



Case study  
Ensuring timely business deliverables

**Objective**

*Assure & improve business service levels for batch processing*

## *Challenges*

### *Scale*

1,000,000+ batch jobs globally  
Over 500 daily business SLAs

### *Complexity*

Heterogeneous schedulers  
Dependencies across geographies, time zones, and business functions

### *Implication*

Operations teams react to situations → Difficult to predict & prevent

## **Blueprint** batch environment for retail bank

- ✓ Cover 11 business units and 50,000+ jobs
- ✓ 1,945 business-critical deliverables (219 Tier-I and 1726 Tier-II SLAs)

## **Forecast** batch executions for tomorrow

- ✓ Identify critical paths and jobs that need to be watched
- ✓ Estimate commitments of business deliverables at risk

## Refine estimates in real-time and **predict impending failures**

- ✓ Provide early-warning signals to operations team about at-risk business deliverables
- ✓ Identify root cause and suggest possible actions
- ✓ Eliminate risks and the need for fire-fighting

# Day in a life of ignio

## Context

Purpose & importance:

- ✓ Batch system generates reports to its retail partners
- ✓ Tier-1 business critical deliverables → Involves a reputation risk

ignio observes an anomaly (few non-critical jobs not starting) → Predicts likely miss of 13 business deliverables

External system fault corrected and missing files delivered → Non-critical jobs start

**ignio prevents 11 Tier-1 business SLA violations by collaborating with people**

