NATIONAL AUSTRALIA BANK:
CLOUD-BASED ANALYTICS
FUELING ENTERPRISE OPERATIONS
SUMMARY STATEMENT

Accenture helped the National Australia Bank create Splunk cloud-based analytics to fuel real-time enterprise operations, avoiding infrastructure costs, increasing application stability and improving customer experience.
The National Australia Bank was looking to create an enterprise operational analytics platform that could be scaled on-demand to meet the needs of multiple business units, fueling real-time operations to ultimately improve customer experience.

Accenture partnered with AWS, through the Accenture AWS Business Group, Splunk and leveraged Accenture’s myWizard to deliver a cloud-based, big-data platform delivered under Agile methodology with DevOps principles at the heart of the approach.

This not only enabled improved capability to the initial tenant (Core Banking - 84% reduction in incident triage time) but by adopting a cloud-based approach avoided the need to purchase several years’ worth of infrastructure up front estimated to be from $5m-$10m AUD – The solution can always be right-sized to the current requirements and scaled on demand.
Client Profile

National Australia Bank (NAB) is one of the four largest financial institutions in Australia for market capitalization and customers. It operates 1,590 branches and service centers and 4,412 ATMs across Australia, New Zealand and Asia, serving 12.7 million customers.

Opportunity

The bank wanted to improve customer experience by streamlining and stabilizing multiple instances of the Splunk data analysis solution across the organization, allowing for more accurate analytical insights into customer behavior. The goal was to create an enterprise operational analytics platform to scale across all the company’s technology, reducing costs and sharing data between different business units. The firm sought an ally able to deliver the outcome based upon prior experience with similar projects, and on a pilot system developed to prove the value of the technology.
Solution

The bank was developing a log mining solution for Core Banking, and wanted the solution to support similar needs across the enterprise. As the organization with the most certified Splunk professionals in the world, Accenture was initially engaged to help define an architecture meeting these requirements, and was also able to support the delivery of the end to end solution.

The bank’s initial plans for an on-premises solution evolved to improve costs and timelines by taking advantage of Accenture's myWizard and NAB's AWS virtual private cloud the bank had recently implemented. Accenture helped demonstrate that a cloud-based approach could meet desired timelines, and also allowed a solution sized for the business unit's immediate needs with the ability to scale as the platform expanded to other units.

Accenture worked with the client project team to help move large volumes of data securely and reliably into the cloud, allaying concerns for this new approach through a set of security controls. The delivery approach was optimized for Agile methodology and used Git, Jenkins, AWS CloudFormation, and Ansible to automate the end to end build of the platform infrastructure, configuration, and application deployment.
Results

The solution has reduced Splunk platform provisioning from several months to under 30 minutes, fully automated all platform changes and developed automated management of around 700 forwarders. The system includes full disaster recovery capability assuring zero outage following loss of one AWS availability zone. The Core Banking technology team have experienced an 84 percent reduction in incident and problem investigation time along with a 27 percent reduction in cost per incident, and have cut average incident resolution time in half.

The new platform is now expanding to multiple business units, and Accenture is developing an as-a-Service model to simplify the engagement model for any team wishing to use the platform covering a range of operational services including application performance analytics, DevOps analytics, security operational analytics and workplace technology performance analytics.
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