ALTIMETRIK®

Modernizing IT Operations for System Reliability

Client: A big four bank

Key highlights

90%
Reduction of MTTR for
PO Incidents

27%
Cost Optimization on
Underutilized Systems

32%
License and Operational
Cost Reduction

Background

The financial industry is increasingly relying on technology to provide services to customers. As a result, banks need to ensure that their systems are reliable, scalable, and efficient. Additionally, they operate in a highly regulated industry where downtime or outages can result in significant financial losses or regulatory penalties.

Site Reliability Engineering (SRE) is transforming global financial services companies by providing a set of platforms and practices that enable them to deliver more reliable and scalable services to their customers. SRE practices focus on building and operating software systems that are highly reliable, scalable, efficient and reduce likelihood of outages or downtime.

Our client, a **Global Investment Bank and Financial Services** conglomerate, is present across 160 countries providing payments, cards, cash management, working capital and trade solutions to companies, and governments, and other big institutions. With over $13 trillion in assets under custody, it also integrates the capabilities of markets with a trading floor in more than 80 countries. Since its tech-operations are huge and span several geographies, the company wanted a comprehensive strategy that can simplify monitoring, enable system tracing and fully automate their tech operations.

The end goal was to get real time 360-degree insights on collective view of system's health, service management activities, product quality index, missed revenue and total cost of ownership.

Centralized Observability to get real-time insights

Feature Health Checks

Real time view of service / feature availability and performance metrics vs. defined targets

Service Management

View into deployments and incidents - system response and recovery time, and product quality

Financial Insights (TCO)

Time-based calculation of planned vs. actual financial cost of building and running feature, and missed revenues
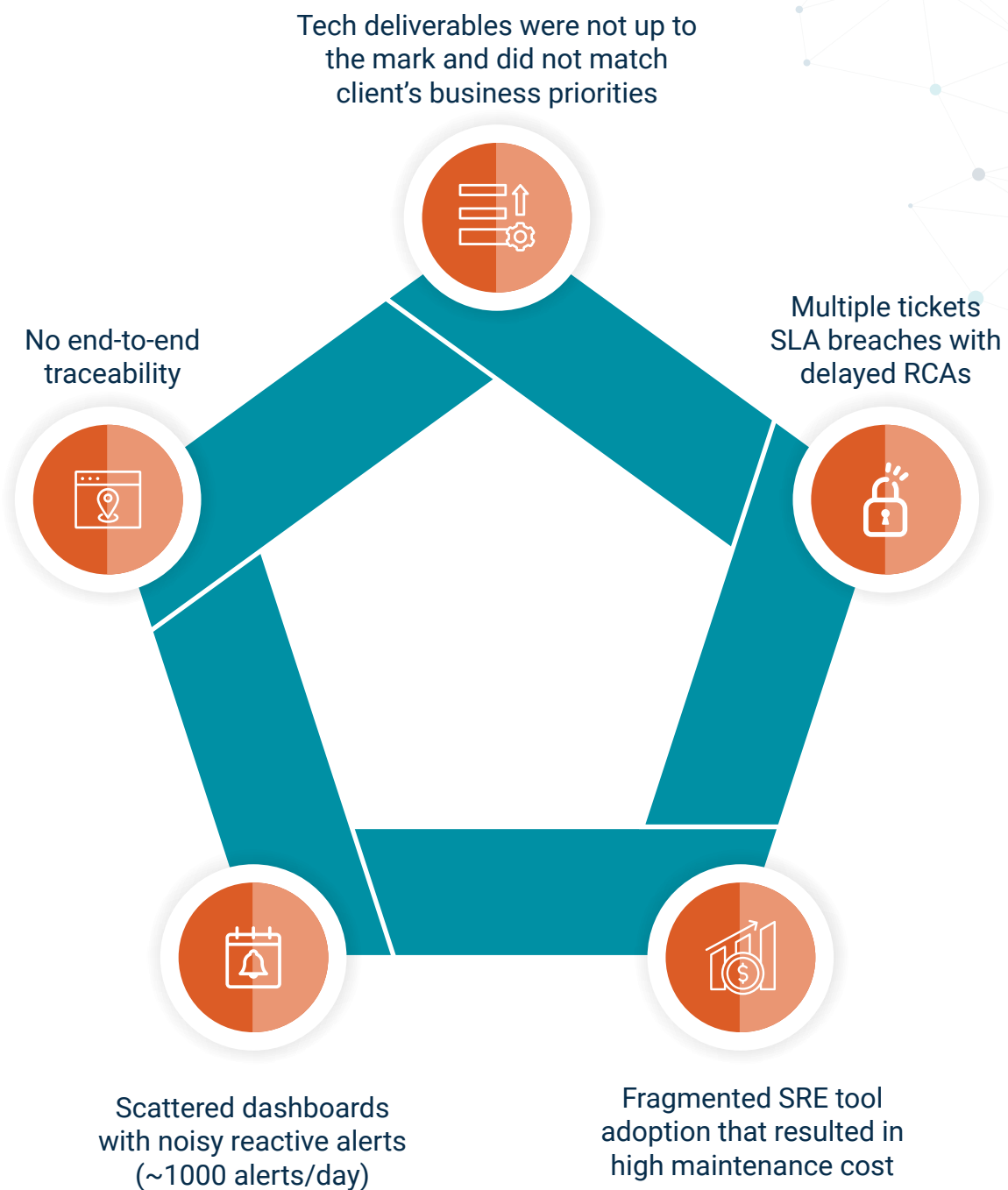
Real Time Alerting

Detection of business and technology anti-patterns based on benchmark KPIs with trend analysis to

Challenge

Altimetrik's SRE Transformation team engaged with the client to help define, deploy scalable site reliability engineering framework, policies, and procedures to modernize their IT operations. In our discovery phase we mapped their current way of working and identified certain challenges impacting their system reliability, such as:

Tech deliverables were not up to the mark and did not match client's business priorities

No end-to-end traceability

Multiple tickets SLA breaches with delayed RCAs

Scattered dashboards with noisy reactive alerts (~1000 alerts/day)

Fragmented SRE tool adoption that resulted in high maintenance cost

Solutions

Our team outlined a 12-month transformational roadmap and assisted in adopting SRE foundational services, optimizing observability capabilities and developed an automated suite to provide self-healing capabilities.

01

Cockpit Controller -

We developed a self-service automation platform to support critical flow remediation and introduced system throttling to manage event queues and transition of payment methods.

02

ISDMS Integration -

Simplified monitoring, and constructed dashboards to capture average request services on active nodes setup of Prometheus and HA Proxy Integration to highlight non-utilized / underutilized nodes.
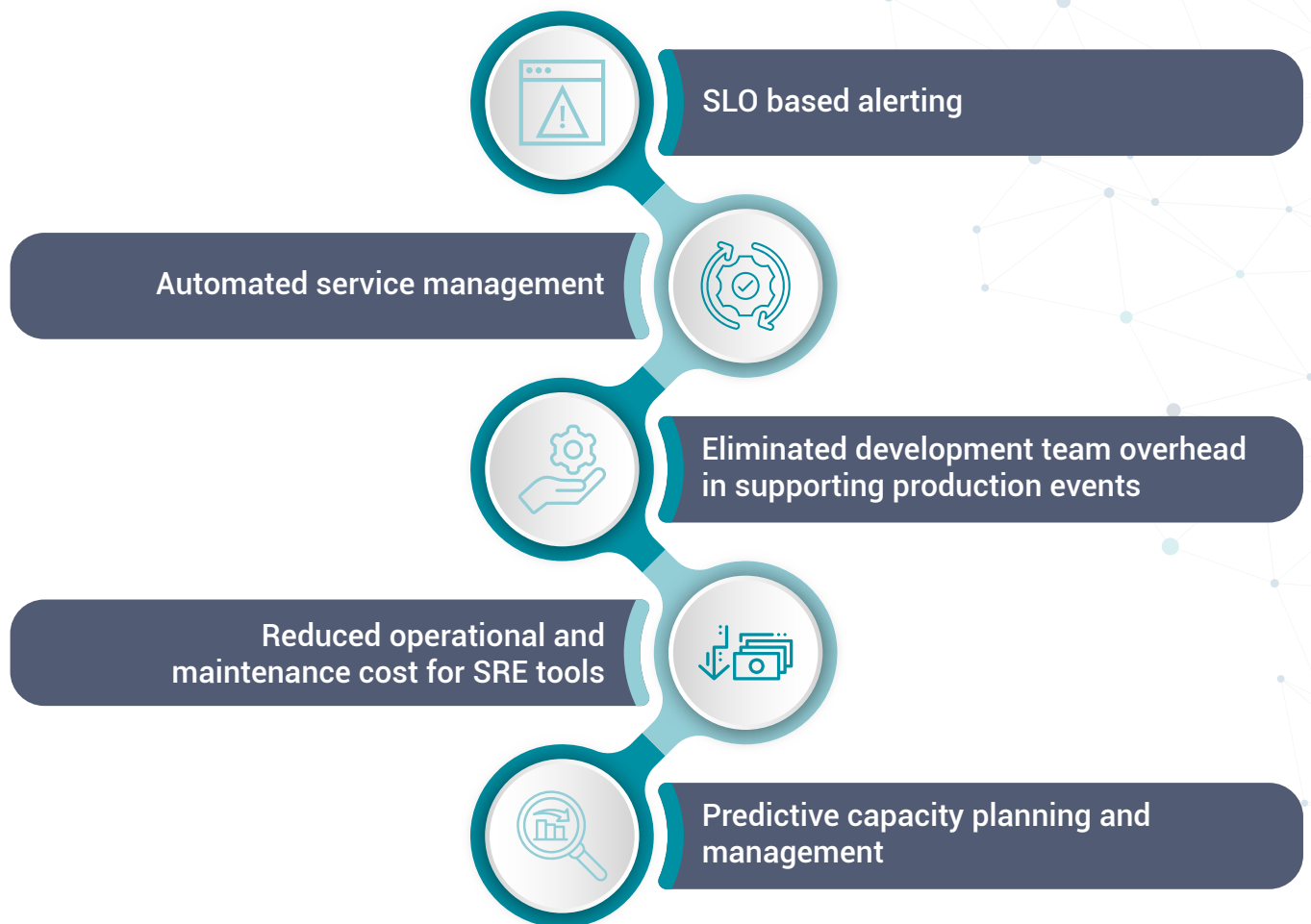
03

Mission Control -

Consolidated monitoring and logging services with single interface providing comprehensive view into live traffic. Also optimized logging and monitoring by distributed tracing to reduce MTTD.

Results

We optimized observability capabilities and developed automated suites to provide self-healing capabilities and reduced their operational toil.

SLO based alerting

Automated service management

Eliminated development team overhead in supporting production events

Reduced operational and maintenance cost for SRE tools

Predictive capacity planning and management

About Altimetrik

Altimetrik is a pure-play digital business and digital transformation company unlocking growth and opportunity with speed, scale, and consistency. We focus on delivering business outcomes with an agile, product-oriented approach. Our digital business methodology provides a blueprint to develop, scale, and launch new products to market faster. Our team of 5,500+ practitioners with software, data, and cloud engineering skills helps create a culture of innovation and agility that optimizes team performance, modernizes technology, and builds new business models. As a strategic partner and catalyst, Altimetrik quickly delivers results without disruption to the business.