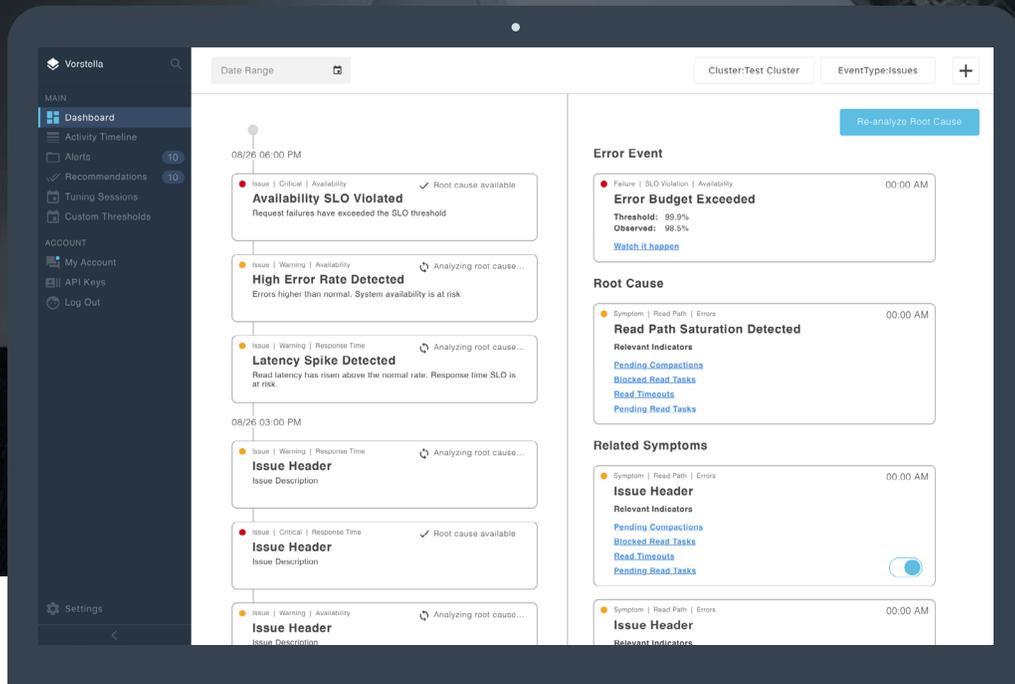


CUSTOMER STORY

HOW A CONSUMER BANK ACCELERATED DIGITAL TRANSFORMATION AT SCALE



60%
reduction in latency

50%
lower costs

1.5X
higher throughput



BACKGROUND

A \$400 billion global financial group was investing heavily in new technologies as part of an aggressive digital transformation initiative. Key to securing deposits and driving consumer lending, its retail banking unit sought new ways to enhance the digital customer experience. As developer hiring accelerated and new technologies were added to its stack, the bank’s DevOps team sought a better way to ensure performance, reliability and scale.

OVERVIEW
Category: Financial Services
Technologies: Kafka, Cassandra
Company size: 13,800 employees

CHALLENGES

After early success with some pilot projects on cloud-native technologies like Cassandra and Kafka, the DevOps team found themselves struggling to repeat their initial wins. They were a lean team who took pride in punching far above their weight. But as requests to onboard new technologies increased, the team found themselves increasingly playing a support role. To regain time and focus for building higher-impact projects, they sought new ways to manage the rapid growth in use cases and ever-increasing scale.

SOLUTION

Having worked with Vorstellla's founding team previously, the DevOps team was interested in partnering again. After an initial call and product demonstration with Vorstellla’s team, they decided to move forward with a proof of concept (POC) deployment.

It took just a few minutes for the DevOps team to install Vorstellla’s collector as part of their standard image. Unlike other monitoring tools that the team had considered, Vorstellla didn’t require any complex, rules-based configuration — a big plus for a team that was already overworked and under-resourced.

Almost immediately after the initial install, Vorstellla started generating automated insights and recommendations that helped the team meet their Service Level Agreement (SLA) requirements.



RESULTS

With VorstellA, the bank's DevOps team has been able to achieve significant gains in performance. They've also been able to accomplish more without having to hire or train for supporting new technologies. They're less reactive and more focused.

BY THE NUMBERS

- ✓ 60% reduction in latency
- ✓ 50% cost reduction
- ✓ 50% increase in throughput

Focus on what matters

Without the burden of ramp time and complex issue resolution, the team can devote time to higher priority work — such as supporting continuous development for consumer-facing applications.

Scale to demand

Without the IT operations bottleneck, the bank's developers across the organization can now use the technology they want. Across the organization, teams have been impressed with the changes DevOps have put in place.

Reduce waste

Shortly into the POC period, VorstellA's technology identified chronic underutilization of the bank's clusters. Presented with an automated recommendation on how to address the issue, the bank's DevOps team was able to **cut costs by 50%**.

Improve performance

VorstellA's auto-tuning algorithms surfaced insights that enabled the team to achieve a **60% reduction in latency**. These adjustments led to an immediate and substantial improvement to the performance of the bank's consumer-facing applications.





ABOUT

Vorstella was founded with one goal in mind: to automate operations, and make it possible for enterprises, regardless of experience and skill-set, to run cutting edge IT systems at scale in production. By employing advanced machine learning algorithms, along with best practices developed by helping the world's most iconic companies, including Apple, Netflix, Walmart, and Sony, you can meet your SLAs, and ensure your systems are always up and running.

Free trials available at: vorstella.com

