

Solve the Biggest Problems Holding Back Financial Services IT Operations with ScienceLogic



Financial services firms rely on technology to deliver the products and services customers expect. ScienceLogic helps IT teams keep those services running efficiently and reliably.

Today, “banker’s hours” are a 24/7 affair. Customers expect digital and mobile banking that never closes. To maintain their confidence and loyalty, financial services firms need reliable IT infrastructure that supports a seamless experience. Service outages can quickly erode that trust and increase customer churn.

The ScienceLogic AI Platform gives IT teams complete network visibility, real-time data ingestion and analytics, and automated incident response. Together, these capabilities help teams understand the status of their environment, diagnose issues, and restore services quickly.

Observability Built for Financial Services

Managing a complex mix of technologies requires clear visibility across systems and the context to address gaps in availability and efficiency. ScienceLogic delivers:

- **AI/ML-Driven Insights:** Real-time asset discovery, data ingestion, and contextual analytics help teams identify root causes and address emerging issues before they affect customers.
- **Simplicity and Efficiency:** Reliable data supports process automation that reduces manual effort and the likelihood of human error, freeing IT staff to focus on higher-value work.
- **Out-of-the-Box Integrations:** Hundreds of PowerPack™ integrations connect the technologies firms rely on today and support their evolving IT requirements.

Automated Incident Management

Financial services depend on a large, dynamic mix of systems, services, and applications. A problem in one area can affect performance across the environment. The ScienceLogic AI Platform closes gaps in detection, analysis, and resolution with IT automation that **resolves up to 50% of incidents without human intervention.**

Automated root cause analysis and incident management help bring services back online in seconds or minutes instead of hours or days, delivering a **94% faster time to resolution and restoration.** Faster recovery supports operational resiliency requirements and customer expectations.



Support Mobile Banking

Onboard new tools, applications, and services while maintaining network operations.



Lower Operational Costs

Process automation supports 94% faster incident response times, 38% fewer tickets, and 25% signal clarity.



Connect Legacy and Modern Technology

Manage the systems you depend on today alongside those needed to meet future customer expectations.



Protect Customer Loyalty

Reduce service disruptions that can drive customers to switch providers.



Simplify Integration after Mergers and Acquisitions

Bring new infrastructure into view, with 30% fewer incidents and 100% visibility.



Strengthen Commercial Banking Operations

Maintain IT with 50% greater efficiency to support SLA compliance and service reliability.

Predictive Intelligence to Reduce Service Outages

The ScienceLogic AI Platform uses machine learning to adapt to your environment, detect subtle performance changes, and analyze system behavior. It automates response and mitigation while giving teams detailed information for timely intervention.

By identifying emerging issues and prioritizing response and resource allocation, ScienceLogic helps **reduce costly downtime and incidents by up to 75%**.

Address Recurring Issues with Automated Root Cause Analysis

Recurring incidents drain resources, disrupt service performance, and undermine customer confidence. Addressing the underlying cause helps prevent the same problems from returning.

ScienceLogic uses ML-driven root cause analysis to correlate data across millions of events and pinpoint the reason for service issues with **96% accuracy**. Generative AI explains findings in plain language, helping teams understand the issue and determine their next steps.

Support the Financial Applications Customers Expect

From mobile banking for retail customers to the network of products and partners behind commercial banking, financial firms need IT operations that can keep pace with changing demands.

ScienceLogic simplifies the work of introducing new financial tools, applications, and services while maintaining existing operations. It also helps teams integrate IT environments after mergers and acquisitions.

