ConsoleWorks
Cybersecurity Operations Platform

Managing Business Service SLAs with ConsoleWorks

QUICK FACTS

INDUSTRY: Finance (banking)

ANNUAL REVENUE: USD $Billions

COMPANY: Tier 1 Banking Provider

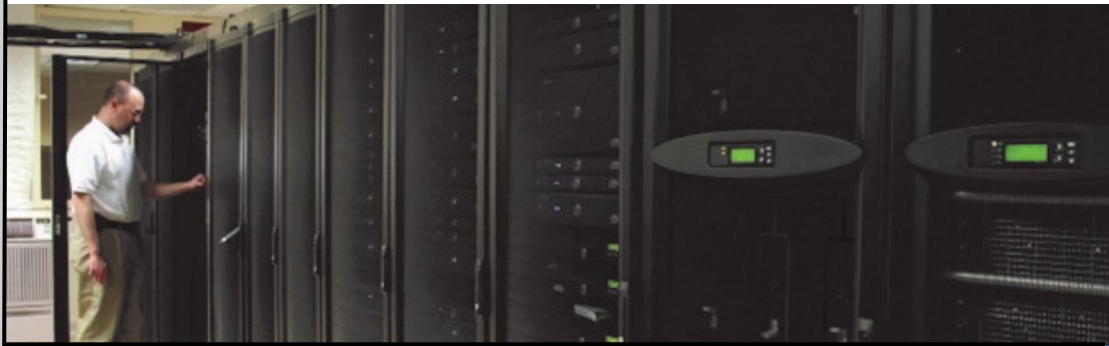**WEBSITE**: tditechnologies.com

PRODUCT: ConsoleWorks

Every day, one of America's largest bank holding companies processes hundreds of thousands of electronic funds transfers (EFTs) using a complex landscape of EFT systems, applications, and interfaces. To monitor some of its wire transfer applications, the bank selected TDi Technologies' ConsoleWorks to keep a watchful eye on EFTs flying through its systems at the speed of business.

"Our EFT system is very complex. We have dozens of interfaces. And in all that complexity, ConsoleWorks helps us know when and where there's a problem so we can jump right on it."

Application Programming Consultant

CHALLENGES

Ensure successful EFT transactions and meet EFT-related service level agreements (SLAs) by:

- Monitoring EFT applications at the department level
- Enabling a real-time EFT monitoring tool for several US domestic wire transfer applications
- Preventing time-critical EFT transaction problems before they occur
- Using intelligent and customizable event modules to create a proprietary set of events.

SOLUTIONS

This bank uses ConsoleWorks because this solution can:

- Enable real-time EFT event monitoring and alerting
- Support 3 geographically dispersed EFT monitoring location servers
- Ensure complete control from "a to z" on how all events are managed, including all "error event" messages
- Build catch-all event definitions to create a generic error alert when a message does not match a specific event definition.

BENEFITS

This banking customer is benefitting from ConsoleWorks by:

- Being better able to monitor and control time-sensitive EFT transactions
- Flawlessly managing EFT events and ensuring successful EFT transactions that move trillions of dollars around the world
- Equipping users with the tools to respond quickly to EFT transaction problems
- Decreasing the incidence of error, informational, and other events, while increasing the incidence of straight-through-processing (STP)

tdi technologies

Managing Electronic Fund Transfers with Real-Time Information

One of America's largest retail banks goes to great lengths to ensure the electronic funds transfers (EFTs) requested by its clients are properly and efficiently managed. "For the bank's clients, we process hundreds of thousands of electronic fund transfers (EFTs) every day," says a consultant applications programmer for the bank, "and most of them go straight through without having to be touched by an operator. We call that STP, or straight-through processing, and it's the Holy Grail of EFTs."

Our US domestic Wire system achieves a very high STP rate, but "as you can imagine, occasionally problems arise," explains the programmer. For example, one of the EFT applications may have a problem with some of the data, or perhaps an operator does something unusual on the screen and it hangs up the system. To help prevent or resolve these problems, the bank's EFT applications must be tightly controlled and monitored 24-hours a day. "And that's where TDi technology comes into play," says the programmer, referring to ConsoleWorks.

Relying on "NOW" Information to Ward off Problems

"Our EFT applications are highly complex," explains the bank programmer. "There are many systems and interfaces and multiple levels of abstraction." Existing monitoring software was slower than desired and did not simplify the challenge of correlating events or performing remediation. Some system messages are monitored by both ConsoleWorks and another enterprise monitoring tool the bank uses. Monitoring operators state that TDi's software gives them alert notification faster, enough so that sometimes they have already corrected the problem before the other monitoring tool displays the alert.

"With ConsoleWorks, we know exactly what it's monitoring if some problem pops up," says the programmer. The real-time information is essential to identifying and managing problems or preventing certain problems before they ever happen.

Monitoring and Remediating Data-Driven Processes, Internally and Remotely

ConsoleWorks enables internal and remote monitoring and remediation of data-driven processes — with the ability to see events happening as they occur so they can be dealt with on the spot. The software is both flexible and specific. "You basically have event signatures and events being logged in a continual stream," says the programmer. "Using ConsoleWorks, I can analyze the data logs to see which events and messages are being issued at the generic level, and whether they should be changed to be more specific and descriptive. Based on this analysis, I may change an application message to make it more specific and I may create a new, more specific event definition in that uniquely matches that message. I can also add descriptive text to the event to tell the monitoring operator what caused the problem and what needs to be done to fix it."

ConsoleWorks provides customizable Intelligent Event Modules (IEMs). The banking customer uses this capability to create its own set of events. "And we change them sometimes, too," reports the programmer. "For example, we must meet all of our EFT-related service level agreements (SLAs). However, one IEM event that came up, which was set at 'severity = information' should have been set to 'severity = severe.' Once we discovered the problem, it was a simple change to make with the TDi solution. Another example is the ability to quickly attach specific events to error messages for which no event has yet been assigned."

Benefitting from Flawless Execution of EFTs

"When it comes to EFTs," says the programmer, "people are very concerned about having their money in a timely fashion." With real-time statistical information and a tool designed specifically to enable users in diverse locations to react quickly to EFT transaction problems, ConsoleWorks is helping this customer to meet that challenge. "It is very much a data processing-intensive world in banking," the programmer says, "and in that world, the TDi solution is a good product, a good application, for us. Of course, with such a complicated job to do, we've had an issue here and there with it, but the application will go for a long time without any burps at all," he concludes.