



CASE STUDY



Aviation Giant Reduces their RTO by 80%

Client Profile

Our client is a major American airline, with its headquarters in Atlanta, Georgia. The airline, along with its subsidiaries and regional affiliates, operates over 5,400 flights daily and serves an extensive domestic and international network that includes 304 destinations in 52 countries on six continents, as of October, 2018.

The airline serves more than 180 million customers each year. In 2018, our client was named to Fortune's top 50 Most Admired Companies in addition to being named the most admired airline for the seventh time in eight years. The airline has eight hubs, with Atlanta being its largest in terms of total passengers and number of departures. It is the world's second largest airline in terms of scheduled passengers carried, revenue passenger-kilometers flown and fleet size.

The airline is the sixth-oldest operating airline by foundation date, and the oldest airline still operating in the United States.

Their Challenges

Our client never had any DR site until 2017-18 and they once faced a major production outage which prompted them to build a fallback site. Our client explored and evaluated more than a dozen solution providers to overcome the aforesaid challenges but even after spending huge amount of money and building multiple redundancies the client couldn't curb their service availability challenges. The client was looking for a robust, reliable and an automated Enterprise Business Service Availability Management solution which could enable the following:

- The airlines had never done any DR drills as they never had any DR site earlier, hence they wanted to automate DR drills for their business critical applications having complex accessibility due to heterogeneous environments
- Real-time visibility on Business Service Continuity and Availability.
- Improvement in RTO for DR failover testing which used to take 4-6 hours.
- Uniform platform to manage DR for all their applications.
- Ease of integration with third party technologies.
- Maximum protection for their critical business services.
- Proper bandwidth utilization.
- Minimize or eliminate impact on production server.
- Real time visibility into the health of the recovery site.
- Unified monitoring console to view all applications from a single window.
- Reduced dependency on key SMEs.



Our Solution

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

- Continuity Patrol has been implemented for client's class 1 critical applications for phase 1 and phase 2.
- CP enabled single unified dashboard providing complete and real-time business service visibility and availability, showcasing the production and DR site replication status.
- Real-time RPO monitoring of their existing heterogeneous IT environment was possible after the deployment of Continuity Patrol.

- CP helped creating robust alert mechanism which enabled real-time information and timely decision making.
- Storage based replication resulted in no impact production server performance.
- BW reduction due to shipping only archive logs.
- Easy and streamlined orchestration of Run book.
- Authenticated secure execution of the DR failovers – CP’s IT Orchestration enabled Single-Click Failover & Failback.
- Automated Recovery drill reports were enabled as per the regulatory compliance.

Results and Benefits to Business

- Elicited confidence in the Recovery Infrastructure investment. Along with CP automation the client has also started building redundancy (High Availability) within (Production) and across (DR) data centers.
- There has been significant improvement in the RTO achieved for the DR failover testing. Manual testing which used to take 4-6 hours earlier are now being completed in less than 15 minutes.
- By reducing the RTO for their business critical applications, CP automation has improved their overall efficiency by 50-70%.
- The airline now has a single uniform platform to manage DR of all applications.
- Few of their applications which use GTM solution had failover completed in less than 30 seconds.
- Dependency on key SMEs was considerably brought down. This has also helped the client to meet their ITDR drill compliance at regular intervals.
- CP automation also helped our client to prepare better playbook based on workflow orchestration and experience after automation.
- Lower revenue loss in case of Disaster by lowering data loss.
- Quicker availability of applications through automated processes.
- Transparency about Recovery health through various reports.
- Production server performance remains intact.
- By having CP implemented for 2 sites, the client is now able to leverage both the data centers and distribute the applications widely between infrastructure of both these sites (Crisscross production deployment for applications between Production and DR Site).



Key Metrics

80%REDUCTION IN TOTAL
COST OF OWNERSHIP**80%**

REDUCTION IN RTO

1-ClickONE-CLICK DR DRILL
EXECUTION**50%**REDUCTION IN
MANPOWER COST

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.

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