



DATA CLEANUP TO AUTOMATED OPERATIONS MIGRATION FOR AN ENTERPRISE BANK

1.9 MILLION

DUPLICATE TICKETS ELIMINATED

100%

INCIDENT AUTOMATION

20+

DATA SOURCE DIVERSITY

CLIENT

A top-tier US financial institution operating at enterprise scale under strict regulatory compliance.

GEO: USA



Financial Services

PROJECT CONTEXT

- A leading financial institution operated a massive monitoring platform across cloud and on-premises systems.
- System alerts had to be processed and reconciled across distinct platforms manually, creating an efficient bottleneck.
- A system flaw generated roughly 1.9 million duplicate tickets, overwhelming the operational teams.
- Critical context was separated from alerts, forcing analysts to manually cross-reference an external database during triage.

PROJECT OBJECTIVES

- Eliminate manual intervention by fully automating incident creation, deduplication, real-time updates, and closure synchronization.
- Deliver instantaneous clarity by automatically stamping asset metadata onto incoming operational logs, metrics, and traces.
- Ensure high availability and system resilience, preventing configuration database sync failures from blocking data ingestion.
- Standardize multi-node infrastructure execution to prevent concurrent database writes and secure predictable data management.

SOLUTION DELIVERY

- Engineered a unified, five-pipeline communication loop that queries system alerts, aggregates data, and handles updates seamlessly.
- Applied centralized data policies to automatically inject server, environment, and ownership data directly into active operational feeds.
- Integrated durable buffering queues and fallback rules to safeguard data ingestion against third-party platform outages.

TECHNOLOGY STACK

