Financial Services Industry
Riverbed Global Survey

The Future of IT Operations in the AI Era

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Exploring the present and future of AIOps in the Financial Services Industry

The Financial Services sector is enthusiastic about what can be achieved with AIOps. In comparison with other industries, it demonstrates higher confidence in AI. The sector has a strong appetite to improve data preparedness and recognizes OpenTelemetry as an important strategic standard.

Riverbed's Survey on 'The Future of IT Operations in the AI Era' examines trends related to AIOps. The survey, fielded by Coleman Parkes Research in July 2025, presents a high-level view from 1,200 business leaders and technical specialists, including 250 working in Financial Services organizations.

AI Implementation and Readiness in Financial Services

The Financial Services industry is more optimistic than average about AIOps. Yet, their progress matches other industries.

62%
Of Financial Services organizations express confidence in their AI strategy – 3 points higher than organizations across other industries.

89%
Say ROI from AIOps has met or exceeded expectations (vs 87% total average).

12%
However, only 12% of AI initiatives have reached full deployment, as 62% continue in pilot or development stages.

While it's evident that confidence is growing, there is a persistent AI readiness gap in the Financial Services sector.

40% Currently, only 40% of organizations consider themselves fully prepared to operationalize AI.

87% By 2028, 87% of Financial Services respondents expect to be AI-ready over the next three years.

Data Quality Gaps Are Hindering AI Success

High-quality data enables precise insights and real operational transformation, but many Financial Services organizations are not there yet.

43% Only 43% are fully confident in their data quality – 3 points below average.

33% Just 33% of Financial Services respondents rate their data as "excellent" for relevance and suitability.

92% Most agree that improving data quality is critical to AI success (total average is 88%).

Tool Consolidation Emerges as a Top Priority for Financial Services

To drive efficiencies, productivity, and reduce complexity, Financial Services organizations are streamlining their toolsets. Respondents in this industry are more likely to consider new vendors and unified platforms.

96% Are consolidating tools and vendors, matching the total average.

95% Are considering new vendors as they consolidate tools – a 2 point rise against the total average.

48% Of Financial Services organizations want to consolidate tools to improve IT productivity.

Other key reasons for tool consolidation across this sector are reducing tool sprawl (41% vs 37% total average) and budget constraints (41% vs 37% total average).

The strategic importance of a Unified Platform

95% Of respondents across this sector agree that a Unified Platform would make it easier to identify and resolve operational issues (total average 93%).

Challenges Facing Financial Services with Unified Communications Tools

Like respondents in other industries, Financial Services organizations encounter performance issues with unified communications (UC) tools. While central to daily operations, these tools often come with high support demands and recurring performance challenges.

41% Of respondents spend on average 41% of their week using UC tools.

63% Say these tools are 'very important' to operations.

47% Yet only 47% are 'very satisfied' with their current performance.

16% Of all IT tickets are related to UC issues.

41 minutes **It takes on average 41 minutes to resolve a UC ticket.**

Top Challenges For Financial Services Organizations:

44% Dropped calls / inconsistent connectivity

42% Limited visibility

37% High support needs

OpenTelemetry is an Emerging Standard for Financial Services

Use of OpenTelemetry (OTel) as a standard is seen as strategically important for Financial Services organizations.

92% Of organizations in this sector have implemented or begun implementing OTel – 4 points above the total average.

96% Say cross-domain OTel correlation is critical to their observability strategy.

97% Report that OTel is a foundation for future initiatives such as AI-driven automation (total average is 94%).

AI Data Movement at Scale Demands High-Performance Network

For Financial Services organizations, the movement and sharing of data is critically important to their AI strategy.

94% Say that moving or sharing AI data is important to their AI strategy (total average is 91%)

Top four considerations for Financial Services organizations when moving and scaling data effectively:

96% Cost of data movement and storage

96% Data security and compliance

96% Network performance and reliability

96% AI model proximity to data

Across the sector, critical success factors when considering an enterprise-wide AI strategy include:

81% Of respondents (vs 78% total) say network performance and security are essential to their AI strategy

76% Plan to establish an AI data repository strategy by 2028 to support AI initiatives

Recommendations for AIOps Success

To accelerate AI readiness and realize meaningful outcomes, organizations should:

- Align business and IT on AI readiness, talent, and timelines
- Consolidate tools to eliminate silos and reduce operational drag
- Prioritize unified observability and eliminate blind spots
- Standardize on OpenTelemetry to enable scalable AI observability
- Enhance network infrastructure to support AI data movement
- Invest in data quality and governance

Riverbed – Delivering Practical AI to Optimize Digital Experiences and IT Operations

Riverbed is helping organizations globally improve user experiences and IT operations. With extensive experience in data collection and AI and machine learning, Riverbed's AI is safe, secure and accurate, and supports AIOps and digital experience efforts.

The Riverbed Platform provides open full-stack observability with full-fidelity data, enabling customers to optimize digital experiences by using AI to prevent, identify, and resolve IT issues. The Riverbed Platform consists of next-generation AIOps, Observability and Acceleration solutions.

Gain further insights from the Riverbed Future of IT Operations in the AI Era Survey by viewing the full report.

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