

Finacle WatchWiz

OVERVIEW

Finacle lies at the core of the business engine, in a heterogeneous and complex enterprise IT environment, at banks. It empowers them 24X7, through several mission-critical functions, to deliver on their service agenda. Banks use numerous best-of-breed monitoring tools, to proactively prevent unplanned outage and ensure the availability of Finacle at all times. These tools produce data, most often viewed and analyzed in silos. This siloed approach to monitoring is time consuming, and not always comprehensive, because the data available for analysis is narrow in scope and limited too. Any minor variation in a critical health parameter or a change in configuration or component can destabilize the setup, necessitating hours of multiple tool-led diagnostic effort, greatly undermining the bank's ability to respond to the needs of a demanding business ecosystem.

Banks can benefit immensely from an integrated application monitoring and management solution, for the Finacle environment, which offers holistic data support for a health audit. This can prove critical for reliable and proactive issue resolution, which in turn positively impacts productivity and customer service.

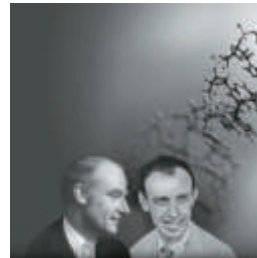
Finacle WatchWiz

Finacle WatchWiz is a comprehensive new generation monitoring console that effectively delivers integrated 24X7 monitoring and management services for Finacle and its extended infrastructure, in addition to supporting applications within the environment. Rendering a holistic 'glass box' view of Finacle, it empowers banks to proactively monitor and analyze health parameters, including:

- Critical application data
- Finacle user data
- Finacle transaction data
- Finacle services data
- Database
- OS and network
- Application server and Web applications
- J2EE monitoring through an extensible and agent-less framework
- Log data
- Configuration changes
- Fallback data

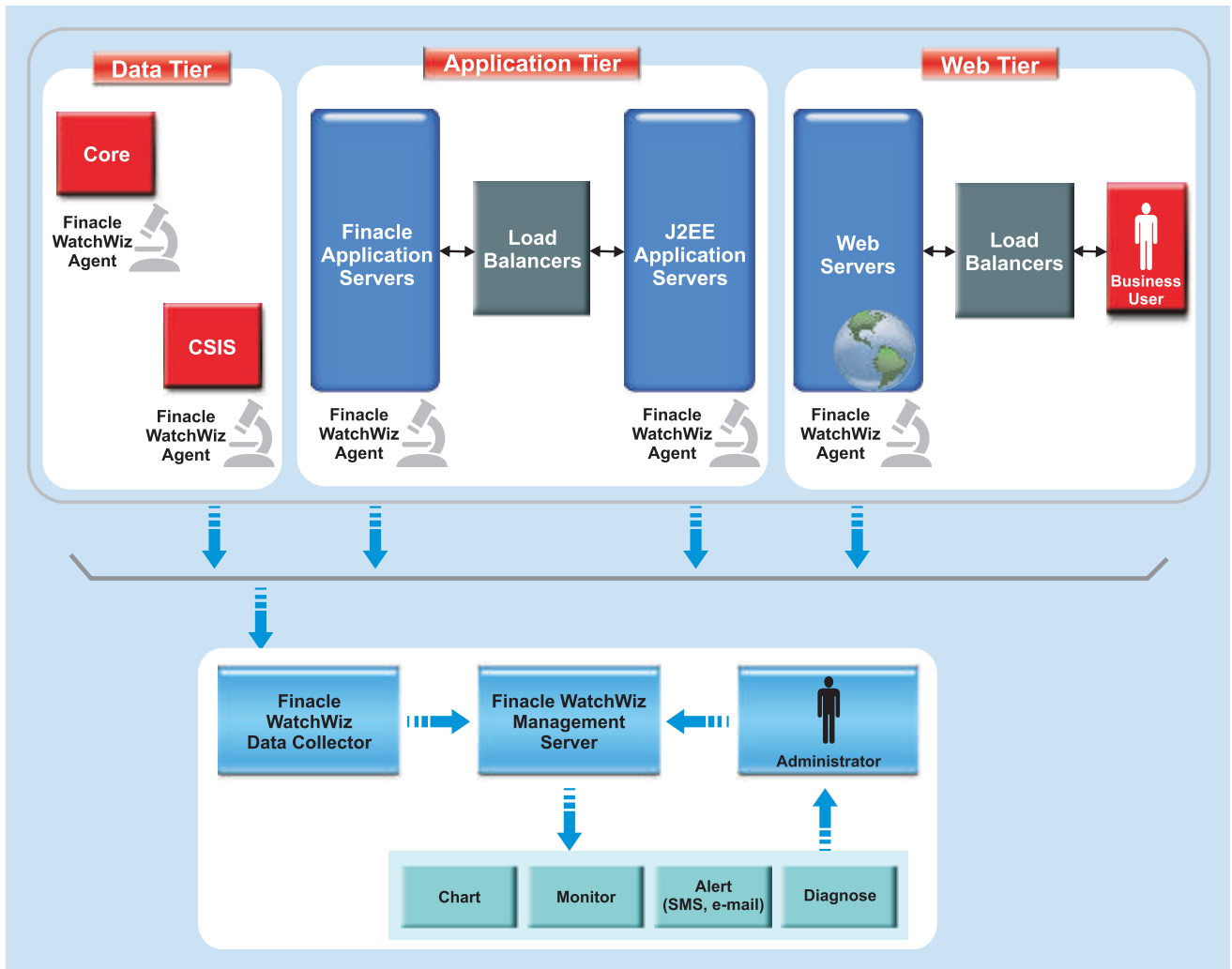
This enables banks to monitor critical health parameters, with little intervention from Infosys, greatly improving diagnostics, issue detection and resolution.

The solution assists in root cause analysis of issues, establishes health parameter correlations and monitors error log files and configuration changes. This proves invaluable for the bank's infrastructure team to ensure 100% service uptime. It helps administrators configure and manage services effectively, while also supporting effective troubleshooting. Instant SMS and e-mail alerts, along with the solution's custom-configurable performance dashboards enable managers to analyze trends and make timely and effective decisions. Optimal application administration, efficient upgrade planning, reduced maintenance costs and improved customer service are the welcome outcomes.



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Functional Architecture



*This is a sample deployment.

Key Modules

Extensibility Framework (J2EE)

Finacle WatchWiz enables monitoring of J2EE systems through a framework which gives the user the flexibility to dynamically add parameters and applications that are to be monitored. It also provides a dynamic wizard to build new applications and logically group them as one system for monitoring related applications.

Agent-less Monitoring

Finacle WatchWiz supports both agent and agent-less monitoring. Agent-less monitoring helps to supervise applications using application monitoring and management standards like JMX.

Performance Data Analysis

Finacle WatchWiz amasses over 45 critical application parameters. It renders this analysis of data in easy-to-correlate tables and graphs to enable ease of comprehension. This data representation can be zoomed further to observe even relatively innocuous performance trends. Analysis of the history of trends set the foundation for better planning, at banks.

Diagnostics

The solution can enable diagnostics on demand and gather statistics from various sources, during a stated period. It creates need-based and custom defined traces and logs, making them readily available to users. This crucial information presents clues that can aid in issue resolution, as well as help preempt their reoccurrence.

Customizable Dashboards

Customizable dashboards provide a desktop to the user, enabling continual redesign and recalibration of the monitoring console for faster and more effective analysis.

Deployment View

Finacle WatchWiz provides a holistic view of Finacle and the associated services deployed. A selection of the relevant nodes presents users with a comprehensive list of applications along with their respective current status.

Error Log Monitoring

Finacle WatchWiz's configurable log file adapter can be used to identify errors or events based on error patterns from Finacle or other applications, in the environment. These errors or events are presented on the solution's central error console.

Configuration Monitoring

Important configuration files in the environment are monitored by Finacle WatchWiz. Modifications made to critical configuration files of the WebServer, J2EE application server, Finacle application server or the database server can result in undesirable system behavior. Root cause analysis for issues resulting from such changes often consumes considerable time. Finacle WatchWiz alerts the bank when such critical configuration files are modified.

Alerts

Multi-channel alerts through the console, SMS and e-mails, disseminate critical information gathered from various sources, facilitating timely and effective decision-making. The alert types include:

- Parameter alerts based on monitored parameter thresholds
- Finacle application alerts
- Log file alerts

Business Benefits

Improved Productivity

With Finacle WatchWiz, effort expended to aggregate data for performance analysis is substantially reduced, as is the effort and turnaround time for issue resolution. With data correlation available out-of-the-box, manual effort for root cause analysis is also obviated. This has a significant positive impact on productivity.

Increased ROI

Operational superiority is a direct result of the higher availability of Finacle and reduced downtimes on mission critical modules, facilitated by Finacle WatchWiz. This in turn creates greater business value. The complete automation of Finacle monitoring, also brings considerable reductions in full time employees and other investment dedicated for IT management. Reductions in vendor consultancy costs for issue resolution, further improve ROI.

Improved Customer Service

Finacle WatchWiz enables true 24X7 monitoring of the entire Finacle environment, through a single window view, enabling faster customer issue resolution in real time. This enhances service levels and optimizes service delivery, resulting in greater customer delight.



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