Service Reliability using AIOps Platform ZIF™
for Leading Financial Services Provider

Client Overview

HDFC Ltd. is a pioneer in housing finance in India, headquartered in Mumbai, India. The client has a widespread network of interconnected offices across India, and outreach programs in several towns and cities, ensuring a seamless experience for home buyers and existing customers. To cater to non-resident Indians, HDFC has representative offices in London, Dubai and Singapore, and service associates in the Middle East.

The Business Situation

The client had a business imperative to provide consistent performance of business applications -particularly the critical ones used in their month-end operations. The absence of full stack monitoring integrated with correlation and predictive capabilities led to unplanned service outages. During month-end operations, the number of high-impact incidents were much higher, and performance of the applications also deteriorated. Support for critical incidents occurring after-hours routinely consumed personal time of IT staff. They were in immediate need of a powerful solution that would detect high impact incidents in advance, help them reduce such incidents and thereby improve the reliability of their services.

The Solution

GS Lab | GAVS implemented the following capabilities of its proprietary AIOps Platform Zero Incident Framework™ (ZIF™):

- Full-stack monitoring to monitor all components (servers, storage, network devices)

- Application Performance Monitoring (APM) to provide deep insights into application performance & direction for user experience enhancement

- Intelligent event correlation

- Predictions to detect incidents in advance

- Remediation of issues before they strike operations

> *… have implemented their AIOps platform ZIF ™ within HDFC for monitoring of our all Infrastructure (Server, Storage, Network devices). They have recently implemented Physical Discovery to improve the capability of Analysis and APM for enhancing the reliability of HDFC applications in the last few months. We are pleased by the platform implementation and the benefits it provides. ZIF ™ was able to detect and predict close to 95% of high priority P1 incidents in advance, and proactively creates tickets. It has reduced the high priority P1 incidents by 25% in the last six months, and our IT operations team can spend their time in managing other projects.*

Sankaranarayan R
Sr.GM - Information Technology, HDFC Ltd

Challenges

- High volume of alerts from current IT monitoring solution

- Reactive IT operations leading to unplanned downtime

- High number of P1 incidents impacting service reliability

- Lack of visibility into user experience during application access & usage

- IT staff burnout due to consistent need for off-hour support for high impact incidents

Solution Highlights

- Implementation of AIOps Platform ZIF™ for proactive operations

- Continuous monitoring of infrastructure, applications, and user experience

- Predictions for potential incidents and performance degradations

- Recommendations for preemptive remediation of predicted issues

Solution Outcomes

- Detection of 95% of high impact incidents in advance

- Reduction of high impact incidents by 25%

- Reduction in MTTR by 70%

- Clear application recommendations to improve user experience & application health

- Enhanced business service reliability through proactive remediation of simmering issues

- IT bandwidth freed up to focus on priority initiatives

To find out how GS Lab | GAVS can help your organization, please visit
www.gavstech.com