40% Productivity Gains and 30% Cost Savings:
Rethinking AMS for BFSI

A Practical Look at How Brillio's AI-Led Approach
Delivers Measurable Results in Financial Services

brillio

The Need for AI-Driven AMS

For BFSI enterprises, the stakes have never been higher. As multi-cloud adoption accelerates and IT environments grow more complex, the pressure to reduce costs while ensuring resilience continues to rise. Nearly 33% of industry leaders now rank cost optimization as their top priority, even as annual outage rates approach 86, putting customer trust, compliance, and reputational standing at risk.

Despite rising investments in AI and observability, many organizations still operate with siloed tools, fragmented visibility, and reactive support models. Metrics lack business relevance, and insights often fail to reach the decision-makers who need them most.

Addressing these challenges requires more than better monitoring. It calls for a fundamental shift toward AI-led AMS – an integrated approach that consolidates fragmented systems, embeds intelligence, and delivers resilience without compromising cost control.

In Finance, even a momentary service disruption can erode trust and revenue – so institutions need AMS that predicts issues and adapts in real-time.

Brillio's Value Proposition: Smarter AMS with Measurable Impact

Brillio takes AMS beyond break-fix models, embedding AI and automation across the lifecycle to reduce cost, increase efficiency, and deliver predictive insights.

We deliver a future-ready AMS model that combines flexibility, intelligence, and stakeholder relevance, enabling BFSI enterprises to modernize operations without overhauling existing ecosystems, with:

Tool-Agnostic Architecture – Our solutions integrate seamlessly with platforms like ServiceNow, Dynatrace, and AppDynamics, avoiding vendor lock-in and lowering total cost of ownership by up to 50%.

Integrated AI Engine – Proprietary AI/ML models trained on IT operations data power real-time anomaly detection, root cause analysis, and automated resolution, reducing resolution times by ~ 35%.

Persona-Based Intelligence – Dashboards and insights are tailored to CIOs, app owners, and service managers, enabling KPI-driven decision-making and real-time performance visibility.

Agentic AI Capabilities – GenAI-powered bots autonomously handle triaging, SOP execution, and resolution workflows, boosting productivity by up to 40% while improving quality of service.

Brillio redefines AMS as a proactive engine – embedding AI and automation to shift your IT organization from reactive firefighting to strategic advantage.

Brillio's Capabilities: Purpose-Built for BFSI Agility and Compliance

Brillio's AI-led AMS framework delivers more than operational stability - it enables BFSI institutions to meet regulatory demands, mitigate fraud, and elevate customer experience at scale. By integrating real-time telemetry, predictive analytics, and modular service orchestration, backed by niche platform catalogs with prebuilt components, we ensure financial institutions can evolve with precision and control.

Our three core capabilities – compliance automation, fraud intelligence, and experience-driven insights – work together to safeguard your financial operations.
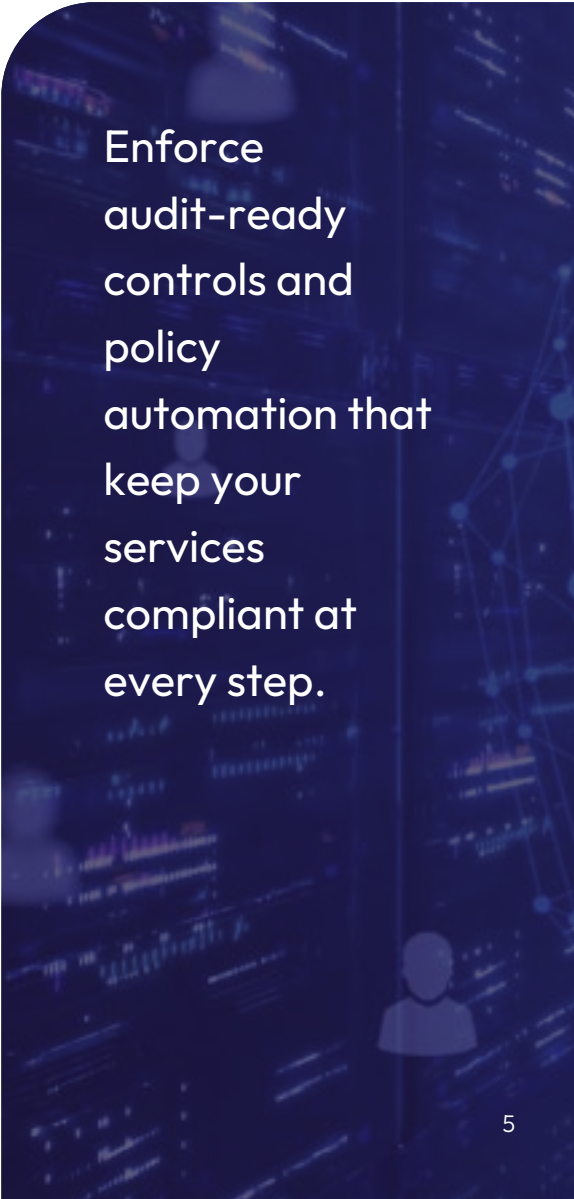
Accelerated Compliance Through API Governance and Observability

Brillio streamlines the governance of open banking APIs and ensures continuous alignment with regulations such as PSD2 by leveraging FinTech-specific accelerators. Our composable architecture allows for the rapid onboarding and monitoring of third-party services, with built-in policy enforcement and automated audit trails.

At the core of this compliance layer is real-time observability, powered by telemetry across infrastructure and APIs. For BFSI institutions, this means constant visibility into the health and performance of systems critical to customer trust, like transaction processing engines, identity verification APIs, or payment gateways. Telemetry provides granular data from logs, events, metrics, and traces, enabling the early detection of anomalies such as latency spikes, API failures, or unauthorized access patterns.

Through SLA monitoring, auto-generated executive dashboards, and AI-driven triage, teams can proactively address compliance risks before they escalate. Self-healing agents auto-remediate common violations, enforce controls, and reduce reliance on manual intervention, ensuring operational compliance even during peak volumes, regulatory audits, or cyber incidents.

Enforce audit-ready controls and policy automation that keep your services compliant at every step.

Predictive Fraud Detection and Risk Analytics

Fraud detection is no longer a reactive function – it must be continuous, predictive, and embedded across the IT landscape. Brillio's AMS platform integrates advanced fraud analytics and predictive models directly into transaction flows, infrastructure telemetry, and behavioral patterns. This enables BFSI institutions to identify fraudulent activity at the source, whether it's through unusual access behavior, rapid-fire API calls, or out-of-pattern financial transactions.

Our modular microservices architecture, combined with real-time telemetry, supports always-on surveillance of high-risk systems. Security agents auto-mitigate firewall and WAF policy violations in real-time, while machine learning models flag suspicious behaviors before they compromise systems.

Visual heatmaps and dynamic dashboards provide real-time situational awareness for fraud teams. Curated incident summaries, generated by AI, help reduce investigation time and prioritize interventions. This integration of AI-driven security solutions allows institutions to act faster, reduce false positives, and respond with surgical precision in environments where reputational and regulatory stakes are high.

Stay ahead of threat actors with real-time risk scoring and automated defenses that neutralize fraud before it hits your books.
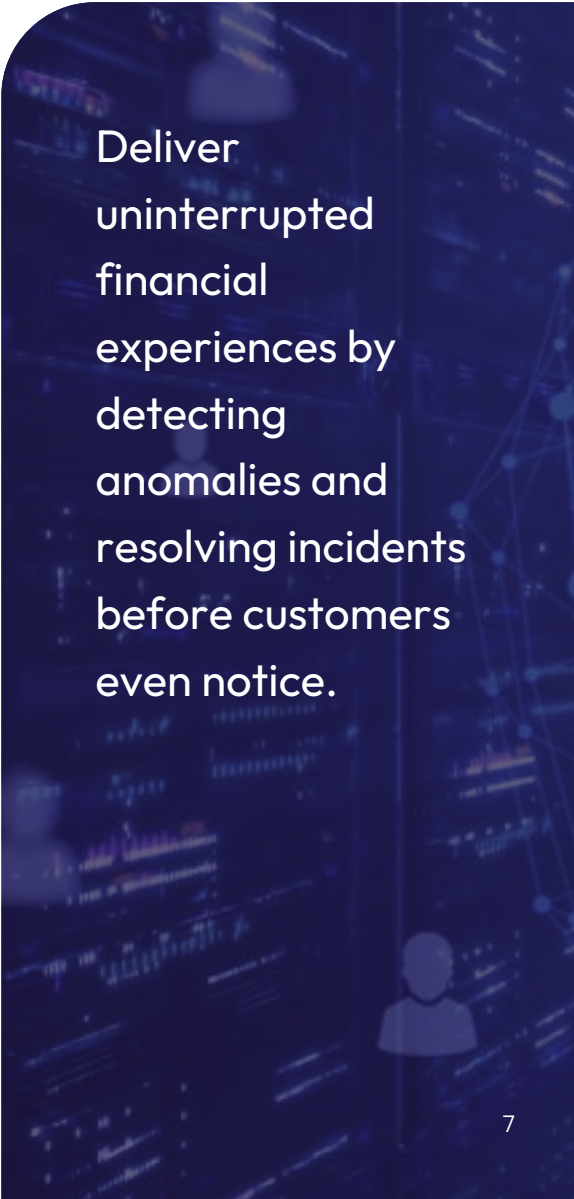
Improved Customer Experience via Intelligent Data Processing

Brillio enhances CX by embedding AI into every layer of AMS, from front-end latency tracking to backend data quality monitoring. Powered by Mia-Platform's Digital Integration Hub, we connect siloed systems and unify telemetry across applications, infrastructure, and APIs, allowing for real-time insights into system behavior and customer journey impact.

This visibility enables service managers, developers, and operations teams to spot bottlenecks, agent overload, or transaction drop-offs before they impact the end user.

Our SOP bots resolve known issues instantly – like failed authentication loops or API rate limit errors, while patch agents ensure that high-priority fixes are deployed safely and on schedule. Self-healing capabilities reduce service disruptions and allow for autonomous remediation during off-hours. Data quality agents monitor the integrity and completeness of records flowing through core systems, ensuring business process continuity and reducing customer service escalations.

The result is faster, more consistent digital interactions, and a more adaptive, intelligent support model that improves both customer satisfaction and operational efficiency.

Deliver uninterrupted financial experiences by detecting anomalies and resolving incidents before customers even notice.

Unlocking Scalable Value Through AI-Led AMS

In BFSI, operational resilience is a business imperative, but resilience alone is no longer enough.

Brillio's AI-led AMS framework delivers measurable value across every layer of IT operations. Automation and self-healing workflows reduce resolution times and free up teams to focus on higher-value initiatives. A tool-agnostic foundation lowers long-term costs while protecting prior technology investments.

Predictive intelligence and telemetry-driven insights strengthen regulatory posture and security controls, crucial in an industry governed by risk and compliance. And at the top, decision-makers gain intuitive, persona-based dashboards that turn operational noise into real-time clarity.

AMS, reimagined by Brillio, isn't just a support function. It's a catalyst for long-term trust, agility, and enterprise-scale transformation.

What Organizations Gain:

- Up to **40% boost** in productivity through GenAI-powered automation

- Up to **30% reduction** in operational costs via intelligent workflows

- ~ **35% faster** issue resolution with predictive triaging and RCA

- Up to **50% lower** TCO with tool-agnostic architecture

- Stronger compliance and security posture through automated governance

- Fewer outages and service disruptions powered by self-healing systems

- Real-time, persona-based insights driving smarter decision-making

From 40% productivity gains to 30% cost savings, our AI-led AMS frameworks turn resilience into measurable growth for financial enterprises.

ABOUT BRILLIO

Brillio is a digital technology services company that drives AI-first engineering and design-led experiences for global enterprises. Born digital in 2014, its consulting-led services span Customer Experience, Data & AI, Product Engineering, and Digital Infrastructure. With an industry-leading NPS of 71, Brillio accelerates time to market through its proprietary BrillioOne.ai platform, powered by AI-ready talent with deep domain expertise. Brillio is the official Digital Transformation Partner and the official Data and AI Services Provider of Atlassian Williams Racing. Brillio partners with leading technology providers including Microsoft, AWS, Google Cloud, Salesforce, Adobe, Databricks, and Snowflake and operates with 6,000+ "Brillians" across 15 global delivery centers. Consistently recognized as a Great Place to Work® since 2021, Brillio blends innovation, talent, and purpose to deliver measurable outcomes for clients and fulfilling careers for employees.

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