



# EMEA based Solution Partner accelerates IT Transformation with CloudFabrix cfxHorizons

Reduce IT Ticket Volumes by 20% and cycle times by 40%

Programmatic Full App-Stack Intelligence

Consistent and Guaranteed Operational Behavior

## IT MODERNIZATION

### CLIENT

An EMEA based leading professional services firm serving enterprises in financial, automotive and insurance industries. End-customer is a premier wealth management firm providing its services through a secure web-based portal.

### CHALLENGE

Need to achieve improved visibility and control over application and IT ops and ensure their alignment with business objectives to provide secure, scalable and cost-effective financial services.

### SOLUTION

CloudFabrix cfxHorizons

### RESULTS

25% faster response times due to improved visibility into full app-stack. 20% reduction in IT ticket volumes and fewer operational drifts due to holistic governance of ProdOps & ITOps. Improved alignment to outcomes. App onboarding to cloud future-proof the business

**EMEA based solution partner modernizes its customer's wealth management services by delivering data governance, operational intelligence and full-application stack governance to achieve business agility and reduce overall IT costs, IT ticket volumes by 20% and cycle times by 40%**

One of CloudFabrix's solution partner is a leading UK based services firm offering services in technology consulting, software development and systems integration to enable their customers to embrace modern technologies like BigData, Mobile and Cloud. Our partner also has extensive industry expertise and serves enterprises in financial, automotive and insurance industries.

End-customer is a premier UK based wealth management firm providing its services through a secure web-based portal. Customer environment consists of

- ✔ Complex multi-tier web-based application
- ✔ Business Process Management application (BPM) as the core engine
- ✔ IIS, .NET, SQL server
- ✔ Exchange e-mail server
- ✔ Windows server VMs
- ✔ On-prem Datacenter

The customer is confronting difficult barriers in overall governance of the Wealth Management Application. Over the time customer has experienced operational drifts, security compliance issues inhibiting them to respond rapidly to growing business needs. The IT department hopes to gain increased visibility and control of the entire operational behavior of their core business applications and meet SLAs in a consistent manner. Our partner deployed CloudFabrix cfxHorizons to provide visibility with continuous and deep application intelligence that provided an active view of full-application stack and its dependencies. Our partner also holistically governed the application-stack and helped customer to migrate to a new cloud while ensuring IT operational behavior before, during and after the cloud migration journey.

*“Financial services industry is a key target segment for us - it is highly competitive and stringent, requiring us to provide new services rapidly in a scalable but secure and compliant manner. Ensuring consistent operational behavior of our customer's financial services is our top priority - thanks to CloudFabrix cfxHorizons, which provided unprecedented visibility of our customer's applications and IT operations, and ensured alignment with business objectives and outcomes. This helped us deliver services faster, gain customer's trust and modernize their business for future-proof and scale.”*

Sr. Cloud Architect

CloudFabrix Partner in EMEA

IT that aligns with  
Outcomes

High infrastructure and  
Resource Efficiency

Transformation-ready  
Infrastructure

## The Challenge

Customer's wealth management portal runs on-prem as a complex multi-tier app with a Business Process Management (BPM) engine as the central workflow processing and orchestration engine. App infrastructure is based on .NET, SQL server and IIS running on Windows server VMs.

Industry context, peer pressure from banks and exponential growth of mobile devices required the partner to quickly deliver broad and new personalized services that are accessible anywhere, anytime, with highest performance and security. Overtime changes accumulated causing drift in IT operational procedures and SLAs. Few commonly noted issues are:

- ✔ Unpredictable workflow failures
- ✔ Increased security attack surface
- ✔ Manual inventory going obsolete
- ✔ Watch-list delays hurting SLAs
- ✔ Slow performance during peaks
- ✔ False positives causing IT tickets

The customer is confronting difficult barriers in overall governance of the application and the IT department hopes to gain increased visibility of the apps and their operational behavior. Primary requisite is to ensure the apps meet business needs, guarantee compliance, consistently deliver a strong customer experience, and fulfill promised SLAs.

## The Solution

In the initial phase after cfxHorizons deployment, the deep discovery process has been implemented. cfxHorizons provided immediate programmatic visibility into the full-application stack capturing configuration, topology, dependencies and integrations with external services (exchange server, ticketing system, etc) and the underlying infrastructure (VMs, IP etc). Any new processes deployed into the BPM engine are automatically reflected in the application graph.

cfxHorizons then translated customer's business objectives as IT operational outcomes, which included:

- ✔ 95% or above success rate for workflows
- ✔ Client notifications within 3-mins upon alert trigger in BPM
- ✔ Uptime of 95% or more, excluding maintenance window
- ✔ Workflow failures to be resolved within 30-mins
- ✔ Secure configuration and operations of application per best practices

CloudFabrix supported the partner through train-the-trainer program that empowered the partner to quickly ramp up and develop the insights, data collection probes using AppDimensions SDK and published them into the main system – all in less than 2 weeks.

## The Results

Discovery information provided a real-time and active view of the application and eliminated the need to manually maintain the documents that capture the deployed processes and their dependencies. Custom assessment reports provided by partner enabled end-customer to plan for Cloud Migration while fully meeting business requirements.

- ✔ Automated documentation of processes
- ✔ Easy to perform audit trails of changes
- ✔ Improved visibility into application operations and performance
- ✔ Single pane control for the environment
- ✔ Quick to learn issues in the process execution driving faster remediation
- ✔ Improved end user experience
- ✔ Improved trust b/w partner and customer

In less than 4 weeks, customer has been able to actively govern their environment with full visibility and control over the entire environment and ensure their applications are delivering expected outcomes.