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Infographic
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Building Trust and Intelligent Operations in the Age of Agentic IT



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Complexity is the new cost of doing business in banking

80%
of BFS orgs run hybrid or multicloud infrastructure (43% extensively).

Average 15 discrete monitoring tools per BFS IT team.

Hybrid architectures born of M&A put legacy systems next to customer-facing apps, and a single transaction can touch a dozen regulated systems. IT teams already run 15 different monitoring tools trying to keep watch, and it still isn't enough.



Source: IDC's Future Enterprise Resilience and Spending (FERS) Survey 2026, Wave 1 (Financial Services respondents); IDC Europe, EMEA CloudOps Survey, December 2025

AI is the top priority, and the biggest new blind spot



50%
say AI infrastructure is BFS's number 1 AI-adoption priority for 2026.

4 in 10 BFS IT leaders lack the expertise to govern AI.

Banks are betting heavily on AI infrastructure, but nearly half admit they don't have the skills to govern what they're building. That gap turns tomorrow's failures into governance problems as much as technical ones.

Source: IDC's Future Enterprise Resilience and Spending (FERS) Survey 2026, Wave 1 (Financial Services respondents); IDC Europe, EMEA CloudOps Survey, December 2025

The budget is protected, the visibility isn't



41%
protect AI initiatives from budget cuts, more than any other industry.

40%
say inadequate monitoring is their top cloud-ops challenge.

BFS firms are ring-fencing AI and resilience spend even as budgets tighten elsewhere. That money hasn't bought clearer sight lines yet: monitoring gaps remain the single biggest operational headache.

Source: IDC's Future Enterprise Resilience and Spending (FERS) Survey 2026, Wave 1 (Financial Services respondents); IDC Europe, EMEA CloudOps Survey, December 2025

Service-centric observability turns protected budget into earned trust

Service-centric observability ties telemetry, topology, and business data into one view.

First move: consolidate fragmented telemetry before scaling AI and agentic workloads.



The shift is from watching infrastructure to understanding services. Banks that map monitoring to the services regulators and customers actually care about are the ones that will earn trust as agentic AI scales.

Source: IDC's Future Enterprise Resilience and Spending (FERS) Survey 2026, Wave 1 (Financial Services respondents); IDC Europe, EMEA CloudOps Survey, December 2025

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