



Monitoring Outside the Box – BAM in the Multi-Enterprise Environment

All financial sector companies operate a multitude of IT systems that must collaborate seamlessly when performing various business processes. With many banks currently extending process cycles by outsourcing functions to specialist third party providers, the inevitable result is a complex matrix of processes to be monitored across multiple enterprises. As levels of data exchange and business process interactions between banks, customers and partners rise, the need to monitor these processes and react quickly to potential business issues increases accordingly.

While most applications include at least a rudimentary Business Activity Monitoring (BAM) capability within their own processes, they generally do not monitor the activity and status of the data streams and hardware they rely on to function effectively. Coupled with the applications of partner companies, in an IT ecosystem that involves multiple enterprises exchanging large volumes of data and processes, the result is a collection of disparate systems, all reliant on each other, but only able to monitor their own individual activities/areas.

A modern BAM solution is required that can see “outside the box” of the individual applications and provide monitoring capabilities across both internal applications and those that sit outside

the four walls of the enterprise. Such a solution enables the matching-up of current data traffic against normal operational tolerances across all applications, and flags irregularities before issues become critical. A new generation of integration solutions now provides the means to monitor multi-enterprise collaboration environments — simultaneously integrating applications of a given enterprise and its partners’, while continuously monitoring activity to provide advance notice of possible exceptions. Such solutions can be tailored to a given operational environment to manage and monitor the activity of legacy systems, monitoring unusually large message queues, and providing an advanced early warning system for exceptions, and intercepting problems before they cause major operational outages.

BAM doesn’t have to be complex — it can be as basic as the ability to generate input and output log files for analysis. Many application systems, however, do not generate both logs, and even if they did, system failure would probably bar access to them. The resolution, therefore, probably does not lie in the separate application systems, however sophisticated they are, but in a second layer of application that seamlessly links applications and continuously monitors business activity to identify potential disruptions before they occur.

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