varmour

Global Bank Improves Customer Trust and Experience Through Business Resiliency

This top 10 global bank serves more than 60 million customers with 4,000 financial centers world-wide. "The Bank" offers a portfolio of products and services including retail and investment banking, asset and risk management. Two-thirds of the customers use services via digital platforms.

The Bank offers its products and services through a complex set of business applications. These applications are highly interconnected and have to be available and secure so that customers can trust the Bank with their important daily transactions: bills must be paid on time; ATM machines must work 24/7; and payments and wire transfers must be completed.

Business Challenges

The resiliency of the Bank's infrastructure and applications is critical. Service outages from operational changes and data breaches from cyber attacks result in lost services revenue, lower customer satisfaction, and new regulatory audits. The Bank has more than 3,000 applications across many data centers and cloud that thousands of application owners, managers, architectural leads, developers and compliance experts manage and oversee

The Bank has to understand and control the dependencies and data flows between the applications and related workloads. The current approach requires stakeholders to provide information about the applications through a manual and error-prone process with an "opt-in" reporting mechanism that can exclude critical data flows and result in information gaps. Even so, the Bank spends $50 million a year on this manual system, yet the data contains many inaccuracies that impact resiliency.

The Bank's Solution Requirements

The Bank's security and risk teams require a platform to efficiently identify the applications in the IT infrastructure, and map the complex set of relationships and data flows among all the applications. The Bank assessed vendors based on the following capabilities:

- Ability to provide analysis and report of the application landscape from mainframes to cloud through deep analytics and visualization.
- Ability to map the application landscape and data flows through middleware systems.
- Ability to deploy without agents or any additional changes to hardware and software.

Customer Profile

- Global financial institution
- 4,000 financial centers
- 60 million customers, two-thirds access digital platforms

Challenges:

- Reduce service outages from operational changes and data breaches
- Map relationships of all 3,000 applications
- Manual processes too slow, costly, inaccurate

Solution:

vArmour Application Controller provides complete dynamic visibility to application relationships and dependencies.

Outcomes:

- Speed: 90% of the application landscape mapped in two weeks
- Accuracy: reduced time to resolve relationship gaps by 80%
- Savings: reduced annual outage costs by $190M

Product

vArmour Application Controller and Data Flows Module

> "Without understanding the upstream and downstream from middleware, we would not get an accurate view of the end-to-end flow."
>
> **— Managing Director, Technology, Major U.S. Bank**

Solution: vArmour Application Controller

With vArmour Application Controller at the center of its modern resiliency and security platform, the Bank now has modernized its slow, error-prone and manual application data collection approach with a dynamic, accurate, and automated dependency mapping solution. The Bank found that vArmour delivers the following advantages that no other solution can accomplish.

Support applications from mainframes to cloud

vArmour is designed to integrate with tools across a heterogeneous environment without needing additional agents, new hardware or software, or changes to architecture. It correlates data from all the different platforms and compute environments, including virtualized, middleware, mainframe, public cloud, Linux, and Windows.

Continuous automated discovery and mapping across all environments

vArmour automatically discovers applications' end-to-end dependencies and data flows through middleware systems, using live data and machine learning to map application dependencies without relying on any human input. vArmour's application dependency map is updated every few minutes as it continuously discovers relationships, shows dependencies in real-time, and detects changes.

Simple and fast deployment leveraging existing tech

vArmour is an API-first platform that allows users to get up-and-running quickly. It can easily extract all data within the visual graph and push to internal homegrown systems to and from any platform that has an API or remote access capabilities, including existing solutions deployed in the infrastructure including public cloud, IBM, Tanium and Gigamon.

Enterprise-grade scalability to accommodate business growth

vArmour can scale for thousands of applications, and over millions of workloads and relationships. Because it is an API platform, scaling up does not require lots of time and resources.

Results: More Secure, Efficient, Innovation

vArmour's capabilities helped the Bank realize immediate and recurring benefits, including:

- Mapped 90% of the application landscape in two weeks
- Reduced time to remediate relationship gaps by 80%
- Reduced service annual outage costs by $190 million

vArmour helped the Bank accomplish the following goals:

- Improved the resiliency of applications and infrastructure to ensure customers have access to the business services they need at any time of the day.
- Minimized the risks resulting from unidentified and unsecured application relationship gaps and data flows that may invite cybersecurity attacks.
- Applied the required compliance controls based on clear visibility of applications, workloads and user relationships, and reducing regulatory incidences.
- Delivered all initiatives within a shortened time frame and reduced cost, which means the Bank can redirect the resources, including people-hours, to other aspects of the business.

vArmour's solution ultimately led to better customer experience and trust for the Bank and its customers. As the Bank moves forward in its transformation journey, it will continue to leverage vArmour as the trusted partner the Bank can count on.

To learn more about vArmour, visit www.varmour.com

Find out more about vArmour