



**Improve customer experience
and reduce downtime with Full-
Stack Observability**

Founded

2004

19 years experience

Consultants

60

Extensively trained and fully
certified

Projects

500+

Financial, Telco,
Government

Countries

07

International hub locations
across EMEA



- 📍 Ireland
- 📍 France
- 📍 Italy
- 📍 Slovenia
- 📍 Bulgaria
- 📍 Tunisia
- 📍 UAE



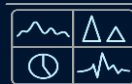
APPDYNAMICS
Titan Partner

Who are Cisco AppDynamics

AppDynamics is a leading observability tool that delivers the business insights in Cisco's full-stack observability solutions to provide businesses with visibility of their digital services through an outside-in lens. AppDynamics centralises and correlates data into contextualised insights of critical business metrics to give enterprises the power to prioritise actions based on business needs and deliver incredible customer experiences.

Cisco full-stack observability (FSO) moves beyond domain monitoring into full-stack visibility, insights, and actions across the technology stack in the multi-cloud environment, so operation teams can deliver and optimize customer experiences.

Full-Stack
Visibility



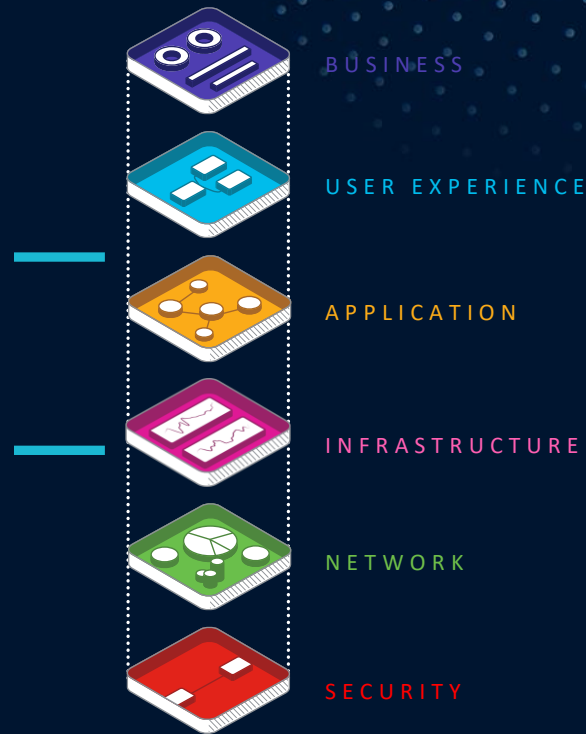
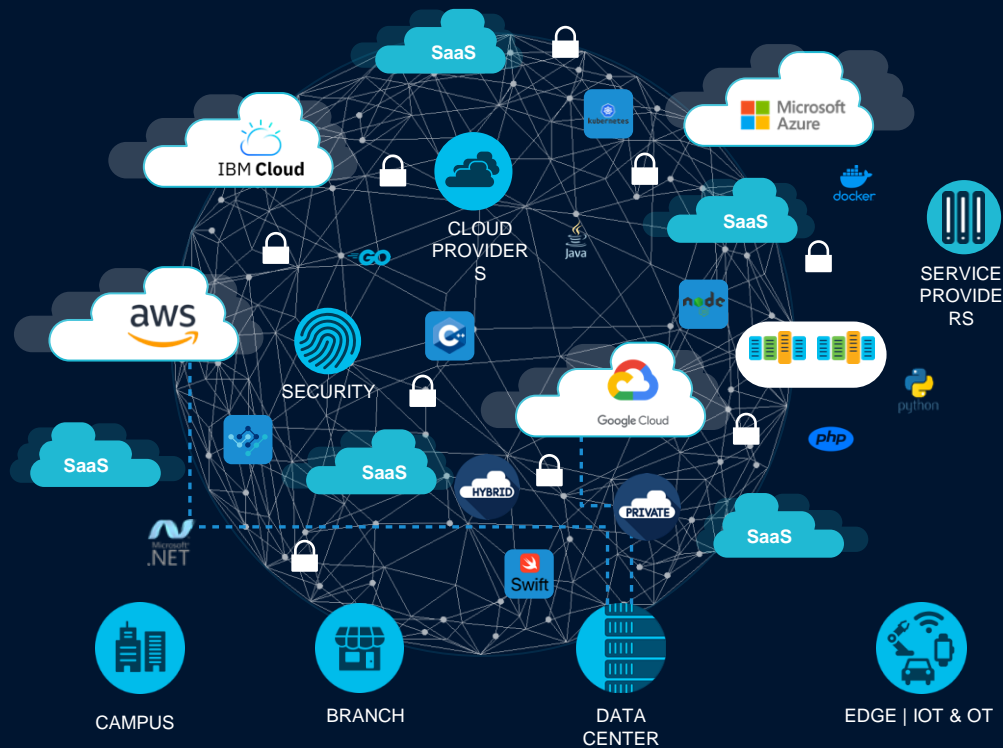
Full-Stack
Insights



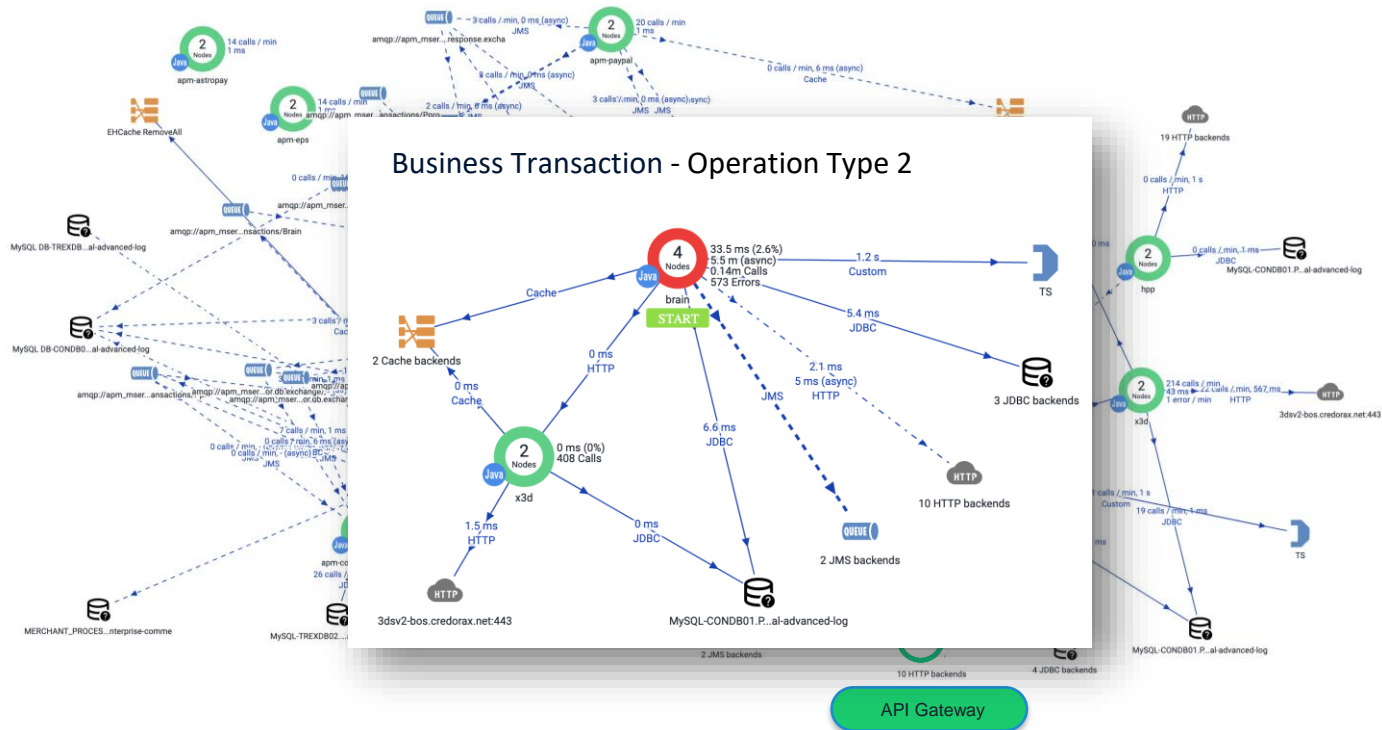
Full-Stack
Actions

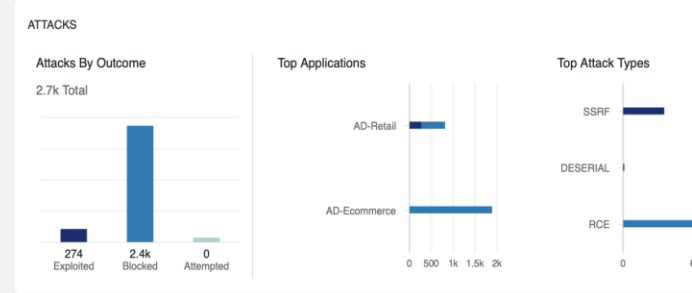
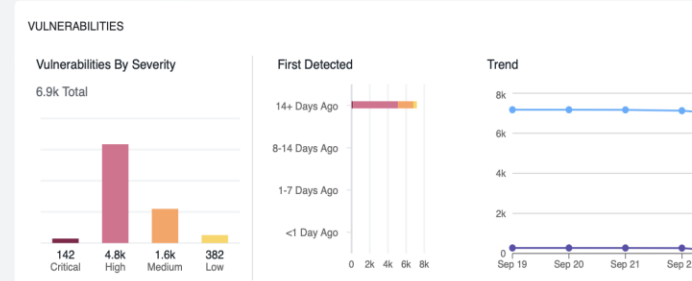
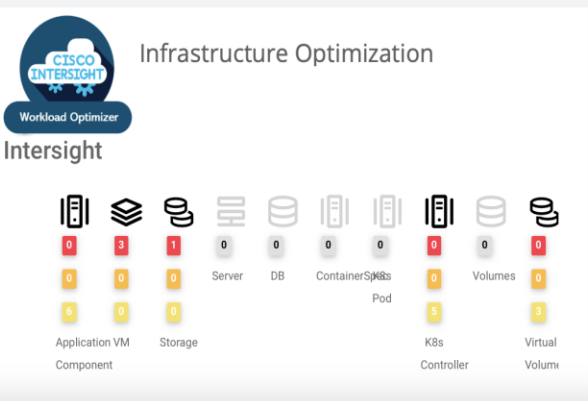
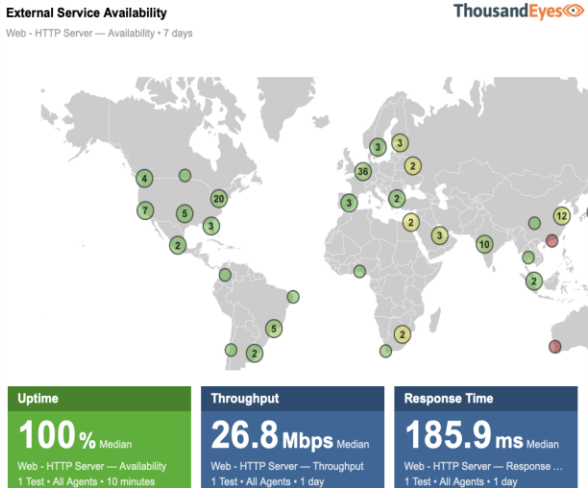
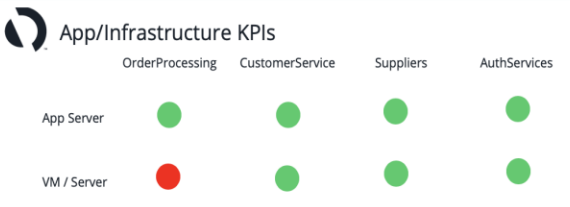
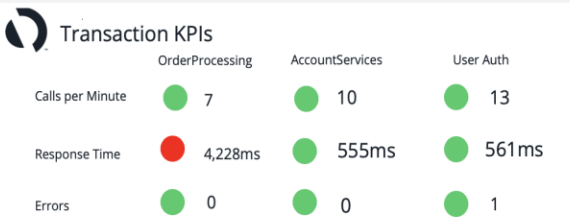
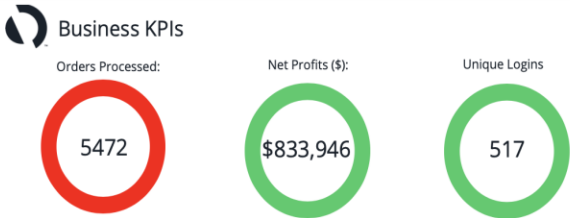


Full-Stack Visibility



A Single Complex Financial Transaction





We Understand Your Industry

Financial Services

Nordea

MSCI

CREDIT SUISSE

fiserv.

BlueCross
BlueShield

Broadridge

Invesco

EY

MACQUARIE

First Data

THE WORLD BANK
IBRD - IDA | WORLD BANK GROUP

Commonwealth Bank

National Australia Bank

loanDepot

BNY MELLON

ING

PAYCHEX

SOCIETE GENERALE

Money Services Inc

PROGRESSIVE

NATIONAL BANK
OF CANADA

Westpac

PRA Group

Vanguard

RBC
Royal Bank

Clydesdale Bank

experian.

SEB

EQUIFAX

Putnam
INVESTMENTS

USAA

Allianz

WELLINGTON
MANAGEMENT

BNP PARIBAS

citi
JPMORGAN
CHASE & CO.

BARCLAYS

Deutsche Bank

AMERICAN
EXPRESS

Bank of America

charles
SCHWAB

barclaycard

HSBC

Royal Bank
of Scotland

WELLS
FARGO

CSC

SMBC
SHIBUYA MITSUBISHI
BANKING CORPORATION

BANCA INTESA

March
2014

Nasdaq

UBS

LLOYDS
BANKING
GROUP

Goldman
Sachs

Capital One

Morgan Stanley

usbank

Signe
SERVICES DE DINERO

OMERS

PNC

RESERVE BANK
OF AUSTRALIA

NATIXIS

Citizens Bank

Bank of Ireland

TD Ameritrade

pwc

Lufthansa
Global Business Services

DST
MASTER COMPLEXITY

T Rowe Price
INVEST WITH CONFIDENCE

CRÉDIT AGRICOLE
CORPORATE & INVESTMENT BANK

Crédit Mutuel
ARKEA

Quicken
Loans

HARGREAVES
LANSDOWN

Direct Line
Group

AIA
Life Insurance
Company

COBANK

GAIN CAPITAL

CITADEL

Moody's

PayPal

PIMCO

worldpay

FIRST REPUBLIC
It's a privilege to serve you

Deutsche
Asset Management

COUNTRY
FINANCIAL

RENASANT
BANK

بنك أبوظبي الأول
FAB
First Abu Dhabi Bank

Present
Day



First Abu Dhabi Bank leads charge for customer UX with full-stack observability

- The largest bank in the UAE with an international network spanning 5 continents



Challenge

To remain competitive and continue to deliver the best customer experience FAB needed to **break down data silos**, eliminate inefficiencies and downtime and **gain more control** over the customer experience.

“We can’t rely on customers to tell us something is wrong. That would be unacceptable. We need complete visibility across everything that’s happening within our applications so we can spot and address performance issues before they do.”

Says Emma Lewis, Head of Technology Service Management,

Solution

Existing monitoring tools were replaced with AppDynamics

Fab initially
onboarded

60
Business
Applications

Start

12 months

Today

180+
Business
Applications

Are currently
being monitored
by AppDynamics

This
increased to

120
Business
Applications

Benefits

- 61% reduction in downtime for a business-critical service providing point-of-sale and integrated self-service banking
- 87% reduction in downtime for Internet and mobile banking
- 98% reduction in downtime for the multicurrency bank account service
- 99.2% availability of Business Applications
- 42% improvement in requests responses
- new insights into FAB's performance at a granular level
- improved uptime and faster issue resolution

For more information, please visit our booth

