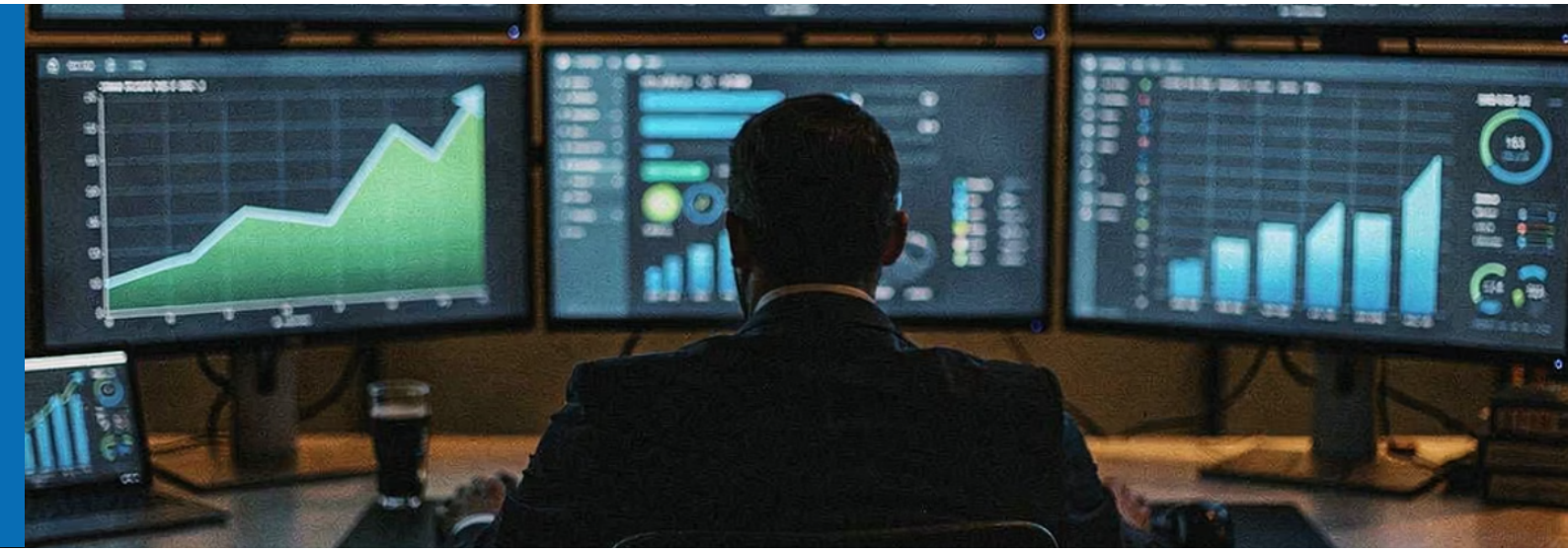
AIOps and IT Operations Automation

Operational intelligence for resilient banking services



RealSoft, in partnership with Automain, brings telemetry, service context and incident intelligence together to help IT teams investigate issues and coordinate approved response.

More actionable signals

Correlate related events and reduce duplicate investigation.

Clearer service impact

Connect infrastructure issues to applications and dependencies.

Better response context

Bring evidence and approved runbooks into incident handling.

Strengthen service reliability

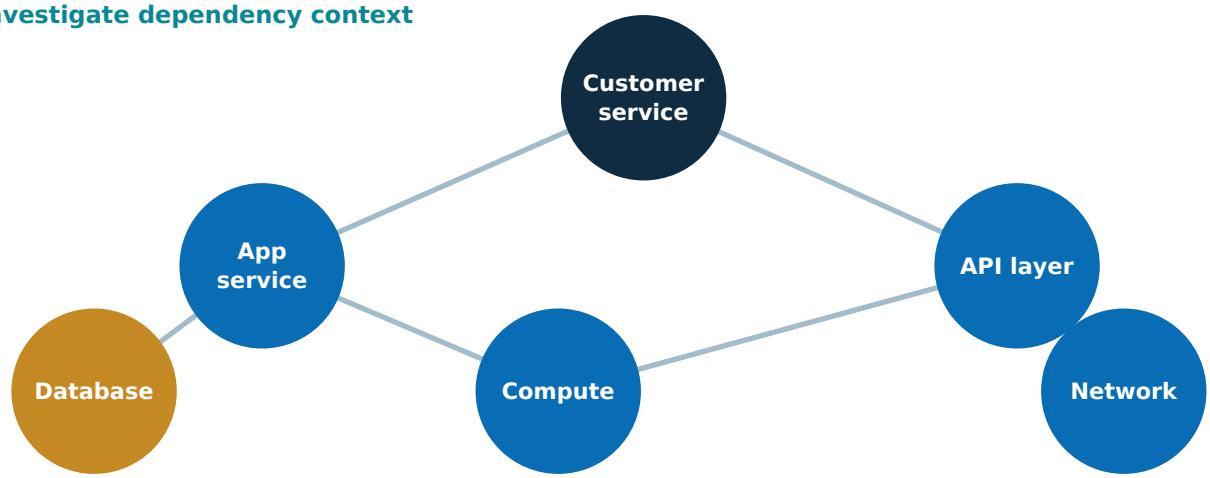
Support faster diagnosis, more focused investigation and consistent response to operational issues.

Service context for IT operations

Connect technical signals with banking-service dependencies

Monitoring, logs, incidents and service inventory provide a shared context for investigation, diagnosis and controlled response.

Investigate dependency context



Illustrative service topology; highlighted component requires investigation.

Observability and correlation

Integrate supported telemetry and group related signals.

Incident intelligence

Use dependency context, diagnostic evidence and assisted analysis.

Controlled response

Connect ITSM and approved runbooks with appropriate oversight.