

CA AIOps for Financial Services

At A Glance

In today's financial services markets, the quality of digital experiences is increasingly what separates market leaders from the rest. However, for the teams responsible for IT operations in financial services organizations, delivering consistently optimized service levels is also increasingly challenging as IT environments grow more complex, dynamic, diverse and hybrid in nature. Through the powerful combination of CA Digital Experience Insights and CA Operational Intelligence, CA delivers an advanced AIOps platform that enables IT teams in financial services to boost agility and optimize service levels. With this AIOps platform, customers can solve complex IT problems—before they have an impact on the business. The platform delivers an unparalleled combination of innovative AI, machine learning and automation capabilities.

KEY BENEFITS

- **Optimize user experiences.** Harness predictive insights and fast, automated remediation, so you can prevent issues and minimize the impact of those that do arise.
- **Maximize operational efficiency.** Gain the unified intelligence and automation that enable your IT teams to eliminate manual efforts, streamline workflows and establish autonomous operations.
- **Enhance scalability.** Realize maximum utility and value from your staff, infrastructures and services, so you can scale to accommodate the explosive growth in data and services.

KEY FEATURES

- **Extensive operational intelligence.** Ingest data from third-party sources ranging from mainframe to cloud environments, including metric, alarm, log, topology, text and API data.
- **Proactive remediation.** Employ predictive analytics that enable proactive detection and automated remediation.
- **Flexible tool integrations.** Quickly and easily stream metric, event, log and topology data to and from any third-party monitoring, management, analytics and visualization tools.
- **Out-of-the-box capabilities.** Get started quickly by employing ready-to-use dashboards and machine-learning-driven algorithms.

Business Challenges

Seventy-four percent of bank operations leaders say that customer experience is their top strategic priority.¹ Today, the quality of the customer experience is fundamentally shaped by the digital channels that customers interact with on a daily basis. Therefore, it grows increasingly vital to maximize the agility and the performance of the IT operations that fuel these digital experiences.

While optimizing service levels is critical, it seems to be getting more challenging to do every day. This is true for two key reasons:

- **Complexity.** Most banking services now rely not only on traditional systems, including on-premises mainframes and distributed systems, but on a plethora of new, dynamic technologies, such as containers, cloud delivery models, virtual and software-defined components and more.
- **Scale.** The volume, variety and velocity of data that needs to be managed, correlated and analyzed continues to grow dramatically. Ultimately, internal team members simply can't keep pace.

74% of bank operations leaders say that customer experience is their top strategic priority.

Exacerbating matters is that, as IT teams looked to manage their increasingly diverse environments, they've had to continue to add more point monitoring tools and automation capabilities to the mix. These disjointed tool sets only serve to compound the complexity and challenges.

The Solution

CA delivers the AIOps capabilities that today's financial services firms require. With this solution, IT teams can detect and address complex IT problems, including performance, capacity and configuration issues—before they have an impact on customers or the business. The platform combines the power of CA Digital Experience Insights and CA Operational Intelligence to deliver innovative AI, machine learning and automation capabilities.

The platform normalizes, correlates and analyzes data from across the entire digital delivery chain, enabling teams to effectively contend with the rapidly increasing volume and variety of IT operational data. Seamlessly spanning cloud to mainframe environments, the platform enables financial services firms to deliver superior user

experiences, while speeding innovation and increasing IT efficiency. CA is the only vendor in the market to combine application, infrastructure and network monitoring; machine learning analytics; and automated service orchestration.

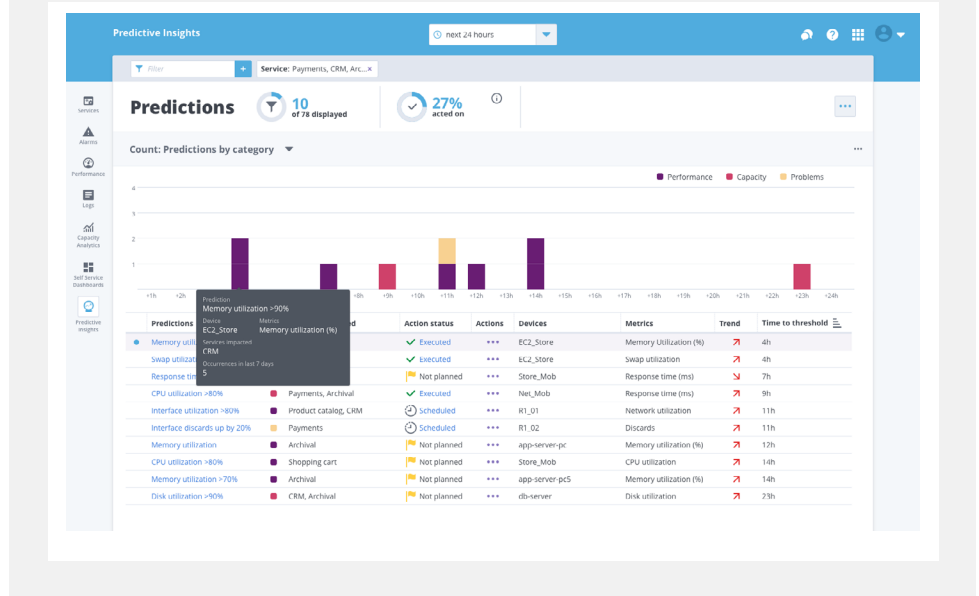
Critical Differentiators

Comprehensive contextual operational intelligence. The platform ingests structured and unstructured data from IT performance monitoring tools and combines it in a single, resilient data lake. The solution can ingest data from third-party sources ranging from mainframe to cloud environments, and it offers support for metric, alarm, log, topology, text and API data.

Proactive closed-loop remediation. The platform offers predictive analytics to help solve complex IT problems, including in such areas as performance and capacity. With the platform, configuration issues can be detected proactively and remediated automatically—before they have an impact on users.

Vendor-agnostic integrations. IT teams can more quickly and easily stream metric, event, log and topology data to and from any third-party monitoring, management, analytics and visualization tools. The solution offers support for Splunk, IBM®, Elastic, ServiceNow, Dynatrace, AppDynamics, SolarWinds, Puppet, Chef, Tableau and more.

CA AIOps delivers algorithmic and machine-learning-based insights for detecting abnormal behaviors and predicting potential issues.



Pre-packaged algorithms and CA integrations. Built-in machine-learning-driven algorithms, dashboards and integrations speed time to value for customers. The platform also integrates with a wide variety of CA solutions.

Powerful open source-based engine. Built on top of CA Jarvis, a powerful analytics engine that leverages open technologies, such as Elasticsearch, Apache Kafka® and Apache Spark™, the solution scales and allows teams to more easily integrate with third-party business or IT data sources to further enrich the data set.

Featured Solutions

- **CA Digital Experience Insights.** Equips users with an AIOps-driven platform that correlates data across users, applications, infrastructure and network services.
- **CA Operational Intelligence.** Offers comprehensive operational intelligence that spans enterprises, from cloud services to mainframe deployments, to enable proactive issue resolution and improved efficiency.
- **CA Automic Service Orchestration.** Delivers the comprehensive automation services that enable you to deliver the services your users, applications and infrastructure need, when they need them.

For more information, please visit the [CA AIOps page](#).

CA Technologies (NASDAQ: CA) creates software that fuels transformation for companies and enables them to seize the opportunities of the application economy. Software is at the heart of every business, in every industry. From planning to development to management and security, CA is working with companies worldwide to change the way we live, transact and communicate—across mobile, private and public cloud, distributed and mainframe environments. Learn more at [ca.com](#).

Endnotes

1 Accenture, "2018 North America Banking Operations Survey: Back Office, It's Time to Meet the Customers," https://www.accenture.com/t20180404T034515Z__w__/us-en/_acnmedia/PDF-72/Accenture-2018-North-America-Banking-Operations-Survey.pdf