Business-Critical Service Reliability

Context

Fondsdepot Bank operated an integration API responsible for transaction processing used by external distribution partners of one of Germany's leading fund platforms. The service connected partner systems with the bank's internal core systems and was directly tied to revenue-generating business processes.

Any disruption affected partner operations immediately and carried significant business and regulatory risk. Ensuring reliable performance under real production conditions was therefore critical.

Challenge

The service operated in a complex environment involving multiple external partners, internal systems, and third-level support providers. Frequent incidents, interface disruptions, slow response times, and unclear coordination mechanisms reduced reliability and increased operational risk.

Decision paths were inefficient, responsibilities were not always clear, and communication overhead slowed resolution of issues. At the same time, ongoing partner onboarding and system changes had to be supported without disrupting live operations.

Role & Responsibility

As IT Service Manager, I coordinated all operational activities across internal teams, external partners, and service providers to ensure stable service delivery. Although not holding budget authority, I acted as the central coordination point for incident resolution, change execution, and prioritization of operational work.

Responsibilities included ownership of Incident, Problem, and Change Management as well as coordination of third-level support and vendor activities in the production environment.

Key Actions

A reliability-focused approach was implemented to improve responsiveness and reduce operational risk without interrupting ongoing service delivery:

- Introduced clear prioritization and escalation mechanisms for incidents and changes
- Optimized incident response processes to accelerate resolution times
- Strengthened problem management to address recurring root causes
- Stabilized critical interfaces between partner systems and internal platforms
- Improved coordination of changes to minimize service disruptions
- Streamlined communication paths across stakeholders and providers
- Increased transparency of service status and operational workload

Results & Impact

Service reliability improved significantly while maintaining continuous production operations and supporting business growth.

- Incident response times improved by approximately 20%
- Interface-related disruptions decreased by about 15%
- Coordination overhead and escalation frequency were reduced
- Operational risk lowered through clearer structures and prioritization
- The service became more predictable and capable of supporting ongoing partner integration