

Case Study

Business-Critical Service Reliability

Ensuring stable transaction processing in a multi-partner banking environment.

Case Facts

- IT Service Manager
- Production service responsibility
- Integration API for partner transactions
- Multi-partner environment
- Financial Services / Banking

Key Outcomes

- Improved service reliability under live conditions
- Faster incident response and resolution
- Reduced disruptions affecting partner operations

Context

A production integration API handled transaction processing for external distribution partners and connected their systems with the bank's internal platforms. Service disruptions directly impacted partner operations and business continuity.

Frequent incidents, interface issues, and inefficient coordination created reliability risks while new partners continued to be onboarded.

Approach

Improved reliability while maintaining uninterrupted production operations.

- Coordinated incident, problem, and change activities across stakeholders
- Introduced clear prioritization and escalation mechanisms
- Optimized response processes to accelerate issue resolution
- Stabilized critical interfaces with partner systems
- Streamlined communication and coordination across providers

Results

The service became significantly more predictable and capable of supporting ongoing business operations and partner integration.

Improved Responsiveness

Incident response times improved by approximately 20%, enabling faster recovery from disruptions.

Reduced Interface Disruptions

Stabilization measures lowered interface-related incidents by about 15%.

Lower Operational Risk

Clearer coordination and prioritization reduced escalation needs and increased confidence in service reliability.