Large Financial Institution in the Northeast

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95%
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This has been one of the most rewarding experiences I have had – thank you for that. I mentioned on a call the other day that one of the great things about this partnership was that most of the internal customers were not aware that a third-party provider was responsible for the support of the platform, they just thought you were all colleagues.

- Steve L., VP

INTACT

LARGE FINANCIAL INSTITUTION CLOSES KEY AUDIT GAPS IN RECORD TIME

THE CHALLENGE

Federal regulations now require financial institutions to maintain a level of visibility into their IT environments to be able to identify the impact and potential risks associated with all major outages. This level of visibility requires mapping all business applications in production to the corresponding servers of the business services they support. In 2018, this large financial institution in the Northeast experienced several significant outages to critical banking applications, negatively impacting its customers and its reputation. In consequence, federal regulators restricted the institution's ability to acquire other banks, thereby inhibiting its ability to grow as a company. In order to quickly get back into compliance with federal regulations, have these restrictions lifted, and avoid millions of dollars in government fines, this institution engaged Intact for help.

HOW ONPOINT HELPED

Federal regulators required this institution to map every application in their IT environment in configuration management system UCMDB, calling for a mapping effort at an unprecedented scale. Most ONPOINT customers map their top 20 critical applications; in order to ensure this customer met its required targets, ONPOINT mapped more than 600 production applications and 95% of production servers in UCMDB in just six months.

Intact senior consultants first laid the foundation of improved configuration management architecture, discovery methodology and approach, and then ONPOINT took 100% of the ownership for developing and executing on an end-to-end mapping process. ONPOINT established mapping standards and a tool-agnostic mapping certification process to capture all new applications as part of production readiness, obtain all application updates as part of change management, and implement an annual certification process to ensure accuracy and currency year over year. With these three controls in place, ONPOINT ensured the customer would remain current long after meeting its targets. ONPOINT also took the lead on every internal audit call, as the customer did not have the skill set or bandwidth to do so.

THE IMPACT

ONPOINT's mapping work closed out the customer's operational risks, helping them avoid millions of dollars in federal fines and allowing them to provide enough evidence of remediation for federal regulators to lift restrictions around acquiring new banks. ONPOINT's process work and enablement of the customer's application mapping team around their tool-agnostic mapping process also helped ensure the customer's continued compliance long-term, no matter the ITSM platform.