

Customer Success Story: Financial Corporation

Overview

A global financial corporation specializing in online investing with 3.7 million customers and hundreds of thousands of daily transactions was in need of an effective monitoring solution. Their goal was to switch out their legacy tools, which had become unreliable and expensive, for a more modern and reliable SaaS solution that also had on-premise capabilities. At the time, they were using SolarWinds and many of their internal monitoring checks were misfiring. Without reliable monitoring alerts, their DevOps lacked significant visibility of their tools and applications during critical market-trading hours. After running Apica for a year, they were able to drastically improve operational insights and digital experience. Additionally, with Apica this financial company discovered they could closely monitor APIs and the most critical customer applications streaming sensitive financial data.



Industry

- Finance
- Investing
- Asset Management



Size

- 3.7 million customers
- 350 billion in assets
- 3 billion in annual revenue



Products in Use

- Apica Synthetic Monitoring
- Hybrid Deployment
- Selenium Browser UX
- ZebraTester Advanced HTTP Monitors



Challenges

- Migrating from existing tools - SolarWinds and Dynatrace
- Difficulty interpreting results due to poor visibility with false positives
- Integrations with their homegrown tools and applications



Key Selling Features

- Apica's ability to convert existing monitors
- Better metrics and visibility
- Integration with their homegrown infrastructure and Big Panda
- Highly scalable and secure
- Apica support team

“Apica was the solution we didn't even know we needed.”

- Automation Engineer

Solution

Apica Synthetic Monitoring met all the financial organization's needs and then exceeded their expectations. By using Apica, they were able to expand their monitoring thinking from simple browser-based checks to more complex scenarios using Apica's ZebraTester Scripting Tool. The solution was deployed using Apica's hybrid solution allowing the financial institution the benefits of secure on-premise agents and the flexibility of a SaaS portal. Apica's REST API made it easy to integrate with the company's homegrown tools dashboards and applications. Lastly, Apica was able to integrate with their current incident management tool, Big Panda for more event isolation with actionable insights.

“Unlike the big APM vendors, Apica gives us all the attention we need. Our only regret is that we didn't find Apica sooner.”

- Senior Vice President of Application Support

Results

The financial institution quickly realized the value of Apica because of the precise metrics and full visibility they were getting into their applications and websites. The accuracy of Apica's alerts are around 99% saving them time and money on operational costs. The financial institution recognized the benefit of using Apica and they increased their number of monitoring checks by 3x within the first year. On year two of their partnership, they continued to scale up even more and increased their applications monitoring coverage by 30x.



100,000+
Daily Transactions
Monitored



Thousands
of hours saved
annually



30x
More application
coverage



99%
Alert Accuracy

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