



A Hitachi Group Company

Turning **operational intelligence** into **business value** for a multi-brand retail bank

A leading UK retail bank with over 14 million customers needed to improve real-time visibility across its digital ecosystem to reduce operational costs and deliver a more reliable customer experience. GlobalLogic designed and implemented an AIOps platform that delivers **real-time insights**, **automates incident response**, and drives **strategic cost savings** across all brands and devices.

£1M–£3M

annual savings from
monitoring and license
optimization

50%

faster incident
resolution

5-pt

NPS increase from
improved service
reliability



Challenge

With 14 million active users across multiple digital brands, this UK retail bank faced mounting pressure to improve availability, performance, and visibility across its platforms.

Its existing tools couldn't manage the surge in real-time events and transactions, **leaving the business without the operational insight** to maintain service quality.

The bank needed to reduce cost, minimize customer impact, and gain full visibility into its digital ecosystem to support data-driven decisions and deliver a consistent, high-performing customer experience.

Value Created

- Designed and deployed an **AIOps platform** to process real-time and historical operational data
- Integrated Splunk with IBM Tivoli Netcool/OMNIbus to enable **automated, proactive incident management**
- Delivered a **unified system performance view**, giving business and ops teams actionable insights by brand and channel

Impact

- **£3M** in annual savings through improved monitoring and license management.
- **50% reduction in incident resolution time** by shifting to proactive operations.
- **5-point NPS increase** driven by improved service reliability.
- **End-to-end visibility** across infrastructure, applications, and key transactions.