

Customer Story

How A Leading Financial Services Firm Unified Multi-Domain Visibility for Faster, Safer Operations

A leading financial services firm partnered with Selector to create an operational context layer across its hybrid environment, helping teams unify fragmented operational data, accelerate data center migration planning, improve root cause analysis, and establish a stronger foundation for automation and AI-driven operations.

Industry: Financial Services **Deployment:** Hybrid **Use Case:** Operational Data Unification, Multi-domain visibility, Data Center Migration

At a Glance

Industry: Financial Services

Deployment: Hybrid

Primary Objectives:

- Unify visibility across network, application, and client layers
- Accelerate data center migration planning and execution
- Reduce manual correlation across siloed operational tools
- Create a scalable foundation for broader AIOps workflows

Key Capabilities:

- Operational data unification across existing systems
- Data normalization and context enrichment
- Flow analysis and relationship mapping
- AI-assisted entity recognition and correlation
- Historical replay and investigation workflows
- API-based access and natural-language querying

Business Impact:

- Faster migration planning and execution
- Reduced manual effort across operations teams
- Improved root cause understanding
- Greater operational confidence and scalability

The Challenge

When Critical Data Exists Everywhere, But Context Exists Nowhere

This customer operated in a large, hybrid environment with critical operational data spread across many tools, systems, and teams. Logs, flow records, infrastructure metadata, application records, and operational systems all contained useful signals, but none of them provided a complete, trusted picture on their own. As a result, teams often had to move between tools and manually piece together relationships to understand what infrastructure was doing, which services were affected, and what the likely impact of a change or issue might be.

That challenge became especially important during a major data center migration initiative. The organization needed a better way to identify application and client dependencies, understand how traffic moved across the environment, and reduce the risk of disruption during migration planning and execution. Traditional approaches based on manual documentation and static records were too slow, too inconsistent, and often outdated by the time they could be used.

The broader issue was strategic, not just technical. Before the organization could fully scale automation and AIOps, it first needed a more reliable way to transform fragmented technical signals into a usable operational context.

The Solution

Creating an Operational Context Layer Across the Environment

Selector enabled the customer to build a unified operational context layer across its environment by ingesting structured data from existing operational systems, normalizing and enriching it, and correlating it into a more complete view of infrastructure, applications, ownership, and service relationships. Instead of treating telemetry and logs as isolated technical signals, the platform helped connect them to the operational and business context that teams needed to act with confidence.

This unified data approach gave teams a clearer way to understand dependencies, investigate events, and assess migration impact without relying on manual reverse-engineering. Flow analysis, metadata enrichment, and AI-assisted entity recognition helped transform siloed and inconsistent records into a dynamic, contextual operational view that could support both day-to-day troubleshooting and broader planning.

Just as importantly, the solution fit into the customer's existing operating model. Rather than requiring teams to replace core systems, Selector worked across the tools and data sources already in use, helping the organization improve visibility, correlation, and access to insight while building toward broader automation and AIOps maturity over time.

What Selector Enabled

Unified Operational Context

Connected fragmented technical and business data into a more complete, trusted view of the environment.

Operational Data Unification

Brought structured data from existing systems together in a way that reduced manual stitching and improved consistency.

Flow-Based Dependency Visibility

Helped teams understand how infrastructure, applications, and client activity related across the environment.

AI-Assisted Investigation

Improved the speed and clarity of analysis through enrichment, entity recognition, and easier access to contextual insight.

The Impact

From Manual Investigation to More Confident Operations

After deployment, teams gained a more dynamic and actionable understanding of the environment. Instead of manually piecing together context from disconnected tools and static records, they could work from a more unified view of dependencies, traffic relationships, and operational meaning. That improved the speed of troubleshooting, strengthened root cause analysis, and made it easier to support critical migration decisions with greater confidence.

The work also created a stronger foundation for future operational maturity. By establishing operational context as a reusable layer, the customer positioned itself to support broader observability, more proactive issue detection, richer security insight, and more accessible intelligence across engineering, operations, and leadership teams.

Results Snapshot

Operational Data Sources Unified

Existing telemetry, infrastructure, and business systems were brought into a more connected operational view.

Millions of Records Analyzed in Context

The platform supported high-volume analysis across flows, logs, and related metadata.

Near Real-Time Access to Insight

Teams gained faster access to information needed for investigation, planning, and migration support.

Reduced Reliance on Static Documentation

Operational understanding became less dependent on outdated records and tribal knowledge.

Hybrid Deployment Model

The solution supported a hybrid operating model that fit existing enterprise workflows and environments.

Foundation for Broader AIOps

The initial use case created a scalable starting point for broader automation, observability, and AI-assisted operations.

Why This Mattered

What differentiated this use case was that Selector did more than improve visibility. It helped the customer turn fragmented operational data into trusted context without forcing a full reset of its existing operating model. That made the deployment valuable not only for migration planning and investigation, but also for improving the long-term quality and usability of operational intelligence across the environment.

This mattered because large-scale environments rarely suffer from a lack of data alone. They struggle when teams cannot consistently interpret that data in the context of services, ownership, dependencies, and business impact. By creating a reusable operational context layer, the customer established a more scalable and operationally meaningful approach to troubleshooting, planning, and modernization.

Looking Ahead

This foundation can now support a broader set of future workflows, including more proactive observability, richer security analysis, more accessible operational insight, and expanded automation use cases. Because the organization now has a stronger layer of unified operational context, it is better positioned to extend visibility and intelligence across more teams, sites, and operational scenarios over time.

In practical terms, the work moves the customer beyond isolated tools and manual investigation toward a more connected and intelligent operating model that can continue evolving as requirements for automation and AI-driven operations mature.

The Selector Impact

Selector helped this customer move toward a more connected, contextual, and scalable approach to operations, creating a stronger foundation for migration confidence, faster investigation, and broader operational intelligence across a complex hybrid environment.

See How Selector Helps Enterprise Teams Turn Operations Complexity into Clarity

Learn how Selector helps organizations unify operational data, reduce manual analysis, and build a stronger foundation for more modern operations across complex environments.

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www.selector.ai | sales@selector.ai