

CASE STUDY



Healthcare
major **reduces**
their manpower
cost by **80%**
by achieving INTELLIGENT
Service Availability
Management

Client Profile

Established in 1907 with an objective to develop and revolutionize the Pharmaceutical and Drug industry in the Indian subcontinent, our client today is one of the leading pharmaceutical companies in India.

The publicly listed entity that manufactures and markets generic pharmaceutical products across the globe has grown by leaps and bounds over the last century. As a growth strategy, the company has aggressively started investing in the international generics market with successful ANDA and DMF filings. Our client has also filings across Canada, Europe, Australia, South Africa & Brazil. The company caters to the rest of the world markets through branded formulation sales.

With an emphasis on innovation and technology, the company has established a state-of-the-art research facility including formulation research, and 150-bed bioequivalence facility in India. Additionally, the company has recently invested in ultra-modern R&D center at Hyderabad. Our client is one of the leading players in the industry to have invested about 11% of its turnover in R&D.



Their Challenges

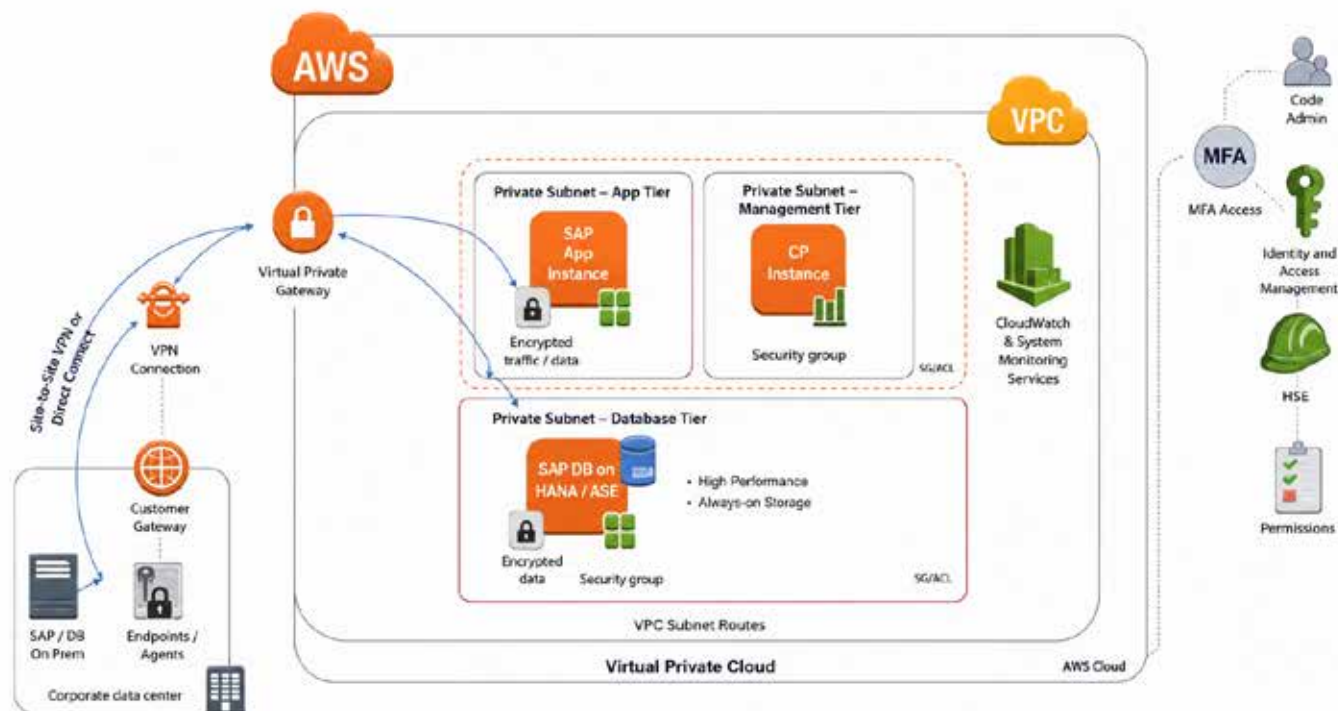
The client was looking for a robust, reliable and intelligent Business Service Availability Monitoring and Management solution which could help curb the following challenges:

- Monitoring of SAP System environment from the IT Service Availability perspective
- DR Drill activities that are required to be handled in the appropriate sequence with a coordinated approach were done manually
- No real time visibility into the health of the heterogeneous IT environment
- No unified monitoring console available to view all applications from a single window
- Application configuration related changes were manually applied on DR site
- High dependency on technical SMEs
- Adherence to BCP compliance and audit reports

Our Solution

Perpetuuiti deployed Continuity PatrolTM to address the Business Service Availability and Automation Challenges faced by the client:

- Native Oracle Data Guard replication resulted in Hassle free recovery at DR within the stipulated RPO
- Use of Oracle Connectors for monitoring and recovery using Continuity Patrol
- CLOUD API integration to monitor and manage from Amazon CLOUD
- Visibility into the availability of various applications through Unified Monitoring Console
- Combining powerful and proven technologies to completely automate the processes
- Providing visibility of progress of process at every stage in the production environment and flexible reporting modules to meet various customer requirement



Technologies Used

- Platform – Windows 2012 Servers running SAP DB & App Instances
- Replication Type – Oracle Data Guard for DB replication & Data Sync replication for Application area
- DR Site – Amazon Web Services CLOUD
- Network Connectivity between Sites – VPC Gateway with 4 Mbps bandwidth

Uniqueness of the Deployed Solution

- Guidelines followed as per ISO 22301 standards
- Agentless approach prevents any overhead on the production and ensures easy deployment
- End-to-end monitoring of storage and database components; real-time alerts upon any deviations or failures during executions

Results and Benefits to Business

- DR Drill executions are done through a single-click without dependency of SMEs
- Successfully implemented DR Automation solution for SAP on AWS CLOUD platform
- Has brought in major visibility of application environment to the Business
- Real time monitoring & management of Oracle Data Guard replication and Application replication using Perpetuuiti's DataSyncTM
- Reduced TCO and Maximized RoI through cost optimization due to automation
- Reduced the overall time for entire execution of the DR related activities

- IT is able to release the application systems to users on time after completing the DR Drill activities
- Quicker availability of applications through automated processes
- Client's auditory compliances have been met

Key Metrics

80%

REDUCTION IN
MANPOWER COST

50%

REDUCTION IN TOTAL
COST OF OWNERSHIP

1-Click

DR DRILL
EXECUTIONS



READY FOR YOUR OWN SUCCESS STORY?

Get in touch with our automation experts and learn how you can fast-track your digital transformation initiatives.

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About Perpetuuiti

Perpetuuiti empowers people and businesses alike. We deliver the world's most-comprehensive and urbane automation platforms making work more human. Our platforms deliver leading-edge automation solutions for modernizing resiliency management, and turbocharging the performance of your applications, IT and business operations at speed and scale to drive exponential efficiencies.

For more information, visit www.ptechnosoft.com