



# Life Insurance Major achieves end-to-end automated approach to its People, Process and Technology

## A Perpetuuti Case Study

INDUSTRY: **BFSI**

**PERPETUUITI**<sup>™</sup>  
Think Continuity - Think Perpetuuti

### CLIENT PROFILE

The Life Insurance major is a new generation Insurance company, set up with a start-up capital of INR 550 Crores, thereby showing commitment to building a long term sustainable business focused on a consumer centric approach.

The company is a joint venture with one of India's leading diversified financial services companies with business straddling across Credit, Capital Markets, Asset Management, Housing finance and Insurance.

Since its inception in 1996, the Life Insurance major has seamlessly grown into a large diversified financial services organization offering businesses ranging from Credit, Capital Market, Asset management, Housing Finance and Insurance. Currently, the group's net worth is in excess of INR 2,800 Crores

Present across 308 offices in 140 cities, the group, with over 2800 employees, and services a client base of more than 3,50,000 (Sept 11).



## THEIR CHALLENGES

The client necessitated a true disaster preparedness strategy and an executable business continuity plan to recover core systems in the event of a disaster. To that extent, the client needed to deploy a robust and reliable business service availability management, monitoring, maintenance and automation solution without investing much on the recovery expertise and further enabling real-time visibility on recovery preparedness and confidence that on the D-DAY, their plans will work without any dependence on subject matter expertise and any surprises.

- Business Continuity Planning is the act of proactively planning a way to prevent, if possible, and manage the consequences of a disaster, limiting it to the extent that a business can afford. Hence, the client necessitated a robust and reliable business service availability management, monitoring, maintenance and automation solution.
- Major challenge for the client on the application tier was to deploy the best practice recovery solution based on the standards of BS25999/ISO 22301 without investing much on the recovery expertise.
- Business survival and continuity necessitates planning for every type of business disruption, hence, the client for some of its critical applications needed a recovery product which can address all the concerns related to the failure of those application.
- The client needed the desired real-time monitoring of RPO/ RTO/ MTPoD based on Business Impact Analysis.
- Building multiple redundancies and over engineering IT Infrastructure without visibility does not result in confidence, it only results in increasing Incremental IT cost. To that extent the client required to reduce human dependence and automate their recovery operations (Switchover, Switchback & Failover) which can facilitate the generation of reports, alerts and events in case of deviations and failures.
- The client required data replication including archive/ transaction log replication. •
- Monitoring of defined SLAs from application perspective and real time visibility on the recovery health was another major requirement.
- The rapidly changing and evolving regulatory climate has put pressure on businesses to comply and be properly positioned to manage through a disaster by IRDA, which ultimately creates a need and mandate for BCP and Recovery plan.



## OUR SOLUTION

Perpetuuti deployed Continuity Patrol™ to address the Business Service Availability and Automation Challenges faced by the client:

- Continuity Patrol™, based on ISO 22301 provided full automation of the work flow activities that enabled a single-click Recovery solution to the life insurance major.
- The successful deployment of Continuity Patrol™ enabled guaranteed switch-over/ switch-back and failover/failback solution through end-to-end automation without any human intervention. Its real-time dashboard provided executives with the complete health of the recovery environment and services. CP's cloud business model further helped the client in maximizing cost savings in a virtualized environment.
- Continuity Patrol™ has been customized to ensure the application availability at recovery in a complex application environment. It understood the multiple tiers involved like DB, MW, Web, App layers and applied the business logic to bring up the application services seamlessly for the client.
- The built-in monitoring module in Continuity patrol™ did proactive monitoring with assured continuity sending deviation alerts by email/ SMS based on pre-defined SLAs. Continuity patrol™ also ensured that not only data changes are replicated to the recovery site but also changes made to the integrated applications and operating system are also replicated through its in-built DataSync™ module. This ensured that all aspects of the service are synchronized between the primary and recovery site.
- Application replication using DataSync™ along with application automation was seamlessly facilitated by Perpetuuti.
- Old versions of database were present with which it was not possible to discover live data lag in form of time span. Hence, we customized our product to discover bytes transferred to the recovery site and calculated data lag and health accordingly.

