

## Benefits



### Improve customer loyalty

AI-powered analysis safeguards core services and ensures seamless user experiences.



### Modernize legacy systems

Unify on-premise and cloud monitoring to advance digital transformation.



### Reduce regulatory penalties

Dashboards and audit logs demonstrate compliance and mitigate regulatory risks.



### Accelerate incident resolution

AI-powered insights provide real-time troubleshooting and remediation.

Learn about key  
AIOps criteria  
specifically  
for financial  
services.

## AIOps for financial services

### Maximize availability and protect core financial services

Financial institutions operate in a competitive and heavily regulated environment, with high customer expectations. These pressures create substantial IT challenges as organizations strive to scale and maintain a competitive advantage.

Financial institutions face numerous challenges while trying to scale their organizations and achieve competitive advantage over their counterparts, including:

#### ☆ High customer expectations

Financial institutions manage critical assets, and any service disruption can severely damage brand reputation, lead to customer churn, and negatively impact profitability. Customers expect constant and reliable access to their funds.

#### 🛡️ Stringent regulatory compliance

Governments worldwide impose strict regulations on incident management, requiring financial institutions to adhere to complex frameworks. The complexity of modern IT infrastructures and siloed data makes maintaining compliance difficult.

#### 📦 Digital transformation

Many established financial institutions rely on outdated legacy systems that support essential services. These systems, often lacking current documentation or expert knowledge, complicate troubleshooting and incident resolution. With the influx of alert noise from legacy and new digital infrastructure, IT teams face overwhelming alert volumes that demand manual investigation and slow incident response times.

## Fortifying Financial IT with AIOps from BigPanda

Financial institutions can leverage BigPanda to elevate service quality, surpass customer expectations, and fortify their defenses against outages and compliance risks.

In today's hybrid IT landscape, achieving a unified view of infrastructure is paramount. BigPanda, an open and agnostic platform, addresses this challenge with its [Unified Data Fabric](#). This feature seamlessly ingests data from diverse on-premises and cloud-native sources, including topology data, effectively bridging configuration management database (CMDB) gaps and accelerating digital transformation. By consolidating information into a single source of truth, BigPanda eliminates data silos and provides comprehensive visibility.

[BigPanda Ops Centric AI](#) transforms raw data into actionable, contextual insights directly within existing IT workflows. AI-generated incident summaries, including potential root cause and suggested remediations based on historical data, empower teams to resolve issues rapidly. This proactive approach enhances operational efficiency and ensures the continuous availability of critical services.

BigPanda has robust [reporting and analytics capabilities](#) that provide invaluable insights. Out-of-the-box dashboards enable IT teams to identify areas for improvement and pinpoint factors impacting incident workflows. These dashboards also serve as powerful tools for demonstrating compliance with regulators and auditors, showcasing an institution's ability to detect, triage, and resolve incidents effectively. By implementing BigPanda, financial institutions gain the agility and resilience needed to thrive in a demanding regulatory and customer-centric environment.



	AI-powered Event Management	AI-powered Incident Management	Unified Analytics
Challenge	Financial institutions work across data silos due to legacy and modern infrastructure, resulting in overwhelming alert noises.	Financial institutions struggle to resolve incidents quickly due to unactionable alerts from their monitoring and observability tools.	Financial institutions have little visibility into their infrastructure and are unable to discern inefficiencies and areas for improvement.
Business value	Ingest, normalize, and correlate alerts across data silos to provide a unified view of your environment.	Gather context across your environments and provide operators with actionable incidents right where they work for faster resolution.	Gain a full understanding of your environment and optimize workflows while proving compliance.

# NYSE<sup>1</sup>

*"AIOps saves us time, letting us focus on resolving problems instead of combing through thousands of alerts to find the problem. It's transformational and game-changing."*

Chuck Adkins  
Chief Information Officer  
[New York Stock Exchange](#)

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*"For financial services organizations, ensuring the performance and availability of critical business services is paramount. AIOps provides information and context to help IT operations and Incident Management teams improve their response to and even prevent potential problems for those critical services."*

Paul Bevan  
Research Director, IT Infrastructure  
Bloor Research