Customer Success Story: Fortune 50 Bank

Overview

A large bank, operating in over 100 countries with more than 235,000 workers wanted an on-premise solution with enterprise requirements such as SSO, alerting, API support, as well as integration with AppDynamics. With over 1,500 business-critical applications, the bank required a solution that could monitor all these applications from multiple continents, including the United States, Europe, and Asia. Additionally, the large bank needed a security solution that could integrate with their password vault for internal logins.

Industry
- Banking
- Cyber Security
- Asset Management

Size
- 235,000 employees
- $2.4 trillion in assets
- $96 billion in revenue

Products in Use
- On-premise Synthetic
- Annual Maintenance & Support (20% of yearly fee)

Challenges
- Migrate from HP SiteScope
- Internal password authentication for highly secure applications
- Building agents within on-premise datacenter
- Monitor 1,500 business critical applications

Key Selling Features
- Agile Customer Service
- Quick MTTR
- Advanced scripting capabilities
- Monitor all types of applications (API calls, Thick client and legacy applications)
- Highly scalable and secure
- Plug and play integrations with APM and ITSM tools

Solution

Apica Synthetic Monitoring stood above the competition by meeting all the bank's criteria. The first deal consisted of 6,000 checks covering 1,500 apps measured from different locations from within the bank (US, Asia, Europe). The bank's international offices installed Apica agents inside their data centers. The solution also measures the off-time and performance of internal employee-facing apps, including legacy applications and password-protected applications.

> "Seeing Apica's checks all green means I can sleep well, knowing that our applications are working as expected."
>
> - Senior Vice President of Application Support

Results

By using Apica's Synthetics, the bank was able to reduce its internal synthetic management hours and lower their overall costs. The bank was very pleased with the flexibility of Apica's "always-on-screen" dashboard because of its real-time reporting and ability to identify issues before they cause downtime. After, their first year of tests, they purchased an additional 6,000 checks to meet the demands of their growing infrastructure.

Substantial
annual savings

Thousands
of hours saved annually

6,000
Renewal Checks

Reduced
Mean Time to Isolation

Ready to learn more?

Visit apicasystems.com
or contact info@apicasystems.com
for a live demo.