

Mid-Sized Bank: Modernizing the digital business.

Challenge

A mid-sized American bank's modernization efforts required a new Network Operations Center (NOC) to keep the digital business running smoothly and securely. Working with their technology consultants, the bank's NOC leadership toured operational facilities in other companies with similar functional needs. They emerged with a view of the bank's connectivity needs, their need to see and efficiently manage all the visual intelligence that flows into such a facility, and the security underpinnings that ensure a trustworthy and reliable operation.

In addition, the bank realized how important it would be to share critical information seamlessly inside and outside the NOC, integrate their operations monitoring platform, ServiceNow, and how quickly their support needs escalate when considering a larger collaboration picture. All this insight would prove even more important than they could ever imagine, just a few months after choosing Activu vis/ability to run the NOC.

Solution

In addition to showing how Activu vis/ability connects any visual intelligence they needed in the NOC, Activu's Link plugin for ServiceNow triggered visual content on display walls, remote screens, and desktops to instantly change in response to critical events as they were logged in the ServiceNow system.

The bank responded, "Now you've shown us something we've never seen before." The Activu system elegantly extended the value and utility of every other investment the team had already made to monitor and manage their network and digital business. This unique capability from Activu ensures managers and decision-makers are always seeing the most critical and relevant visual information inside and outside the control room.

Result

As Activu began implementing vis/ability and setting up the bank's new NOC, the COVID-19 pandemic arrived, shutting down facilities, travel, and much of the progress in projects like these. It could have set back their plans by years during this time of intense concern and caution in all aspects of daily life and business.

But critical functions can't wait, and the bank had wisely chosen Activu vis/ability as the platform to run their NOC. Working remotely from their own homes in a different state, Activu project managers and software engineers continued installing and testing vis/ability for the new NOC as if they were on the ground in the new facility. The project was completed, and began operations as a remote NOC, thanks to the streamlined efficiency of the software-based vis/ability Platform, and the virtual command center capability Activu offers, right out of the box.