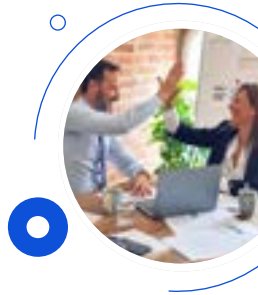


# How EverestIMS gave Federal Bank full operational visibility & control with a cutting-edge product suite



## Challenges

- Manually configuring device backups & provisioning
- No network configuration inventory tracker, leading to missed firmware upgrades
- No proper device monitoring solution to address NOC issues
- No alerts to manage critical events
- Inability to find each device enabled with Telnet, local users, etc.
- Unable to track traffic levels in the face of high network bandwidth usage

## Infraon's solution

- Integrated, easy-to-deploy product suite for NCCM, IMS, and ITSM
- Default device configuration backup and provisioning feature
- Single screen for inventory data visibility, with a dashboard to view vulnerable devices
- Easy tracking and execution of remedial tasks
- Timely device notifications based on specific categories
- Netflow module to identify the top talkers, port level usage, host level usage, etc.

## Results

- PAN India network visibility and control with reports and dashboards
- Quick notifications to end operators
- Reduced network downtime
- Reliable ISP vendor commitment measurement

## About the client

Federal Bank is a reputed India-based Personal, NRI and Business banking partner for millions of urban and rural customers across India. They have 1,370 branches spread across different states and handle more than 15% of India's inward remittances. With a focus on digital for the past decade and several modernized launches, Federal Bank is today a sought-after player in the neo-banking space.



## The need

Federal Bank faced many challenges in managing its networks and infrastructure while streamlining IT service desk operations. Hence, they wanted an integrated solution for Network Configuration and Change Management (NCCM), Infrastructure Management System (IMS), and IT Service Management (ITSM).

For NCCM, they needed to facilitate bulk configuration backup and provisioning, detect OS vulnerabilities, enforce policy compliance, maintain configuration baselines for rapid recovery, and alert end-users of changes. Then, they needed an IMS system capable of performance monitoring, alerting teams in case of outages, providing a unified dashboard, managing security devices, and monitoring SDWAN. Finally, an integrated ITSM system was required to automatically create tickets from critical alerts, improving operations across diverse networks and data center operations.

## Solution

EverestIMS implemented the Infraon product suite, providing Federal Bank with unified NCCM, IMS, and ITSM capabilities. It offered complete network visibility and control, allowing them to gain real-time insights into their network infrastructure health and enabling proactive monitoring and management for uninterrupted operations. With secure Central Web CLI, live session view, and authorization/auditing features backed by approval processes, they experienced major improvements in network performance and security.

The solution came with intelligent job execution and task automation workflows to streamline network operations, reducing manual efforts and minimizing potential errors. It included vulnerability detection, compliance audit reporting, and remediation to help maintain the highest security standards and meet regulatory compliance. EverestIMS also proposed a Netflow module to identify top talkers, port-level usage, host-level usage, and more.



## Benefits

- Single view of PAN India network visibility
- Quick identification of critical and most alarmed branches
- Easy measurements of ISP vendor commitments
- Usage tracking of links and allocated bandwidth
- PAN India control of all network elements, with configuration sync to reduce downtime
- Complete visibility of network device changes with authorized/approval processes



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