

How Apica transformed Monitoring for an American investment banking services holding company

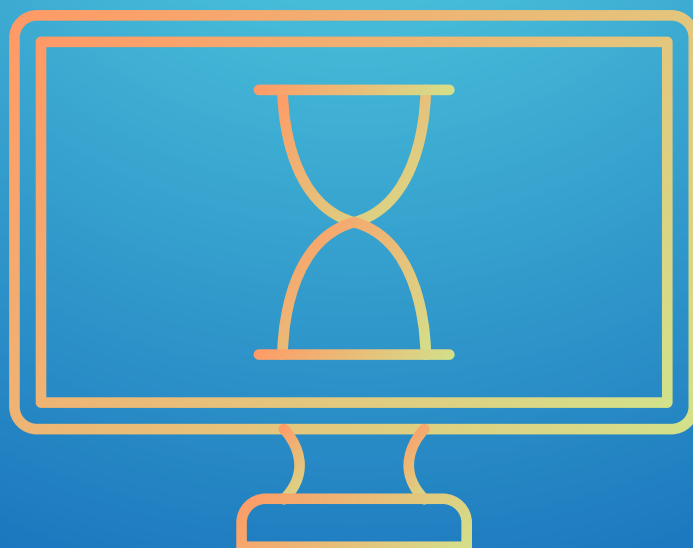


Introduction

A prominent American investment banking services holding company, specializing in wealth management and general banking, faced a critical challenge. Their legacy wealth management platform, crucial for their major clients, was struggling with outdated technology and inadequate monitoring tools.

The Challenge: Scaling for Peak Performance

The company's existing solution, based on Microsoft/HTTP, was lagging. Their monitoring tool, Dynatrace, lacked the flexibility and support needed for their advanced requirements. With the platform being discontinued, the company urgently needed a robust, efficient solution.



Solution Search

After consulting with industry experts and internal research, Apica was identified as a potential solution. A full Proof of Concept (POC) with Apica was conducted, demonstrating its capability to meet all the company's intricate needs.

"Apica's professional services team has been exceptional, ensuring a smooth transition to the new platform while retaining our existing checks. Their efforts have streamlined our operations and enhanced our competitive edge."

Choosing Apica

Apica stood out for its customization capabilities, exceeding expectations. It supported existing checks and enhanced the monitoring approach, providing solutions for challenges other competitors hadn't anticipated.

Implementation

The company utilized Apica's professional services team, both in the US and India, for hands-on implementation and integration. Apica's team not only implemented features from the original POC but also addressed additional requests, creating about 90% of the company's scripts at no extra charge.

Benefits Realized

- 1. Enhanced Data Visualization:** Integration with Grafana dashboards, previously unconsidered, became highly valued.
- 2. On-Premises Support:** Enabled internal application monitoring, a new capability for the company.
- 3. API Utilization:** Streamlined monitoring expansion across the organization.
- 4. Public Agent Access:** Leveraged public agents for external monitoring, providing access to numerous locations.

Unexpected Gains

The introduction of Grafana dashboards and the use of SaaS/public agents were unexpected but highly beneficial developments.

Impact and Future Plans

The investment in Apica yielded rapid returns, setting the company apart in its field. Plans are underway to expand features and integrate Apica into other organizational areas.

Curious to learn more? Let's connect for a quick conversation.

