

Curated Data Enables International Mobile Banking Services

The Opportunity

An international bank enhances its mobile application to support and secure financial transactions between and for account holders operating in different countries and currencies.

To enable seamless and immediate crossborder transactions, the bank's service provider needed an efficient way to understand where application users were located as well as where the money was being sent to and from.

While the necessary information was readily available from HLR and VLR sources, queries to these databases were unable to keep up with validating the volume of transactions.

Raw packet-level data from the network also proved problematic and inundated the application, slowing response times and jeopardizing the end user's experience.

The Details

While packet-level data could provide deeper insights, raw packets lacked contextual information, and the ingestion rate and volume exceeded the banking application's processing capacity.

The application needed a more efficient way to understand and use the data in order to support end users and reduce processing overhead.

Working with NETSCOUT, the service provider implemented a comprehensive curation model to cost-effectively collect, process, package, and enrich packet-level data.

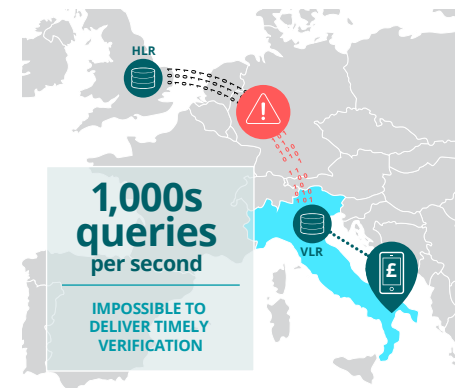
- Data enrichment included the addition of subscriber identifiers, locations, and session behaviors.
- Only relevant transactions driving the banking application were included.

The Results

By leveraging curated packet intelligence, the banking application received only the precise data needed, enabling sub second processing and significantly improving the user experience.

The NETSCOUT solution provided:

- High-volume transaction support with curated, contextualized packet intelligence.
- Operational efficiency by eliminating unnecessary HLR/VLR queries.
- Accurate, real-time insights for improved customer satisfaction.



QUERIES TO THE HLR AND VLR COULD NOT KEEP UP WITH THE BANKING APPLICATION'S VALIDATION PROCESS.

To learn how NETSCOUT reduces data tokenization costs with contextual, curated AI data feeds.



Corporate Headquarters

NETSCOUT Systems, Inc.
Westford, MA 01886-4105
Phone: +1 978-614-4000
www.netscout.com

Sales Information

Toll Free US: 800-309-4804
(International numbers below)

Product Support

Toll Free US: 888-357-7667
(International numbers below)

NETSCOUT offers sales, support, and services in over 32 countries. Global addresses, and international numbers are listed on the NETSCOUT website at: www.netscout.com/company/contact-us