



CASE STUDY

Leading Technology
Institution reduces
their
overall RTO by **70%**
and
enjoys continuous IT
uptime with
Continuity Patrol™

Client Profile

Our client is a wholly-owned subsidiary of the India's central bank and regulatory body, that designs, deploys & provides the essential IT-related services, required by the India's central bank and regulatory body, banks, and financial institutions. Our flagship payment products and services are a critical part of India's financial infrastructure, connecting banking and financial institutions across the country, reliably and securely.

Powered by state-of-the-art innovation and cutting-edge technology, our client aims to be a long-term partner for the Indian banking and finance community. Through their unrelenting focus on excellence, they ensure that the nation enjoys uninterrupted banking services 24/7, 365 days a year.

Their Challenges

The client was looking for a robust and reliable Resiliency Automation solution which could enable the following:

- Handling complex applications including SFMS, CBS, SAARC, and other critical applications like mobile wallet, LMS, and BMS as these include transactions from multiple channels and devices.
- During DR drills, no loss of in-flight data can be tolerated as SFMS application has integration with 200+ banks.
- All DR drills should be completed within the defined RTO timelines.
- Deploy best-practices DR solution without making a huge human investment in DR expertise.
- Automation for two-site DR and thereby bringing two-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 institution's heterogeneous application environment. Moreover, the institution's integration with other bank's critical services (example, NEFT, RTGS, and so on) made the challenges more complicated. Also, regulatory requirements were putting the institution under pressure, in terms of timeframes, to demonstrate critical application recovery capabilities.

Our Solutions

Perpetuuiti deployed Continuity PatrolTM from Perpetuuiti's Resiliency Automation Platform to address the aforementioned challenges faced by the client:

- Continuity Patrol software is installed on the productions and DR sites of the institution. This ensures that during any disaster situation Continuity Patrol can 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.
- CP metadata is in cluster at both the sites to maintain resiliency all the time.
- We successfully configured critical banking applications using GUI and API automations.
- Successful demonstration of application's in-flight data syncing using workflow actions.
- Automation of Network layer changes.
- Successful configuration of Switchover/ Switchback/ Failover/ Precheck workflows for Application and Database tier in Continuity Patrol.
- Alert notification through Email.
- 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.
- Automation of Hypervisor layer changes.

Results and Benefits to Business

- Reduced overall RTO By 70%.
- Automated business service continuity and availability management for critical applications.
- All DR drills are done in parallel so integrated banks' services are not impacted beyond the defined 'maintenance window'.
- All DR drills are now completed within the defined RTO timelines.
- No loss of in-flight data.
- 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 can now 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 DR Drills.

Key Metrics

70%

REDUCTION IN RTO

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 Perpetuuti

Perpetuuti 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