

CASE STUDY



A BUSINESS CRITICAL SITUATION

AN INTERNATIONAL BANK

Automated service mapping delivered by **uControl**

The Digital Operational Resilience Act (DORA) was formally adopted by the European Union in January 2023. This meant that an international bank based in Ireland were required to maintain a complete, accurate, and continuously updated map of their IT environment, including applications, infrastructure, dependencies, suppliers, and data flows.

The bank's IT environment is vast and highly complex, they turned to TekWurx **uControl**.



KEY CHALLENGES

-  **Complex environment:**
Discovered and non-discovered infrastructure required.
-  **Multiple environments:**
Prod, Dev, Test and QA all modelled.
-  **Complete dependency mapping:**
All application relationships captured.
-  **Audit compliance:**
SME sign-off and review dates recorded for compliance.

KEY OUTCOMES



**5
DAYS**

TIME TO
COMPLETE

Full
implementation



**633
SERVICE
APPLICATIONS**

Modelled by
TekWurx uControl



**1,500
APPLICATION
INSTANCES**

Published to
BMC Discovery



**100%
DORA COMPLIANCE**

DELIVERED WITHIN
ONE WEEK

HOW TEKWURX DELIVERED

-  By successfully deploying TekWurx uControl the team were able to deliver 633 application definitions in uControl resulting in 1,500 application instances published to BMC Discovery.
-  The team automated the creation of micro service applications, making the international bank fully compliant with DORA regulations.
-  TekWurx uControl modelled 633 micro service applications in five days with uControl uMap automation.
-  The applications were created, populated, and assigned to SMEs. Reviews were scheduled and an ongoing process of application lifecycle monitoring with TekWurx uControl.



"Audit failure or non-compliance has huge implications for a financial institution. TekWurx were able to deliver DORA compliance within a working week, that's the power of TekWurx uControl."

Steve Hicks
Chief Technology Officer
TekWurx



ABOUT TEKWURX UCONTROL

By focusing on CMDB accuracy, service modelling and discovery, TekWurx ensures IT service management works as intended, delivering faster resolution, lower risk and measurable operational efficiencies.

Our pragmatic, low-complexity approach avoids over-engineering, enabling organisations to scale confidently while maintaining control and trust in the environments they support.



VISIBILITY

Complete visibility
of your technology
estate.



TRUST

Trusted data for
confident decision
making.



TRACEABILITY

End-to-end
traceability across
all assets.



CONTROL

Control, compliance
and governance
you can rely on.



CONTACT US

For more information about this case study, or to discuss creating trust in your ITSM platform, turning your CMDB into a viable strategic asset for your business (discovery, service mapping, and reporting).



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