

CASE STUDY



Leading Bank
reduces their
overall RTO by
70%

Client Profile

Our client is India's fourth largest private sector Bank. Client is the only Greenfield Bank license awarded by the RBI in the last two decades, associated with the finest pedigree investors. Our client, a "Full Service Commercial Bank", has steadily built a Corporate, Retail & SME Banking franchise, with a comprehensive product suite of Financial Markets, Investment Banking, Corporate Finance, Branch Banking, Business and Transaction Banking, and Wealth Management business lines across the country. The bank has a total of 950 branches in over 650 locations Pan India, with 18725+ bankers. Besides, the bank has the current market cap of INR 67,766.96 crores.

Their Challenges

The client was looking for a robust and reliable Business Service Availability Management solution which could enable the following:

- Handling complex Core Banking process as it includes transactions from multiple channels and devices
- Deploy best-practices DR solution without making a huge human investment in DR expertise
- Automation for multi-site DR and thereby bringing multi-site in sync
- Real-time visibility into the health of the heterogeneous IT environment
- Meet Recovery Time Objectives (RTO) and maximize the number of applications that are being tested in parallel
- Unified monitoring console to view all applications from a single window
- Maximum protection for their critical business services
- Minimize or eliminate impact on production server
- Reduced dependency on SMEs
- Adherence to BCP compliance and audit reports
- Get frequent reports on the health and readiness of its DR solution

Their challenges were complex given the bank's heterogeneous application environment. Also, regulatory requirements were putting the bank under pressure, in terms of timeframes, to demonstrate critical application recovery capabilities.



Our Solution

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

- Continuity Patrol software is installed on one of the servers in IT DR solution environment. This server always resides at DR site / Data Center. This ensures that during any disaster situation Continuity Patrol is able to communicate with all configured servers and devices required to make Business Service available from IT point of view
- We used two identical Continuity Patrol servers on both, Production and DR site as it provides high availability for the Continuity Patrol solution during normal operation/ situation
- Under the client's environment Continuity Patrol Production & DR site meta-data is brought in sync using Oracle DataGuard.

- We successfully configured 75 Applications
- Successfully demonstration of application replication of data using Perpetuuiti's DataSync
- Successful configuration of Switchover/Switchback workflow for Application and Database tier in Continuity Patrol
- Alert notification through Email & SMS
- Successfully completed Switchover/Switchback/Failover for in scope Application & Database tier during drill within agreed RPO & RTO timelines
- Shared run book and drill report for audit and compliance
- Use of proven Enterprise APIs for recovery using Continuity Patrol
- Visibility into the availability of various applications through Unified Monitoring Console
- Provided visibility of progress of process at every stage in the Production environment and flexible reporting modules to meet various customer requirements

Results and Benefits to Business

- Reduced overall RTO By 70%
- Automated business service continuity and availability management for 75 critical applications
- Automation of Complex Core Banking process
- Has brought in major visibility to the Business
- High level of confidence about availability/ visibility of Applications and Data in case of disaster
- Dependency on SMEs was considerably brought down
- Lower revenue loss in case of Disaster by lowering data loss
- Quicker availability of application through automated processes
- Transparency about Recovery health through various reports
- Production server performance remains intact
- IT is able to release the application systems to users on time after completing the process
- The client plans to increase the number of applications under Continuity Patrol. They also plan to increase the frequency of Recovery Drills



Key Metrics

70%

REDUCED OVERALL RTO

80%REDUCED 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.

For more information, visit www.ptechnosoft.com