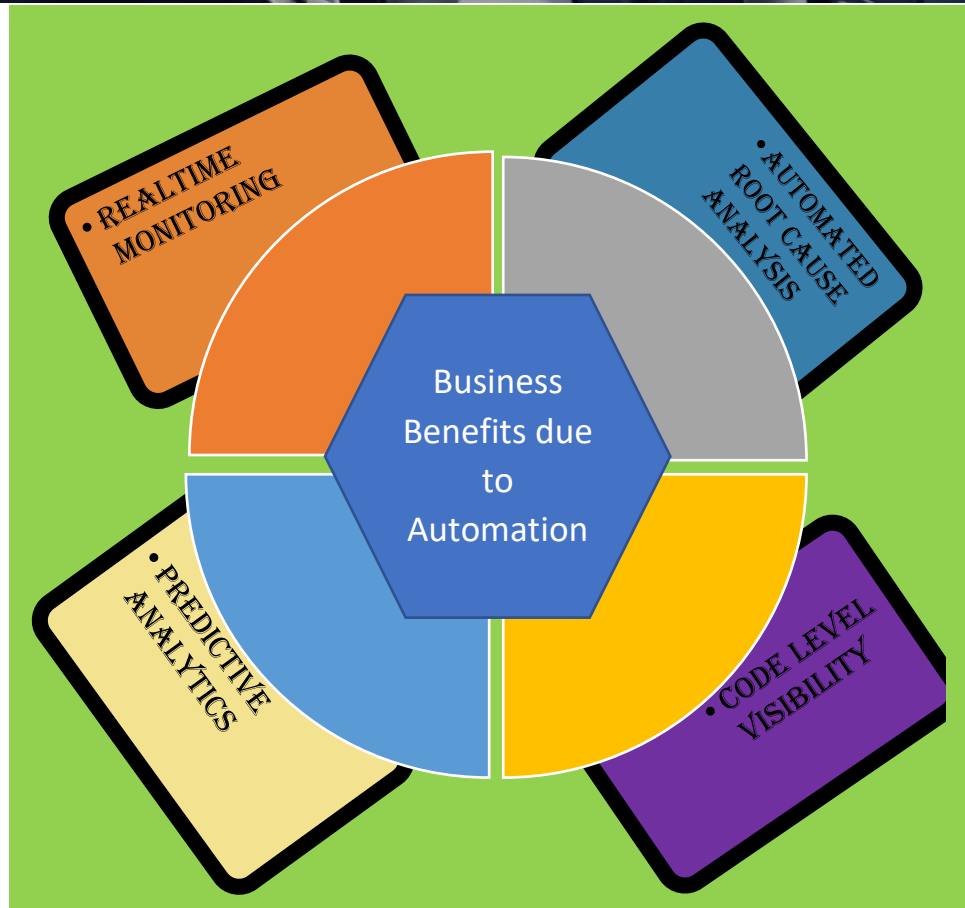


APPLICATION PERFORMANCE DELIVERED

Overview

The Bank is an Indian private sector bank headquartered in Mumbai, India and founded in 1943. It offers services across six verticals: corporate and institutional banking, commercial banking, branch and business banking, retail assets development banking & financial inclusion treasury & financial market operations.

It currently services over 11.30 million customers through a network of 502 branches; 1,302 business correspondent branches (of which 289 banking outlets) and 417 ATMs spread across 28 Indian states and Union Territories.



“ To keep pace with our customers’ needs , we must ensure our digital services are best-in-class, always accessible, and easy to use. Chemtrols Infotech helped us deploy an APM solution whose extensive observability and AIOps capabilities have been critical to our success ”

The Challenge

The Bank wanted to accelerate its digital innovation to ensure it could better meet customers where they increasingly prefer to transact. However, its transition to a dynamic multi-cloud architecture to support this digital transformation introduced rising complexity across its IT environment.

To proactively manage customer expectations and ensure it can provide best-in-class banking experiences, the bank needed a new approach to monitoring. Its teams needed an all-in-one solution that could provide full-stack observability into its multi-cloud environment, offering a single source of truth around customer experience.

The Chemtrols Infotech Approach

After evaluating the market, The Bank chose Chemtrols Infotech to deploy an APM tool as the best fit for its needs, as it offers real-time, AI-powered answers about the user experience. The automatic and intelligent observability delivered by the tool would also enable The Bank to accelerate its digital transformation and provide the full-stack context its IT teams needed to continuously optimize the customer experience.



Benefits Realized

- **Auto-discovery and instrumentation**

The tool's AI-powered approach enables The Bank to automatically discover all the components and dependencies across its entire cloud stack, end-to-end, and continuously instrument the environment to detect any changes. This gives the bank automatic and intelligent observability across its complex infrastructure, helping to maintain real-time insight into the customer experience.

- **AI-assistance makes sense of complexity –**

With the tool, The Bank gets precise answers about where its teams can make changes to optimize customer journeys through explainable, causation-based AI. This helps to cut through alert noise and enables the bank's teams to focus on work that has the biggest impact on customers and the business, particularly continued innovation.

- **Delivery of new digital services increases –**

By providing unparalleled observability into its complex multi-cloud environment, and with AI assistance enabling time savings that have been redirected to innovation, The tool is helping The Bank to accelerate digital transformation and focus on building world-class banking services.

- **Better collaboration between teams**

With The tool, The Bank has a single source of truth. As a result, teams don't waste time in war rooms, working out what needs to be prioritized or discussing the best way to get something done. Getting this time back allows them to focus on accelerating transformation and driving better outcomes for the bank and its customers.

About Chemtrols Infotech



Chemtrols Infotech provides niche IT services for enterprises, including in-demand, bespoke IT services built around compliance and cost optimization.

As large financial institutions and enterprises find it increasingly difficult to track optimal performance of its internal & client facing applications, Chemtrols Infotech helps organizations to deploy tools and methodologies that could give them visibility and performance analytics of all their applications and also help by giving the “Root Cause Analysis” of any failures or degradations whatsoever. Its automation tools enable organizations to get real-time reports on the performance of any application which helps these organizations deliver multi-channel services to their customers with ease.



Chemtrols Infotech Pvt. Ltd.

Amar Hill, Saki Vihar Road, Near Saki Vihar Telephone Exchange,
Powai, Mumbai - 400 072 India.

Phone : +91 (22) 6715 1200 | Fax No. : +91 (22) 2857 1913

Email : infotech@chemtrolsinfotech.com | chemtrolsinfotech.com

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