

LiveAction

Ultimate Guide to Network Performance Monitoring for Banks and Insurance Companies

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INTRODUCTION

In today's fast-paced digital economy, banks and insurance companies must deliver exceptional service while ensuring robust security and compliance. To achieve this, a high-performing network infrastructure is no longer a luxury—it's a necessity. From real-time transaction processing to seamless customer interactions and sophisticated fraud prevention, every aspect of your business relies on network performance. This ultimate guide will explore the critical Network Performance Monitoring (NPM) capabilities required to support your mission-critical operations and show you why LiveAction's LiveNX and LiveWire solutions are the industry's ultimate tools to meet these demands.

SYNOPSIS: THE 5 ESSENTIAL NETWORK PERFORMANCE MONITORING CAPABILITIES



ENSURING REAL-TIME TRANSACTION PROCESSING

Real-time monitoring and unmatched reliability are crucial to maintaining the accuracy and security of financial transactions.



ENSURING RELIABLE ATM OPERATIONS

Continuous monitoring and proactive maintenance are key to providing uninterrupted ATM services.



DELIVERING EFFICIENT IN-BRANCH SERVICES

Operational continuity and rapid issue resolution ensure that in-branch digital services remain smooth and uninterrupted.



DELIVERING HIGH-QUALITY VOICE AND VIDEO COMMUNICATIONS

Optimized performance and actionable insights are necessary to ensure clear and reliable voice and video communications.



ENHANCING FRAUD DETECTION AND PREVENTION

Real-time threat detection and integrated security features are critical for safeguarding against fraud and data breaches.



1 \

ENSURING REAL-TIME TRANSACTION PROCESSING

KEY NPM CAPABILITIES

\ Real-Time Latency Insights

Banks must handle massive volumes of transactions in real time, and any latency in network performance can lead to errors, financial losses, or damaged reputations. The ability to monitor and respond to latency issues instantaneously is critical.

\ Unmatched Reliability

Network disruptions can cripple transaction processing, leading to delays that erode customer trust. Your NPM solution must offer unmatched reliability and proactive issue detection.

WHY LIVEACTION'S SOLUTION IS THE **ULTIMATE ANSWER**

LiveNX

LiveNX provides best-in-class real-time monitoring with deep visibility into transaction paths, ensuring every financial transaction is processed with speed and precision. With its flow-first architecture, it delivers instant insights into network performance issues that could impact transactions.



Instant insights



Precision transactions

LiveWire

LiveWire complements LiveNX with advanced packet capture and analysis, ensuring any disruptions in network performance are identified and resolved swiftly, protecting the integrity of real-time transactions.



Swift issue resolution



2

ENSURING RELIABLE ATM OPERATIONS

KEY NPM CAPABILITIES

High Uptime and Availability

ATMs must function around the clock. Any downtime affects customer satisfaction and trust. Your NPM solution should ensure uninterrupted ATM services by proactively managing and optimizing network performance.

Proactive Maintenance

Early detection of potential issues is key to ensuring that ATMs remain functional. Your NPM tool should anticipate problems before they occur.

WHY LIVEACTION'S SOLUTION IS THE **ULTIMATE ANSWER**
 LiveNX

LiveNX offers continuous monitoring that guarantees ATMs remain available to your customers 24/7. By providing real-time insights into network performance, it helps minimize downtime and enhance customer experience.



24/7 ATM availability



Real-time insights

 LiveWire

LiveWire takes it further with packet-level analysis that enables rapid troubleshooting, identifying issues before they escalate and ensuring reliable, around-the-clock ATM operations.



Rapid issue detection



Reliable operations

DELIVERING EFFICIENT IN-BRANCH SERVICES

KEY NPM CAPABILITIES

Operational Continuity

Branches offer a wide array of digital services, from account management to loan processing. These services depend on a robust network infrastructure. Any interruption to in-branch services can affect customer satisfaction and operational efficiency.

Fast Issue Resolution

When network problems occur, quick diagnosis and resolution are critical to maintaining uninterrupted service.

WHY LIVEACTION'S SOLUTION IS THE **ULTIMATE ANSWER**

LiveNX

LiveNX delivers the end-to-end visibility needed to ensure that your in-branch digital services operate without disruption. Whether it's network performance issues or service interruptions, LiveNX enables faster resolution by identifying root causes quickly.



Root cause insights

LiveWire

LiveWire enhances this by providing detailed packet-level data that allows IT teams to troubleshoot in-branch service issues in real-time, ensuring customers receive uninterrupted, high-quality service.



Seamless customer service



4

DELIVERING HIGH-QUALITY VOICE AND VIDEO COMMUNICATIONS

KEY NPM CAPABILITIES

Optimized Performance for Critical Communications

Clear and reliable voice and video communications are crucial for collaboration, remote consultations, and customer interactions. Your NPM solution must ensure that these communication channels are optimized for high quality and low latency.

Actionable Insights for Continuous Improvement

Your NPM tool should provide actionable insights to enhance the quality and reliability of your voice and video communications over time.

WHY LIVEACTION'S SOLUTION IS THE **ULTIMATE ANSWER**

LiveNX

LiveNX is designed to deliver high-quality voice and video performance across complex networks. With advanced monitoring capabilities, LiveNX ensures clear communication channels for everything from internal collaboration to remote customer service, eliminating jitter, lag, and dropped calls.



Eliminate lag and jitter



Smooth communication

LiveWire

LiveWire adds another layer of assurance by capturing granular packet data, enabling deep analysis of voice and video streams to pinpoint and resolve quality issues, resulting in consistently excellent communication experiences.



Pinpoint quality issues fast



Maintain clear connections

ENHANCING FRAUD DETECTION AND PREVENTION

KEY NPM CAPABILITIES

Real-Time Threat Detection

Fraud prevention depends on processing large volumes of data in real-time to detect and neutralize threats before they can cause harm. Your NPM solution must have the capability to monitor traffic for anomalies and potential security breaches instantly.

Integrated Security Features

Advanced fraud detection requires seamless integration of security protocols within your NPM solution to prevent data breaches and protect customer assets.

WHY LIVEACTION'S SOLUTION IS THE ULTIMATE ANSWER

LiveNX

LiveNX empowers financial institutions with real-time visibility into network traffic, allowing for early detection of suspicious activity and security threats. By continuously monitoring and analyzing traffic patterns, LiveNX helps prevent fraud before it escalates.



Detect threats early



Prevent fraud fast

LiveWire

LiveWire provides deep packet inspection and analysis, enabling banks and insurance companies to detect anomalies and safeguard sensitive data. Together, LiveNX and LiveWire deliver an unparalleled fraud prevention solution that combines performance monitoring with cutting-edge security.



Identify anomalies

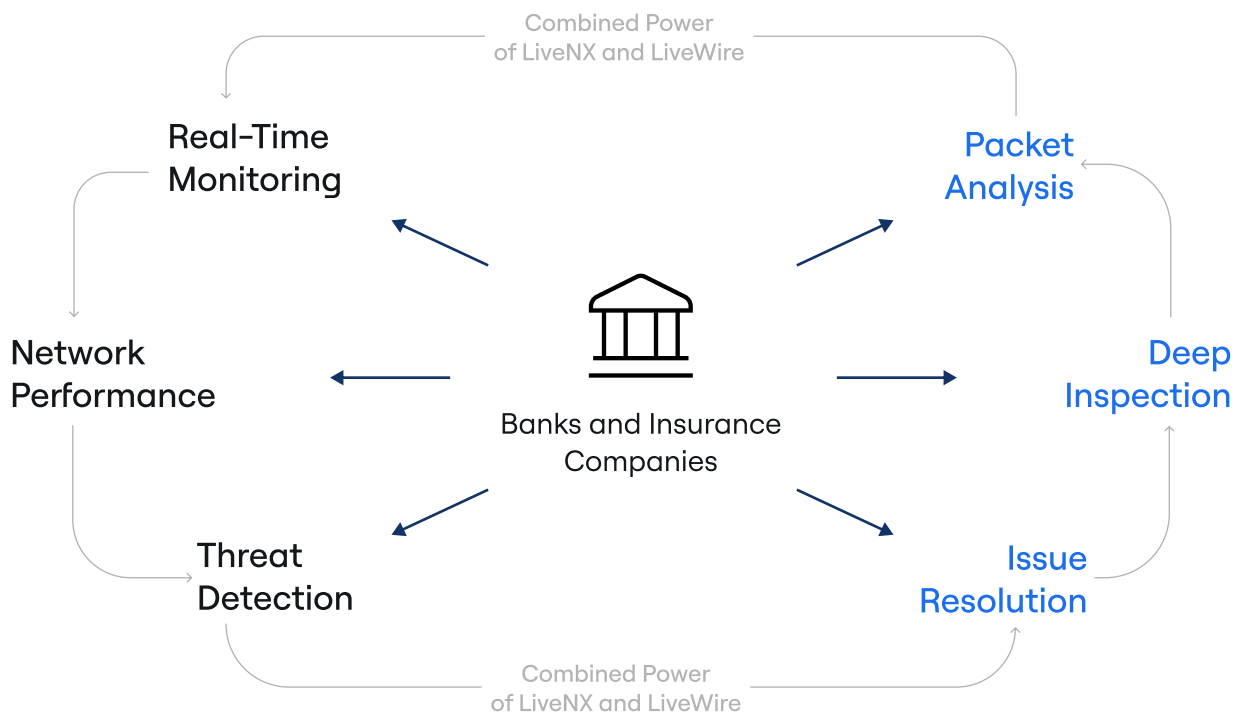


Protect sensitive data



CONCLUSION

For banks and insurance companies, high-performance networks are not just a backbone for daily operations—they are critical to customer satisfaction, security, and competitive advantage. The ultimate network performance monitoring solution must deliver real-time insights, proactive maintenance, security integration, and the ability to scale effortlessly. LiveAction’s LiveNX and LiveWire are the gold standard in NPM, offering comprehensive visibility, real-time analytics, and superior security to keep your network—and your business—running smoothly.



Security



Reliability



Efficiency



Real-Time Performance



Enhanced Customer Experience



LiveAction offers industry-leading network observability and intelligence solutions designed to meet the unique needs of the banking and insurance sectors. With LiveNX and LiveWire, institutions gain deep visibility, real-time analytics, and comprehensive security, ensuring robust network performance and compliance.

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