VisibilityOne: Banking/Finance Use Case

Challenge

Banks and financial institutions frequently conduct highly sensitive virtual meetings involving large amounts of proprietary data and client information. A disruption during these meetings, whether due to malfunctioning technology or unmonitored systems, can not only delay crucial decision-making processes but also pose a risk of data breaches. Given the complexity of managing video conferencing systems across multiple branches, financial institutions face significant challenges in maintaining consistent performance, especially when dealing with secure client communications and internal discussions across international boundaries.

In this high-stakes environment, even minor technical faults can have major consequences, from financial losses to diminished client trust and regulatory penalties for inadequate data security.

Solution

VisibilityOne provides comprehensive, proactive monitoring of video conferencing systems and collaboration tools, ensuring that these platforms meet stringent security and performance standards. Features such as end-to-end call monitoring, automated self-healing, and incident tracking allow financial institutions to maintain secure, reliable video communication without manual troubleshooting or intervention. The system monitors all devices involved in communication, such as headsets, cameras, and microphones, ensuring every aspect of a virtual meeting runs smoothly.

Security features such as data encryption monitoring and real-time alerts for suspicious activity enable banks to safeguard sensitive client information, while the self-healing functions ensure meetings aren't delayed by technical faults. Additionally, system integration with regulatory compliance tools helps ensure that institutions adhere to legal requirements regarding secure digital communication.

Results

Financial institutions that use VisibilityOne will notice a reduction in video conference-related downtime, leading to more efficient decision-making and fewer meeting cancellations or delays due to technical issues. Financial institutions can avoid potential security breaches because VisibilityOne can flag a potential vulnerability in the video conference system. This can help the institution take immediate action and ensure compliance with strict financial regulations.

The consistent reliability of video communication systems will also led to improved client trust due to uninterrupted and secure virtual interactions. The use of VisibilityOne will provide financial institutions with greater confidence in managing sensitive communications across their global network.

Quote

"VisibilityOne understands there is more to a video conferencing platform than just the underlying network. Amazingly, VisibilityOne delivers a single view of multiple hardware vendors and cloud services. Not toggling between complex tools is truly a game-changer."

Dave Van Kanegan, IT Strategist