

# Faisal Islamic Bank



## Faisal Islamic Bank Modernizes IT Operations with Riverbed’s Unified Observability.

Founded in 1979, Faisal Islamic Bank in Egypt is one of the pioneering institutions in Islamic banking, established with the vision to deliver financial services aligned with Islamic Sharia principles. Over the decades, the bank has grown into a leading financial institution supporting a wide range of banking, financial, and investment services while contributing to economic development across Egypt.

As banking services increasingly depend on always-on applications and complex infrastructure, Faisal Islamic Bank improved visibility across its IT environment by taking a unified approach to network observability, using Riverbed AppResponse, NetProfiler, and NetIM to combine packet, flow and infrastructure intelligence. The result is faster root-cause analysis, improved performance and reduced risk of service disruption.

**67%** faster resolution of application issues

### In Brief

#### Challenges

- Limited end-to-end visibility across IT domains
- Slow and reactive root cause analysis
- Heavy reliance on manual troubleshooting
- Difficulty identifying bandwidth-heavy applications across branches

#### Solution

- **Network Observability:**  
Riverbed® AppResponse  
Riverbed® NetProfiler
- **Infrastructure Observability:**  
Riverbed® NetIM
- **Integrated dashboards:**  
Riverbed® Portal

#### Benefits

- Improved end-to-end visibility across applications, network, and infrastructure
- Faster and more accurate root cause identification
- Resolved application issues 67% faster through streamlined troubleshooting
- Enhanced visibility into branch application usage and bandwidth consumption

## Challenge: Breaking Silos and Moving Beyond Manual Troubleshooting

Like many growing financial institutions, Faisal Islamic Bank operates a complex IT environment that supports core banking systems, digital channels, and branch operations. Before partnering with Riverbed, the bank lacked a unified observability platform. Performance monitoring was fragmented across tools and teams, and troubleshooting often depended on manual processes and isolated data sources.

When performance issues occurred, IT teams had to spend valuable time determining whether the root cause was in the application, the network, or the underlying infrastructure. As a result, resolution times were longer, and there was always a risk that issues could impact users before they were fully understood or resolved.

In addition, the bank had limited visibility into how applications were being used across branches and which services were consuming network resources or causing performance bottlenecks. Without this insight, optimizing performance and planning improvements remained a challenge.

**“We needed a solution that could unify visibility, remove operational silos, and give teams a shared, real-time view of performance across the entire IT stack.”**

Galal Saad,  
Head of Network and Infrastructure,  
Faisal Islamic Bank

## Solution: Unified Observability Across Applications, Network and Infrastructure

To address these challenges, Faisal Islamic Bank implemented Riverbed’s Intelligent Network Observability with AppResponse, NetProfiler, and NetIM, bringing application, network, and infrastructure insights together in a single framework. The resulting visibility supports faster investigation, earlier detection, and more proactive resolution of performance issues.

Riverbed AppResponse enabled the bank to perform deep-dive network and application analysis, providing detailed visibility into application behavior, transaction performance and underlying network behavior.

With Riverbed NetProfiler, the bank gained clear visibility into branch traffic, quickly identifying bandwidth heavy applications and performance bottlenecks.

Riverbed NetIM completed the picture by ensuring that underlying systems and network devices were continuously monitored and correlated with application and network performance data.

With Riverbed Portal, Faisal Islamic Bank has a single, correlated view of their Riverbed systems, bringing application, network and infrastructure teams a comprehensive solution that delivers a common visibility framework to eliminate long-standing silos.



## Benefits: Faster Insight, Proactive Operations, Greater Stability

Since deploying Riverbed Intelligent Network Observability, Faisal Islamic Bank has significantly improved how quickly it can detect issues and pinpoint the root cause across its IT environment. Saad comments. “This is due to unifying application, network, and infrastructure data.”

**“Riverbed gives us the insight to understand issues immediately, cutting application resolution times by up to 67%.”**

Galal Saad,  
Head of Network and Infrastructure,  
Faisal Islamic Bank

IT teams now move directly from alert to insight using correlated data across all layers.

The bank has also gained much clearer visibility into branch behavior, identifying which users and applications consume bandwidth and using that insight to reduce performance bottlenecks and improve overall stability.

**“By understanding exactly how branches, users, and applications behave, we can deliver a more stable banking experience for our customers by resolving issues before they feel the impact, to ensure reliable, consistent banking services across every channel.”**

Omar Osama,  
Network Engineer, Faisal Islamic Bank

Operationally, the availability of unified dashboards and a central portal have simplified day-to-day monitoring, improved cross-team collaboration, and made performance data accessible to both technical and operational stakeholders.

Osama explains, “Riverbed provides the deep visibility and unified insights we need to manage a complex IT environment effectively. The Riverbed Portal allows us to create custom views for different teams, providing them with the data they need to do their specific jobs.

“Furthermore, the Riverbed Platform enables our teams to move from reactive troubleshooting to a more proactive approach, improving operational efficiency and helping ensure consistent performance across our digital banking services.”



## A Strong Partnership and a Clear Path Forward

Faisal Islamic Bank is highly satisfied with its partnership with Riverbed and the tangible improvements delivered through Intelligent Network Observability. By consolidating network, infrastructure, and application performance monitoring into a single platform, the bank has eliminated silos and established a more proactive, performance-driven IT operating model.

Looking ahead, the bank plans to further expand its use of Riverbed solutions to monitor additional key banking applications. Faisal Islamic Bank is also evaluating agent-based APM and OpenTelemetry (OTel) approaches to gain deeper visibility into internally developed applications.

“With Riverbed, we’ve moved from manual, reactive troubleshooting to a unified, insight driven approach that supports the resilient, high-performance digital banking our customers demand every day.”

Galal Saad, Head of Network and Infrastructure, Faisal Islamic Bank



#### About Riverbed

Riverbed, the leader in AIOps for observability, helps organizations optimize their user’s experiences by leveraging AI automation for the prevention, identification, and resolution of IT issues. With over 20 years of experience in data collection and AI and machine learning, Riverbed’s open and AI-powered observability platform and solutions optimize digital experiences and greatly improves IT efficiency. Riverbed also offers industry-leading Acceleration solutions that provide fast, agile, secure acceleration of any app, over any network, to users anywhere. Together with our thousands of market-leading customers globally – including 95% of the FORTUNE 100 – we are empowering next-generation digital experiences. Learn more at [riverbed.com](https://riverbed.com).