

LSEG Service Insight

See service health more clearly. Access alerts, monitoring, reporting and resilience information for selected LSEG services in one place.

Modern financial markets depend on resilient technology and data services. When disruption occurs, timely updates, clear impact information and confidence in the path to resolution matter more than ever. Yet many firms struggle with fragmented communications, delayed alerts and limited visibility during critical events.

Our solution

LSEG Service Insight (previously known as Resilience Hub) is our centralised platform for service availability, monitoring, notifications and reporting. It brings together operational tools and insights in one place, helping to improve visibility and respond more effectively to service events.

Why LSEG Service Insight?

As technology environments become more complex and regulatory expectations such as DORA continue to evolve, organisations need greater visibility into the services and critical business functions that underpin day-to-day operations. LSEG Service Insight helps:

Enhance operational awareness

Stay informed with timely alerts, service updates and operational insights to help identify issues earlier, reduce disruption and respond with confidence.

Improve visibility

Monitor service health, performance and usage through self-service dashboards and reporting, helping you understand impact and track service performance.

Simplify access to information

Access alerts, monitoring data, reporting and resilience documentation through a single destination, reducing the time spent searching for critical information.

Support operational resilience and assurance

Access service documentation, incident history and audit-ready evidence to support operational resilience and assurance activities.

LSEG Service Insight currently provides notification and operational resilience capabilities across all LSEG products. Monitoring and reporting features are available for selected Real-Time services, with coverage continuing to expand across additional products and services over time.

Key capabilities



Smart alerts:

View service disruptions and operational updates through a centralised alerting experience designed to deliver timely, relevant communications when they matter most.

Benefits:

- Centralised view of service disruptions
- Faster access to operational updates
- Targeted communications for relevant services
- Easily shareable alerts and notifications



Tailored notifications:

Receive entitlement-based alerts and notifications tailored to your products and services, helping reduce notification overload and increase focus on information that matters.

Benefits:

- Customisable notification preferences
- Consistent, structured formats with clear impact tagging
- API access for integration into existing workflows
- Calendar view of upcoming changes and events



Service monitoring and observability:

Monitor service health, performance and usage through dashboards that provide greater operational context before, during and after incidents.

Benefits:

- Visibility into service performance and health
- Historical trend analysis
- Operational insights across entitled services
- Monitoring data available through user interfaces and APIs where applicable



Usage reporting:

Use self-service reports to provide visibility into service consumption, licensing and entitlement activity.

Benefits:

- Visibility into licence and entitlement assignments
- Data consumption and usage insights
- User and location-level reporting
- Trend analysis across selected time periods



Operational resilience and assurance:

Access resilience-related documentation, service information, SLA reporting and audit-ready evidence to support operational resilience activities and assurance requirements, including DORA-related processes, with greater visibility and control over critical services.

Available capabilities include:

- Operational resilience annex requests
- Service level agreement information
- Service status history
- Incident timelines and communications
- Audit-ready evidence and documentation repository
- Request management for resilience and assurance activities



Support Delivery Hub and document management:

Find critical operational documents and create support requests from a single location.

You can search, view and download available documentation, as well as submit requests for additional information and support for operational resilience activities.

Information is organised to simplify access and improve efficiency.

One destination. A clearer operational view.

LSEG Service Insight helps teams stay informed, understand service impact more quickly and access the information needed to support operational resilience activities.

By bringing alerts, monitoring, reporting and resilience information together in one destination, it helps reduce complexity, improve confidence during service events and provide timely operational support when it matters most.

Speak to your LSEG representative or [contact us](#) to learn more about current service coverage.