QUALITYKIOSK TECHNOLOGIES

# Unified Observability for a Leading Commodity Exchange

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# Client Overview

One of India's largest commodity derivatives exchanges, the client operates in a mission-critical trading environment where milliseconds can impact millions. With 10 million daily transactions and under constant regulatory scrutiny, the exchange needed continuous uptime, rapid responsiveness, and bulletproof governance.

Fragmented IT tools, legacy constraints, and growing performance risks had created visibility gaps and operational inefficiencies. QualityKiosk was engaged to modernize and unify the exchange's IT operations monitoring—building a resilient, future-ready observability architecture.

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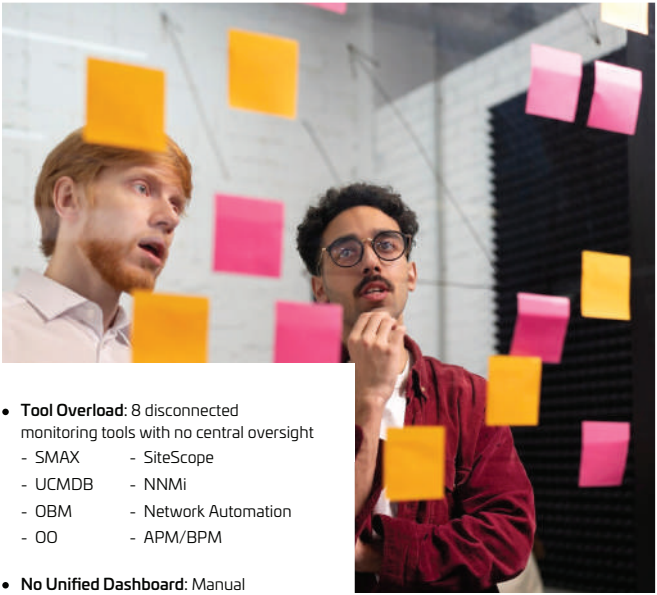
# Business Challenges

The exchange's fragmented IT operations created major challenges:



- **Tool Overload**: 8 disconnected monitoring tools with no central oversight
  - SMAX
  - UCMDB
  - OBM
  - OO
  - SiteScope
  - NNMi
  - Network Automation
  - APM/BPM
- **No Unified Dashboard**: Manual tool-switching with limited real-time visibility
- **Reactive Monitoring**: Delayed incident detection, SLA breaches, and missed alerts
- **Unstructured Change Management**: Frequent disruptions during trading hours and missed alerts visibility
- **Lack of Stabilization & UAT**: No structured testing before production rollout
- **Dynamic Operational Demands**: No agility in handling evolving business priorities

These gaps posed direct threats to business continuity, compliance, and user trust—especially during peak market activity.

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# Our Approach & Solution

QualityKiosk led the end-to-end deployment of the **OpenText ITOM Suite**, transforming the client's IT operations from siloed and reactive to unified, automated, and predictive.

### Key Elements of the Solution:

- **Gap Analysis & HA/DR Remediation**: Rectified high-availability and disaster recovery flaws from the prior vendor
- **Unified ITOM Deployment**: SMAX, UCMDB, Operations Orchestration (OO), Operations Bridge Manager (OBM), SiteScope, NNMi, Network Automation, and APM/BPM
- **100% Agentless Monitoring**: Reduced deployment complexity and operational overhead
- **AI-Enabled Ticketing**: SMAX automation for intelligent routing and codeless workflow management

### Implementation Roadmap

Phased rollout ensured seamless adoption and high ROI:

- **Audit & Remediation**: Closed critical gaps from failed legacy implementation
- **Infrastructure Stabilization**: Secured high availability / disaster recovery (HA/DR) frameworks for reliability
- **Infrastructure Stabilization**: Rolled out all OpenText modules across the enterprise
- **Unified Dashboard**: Delivered single-pane-of-glass observability
- **Compliance Reporting**: Built custom audit-ready reports
- **Continuous UAT & Stabilization**: Ensured production resilience
- **Ongoing Support**: Enabled scalable, future-proof operations

### Governance & Monitoring Framework

- **Real-Time Dashboards**: Unified view across infra, app, and network layers
- **Predictive Insights**: AI-driven analytics via OpsBridge and NNMi
- **Audit-Ready Reports**: Customized outputs for compliance teams
- **ITIL-Compliant Workflows**: Standardized incident, change, and problem management

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# Results

**Tool Consolidation + Process Automation = Tangible Results**

| Legacy Function | Replaced by | Benefits |
|---|---|---|
| Incident Management | SMAX | AI ticket routing, ITIL workflows |
| CMDB/Discovery | UCMDB | Centralized, auto-updating asset database |
| Task Automation | OO | Codeless orchestration, real-time execution |
| Event Monitoring | OBM | Real-time correlation, health visibility |
| Infra Monitoring | SiteScope | Agentless, efficient deployment |
| Network Topology | NNMi | Smart mapping, fault analytics |
| Device Lifecycle | Network Automation | Policy compliance, auto-remediation |
| Synthetic Monitoring | APM/BPM | URL-level, transaction performance tracking |

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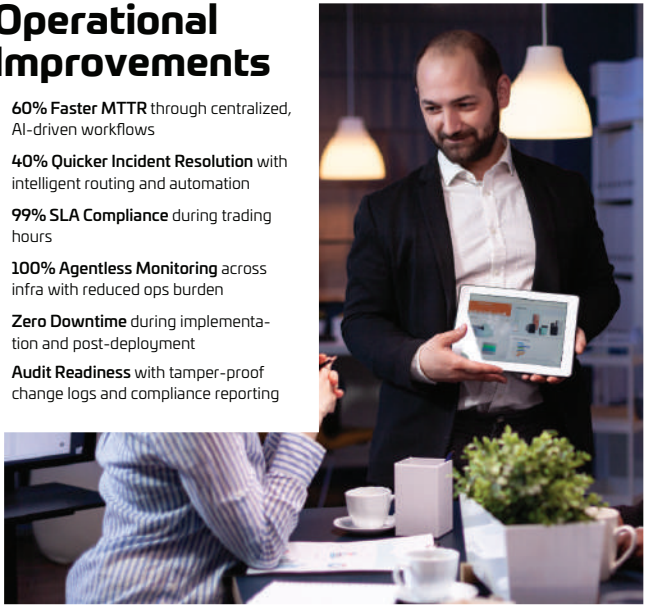
# Operational Improvements

- **60% Faster MTTR** through centralized, AI-driven workflows
- **40% Quicker Incident Resolution** with intelligent routing and automation
- **99% SLA Compliance** during trading hours
- **100% Agentless Monitoring** across infra with reduced ops burden
- **Zero Downtime** during implementation and post-deployment
- **Audit Readiness** with tamper-proof change logs and compliance reporting



# Strategic Business Outcomes

- **Resilient Performance:** High availability even during peak loads
- **Live Operational Intelligence:** Actionable insights for IT and business leaders
- **Regulatory Confidence:** Seamless audit support and compliance readiness
- **Scalable Future-Readiness:** Modular ITOM foundation for evolving needs

Through a unified observability strategy, AI-led automation, and rigorous governance, QualityKiosk empowered the commodity exchange to reclaim full control of its IT operations—turning complexity into clarity and risk into resilience.

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**About QualityKiosk Technologies**
QualityKiosk is a focused Reliability, Cloud, AI, and Product Engineering solutions provider. The company, established in 2000, offers diverse services enabling organizations to adopt and adapt AI in Product Development, Quality and Reliability Engineering, CloudOps and Automation. In an AI-first world, QK synthesizes deep domain expertise with excellence in technology to consistently deliver great experiences for its customers' customers.

Operating in more than 25 countries and with over 3,500 employees, QualityKiosk helps leading brands in banking, capital markets, insurance, automotive & manufacturing, technology & digital natives, consumer goods, and healthcare to transform their digital capabilities.

The company's expertise and achievements have garnered recognition from esteemed global advisory firms such as Forrester, Gartner, & The Everest Group for innovative, IP-led solutions and the significant value those solutions deliver to clients. For more information, visit **www.qualitykiosk.com.**