

CASE STUDY

Prominent Bank Achieves Uninterrupted Operations with Cutting-Edge Resiliency Automation

About the Client

Our client is an Indian private sector bank head-quartered in Aluva, Kerala. The bank operates over 1,504 banking outlets and more than 2,015 ATMs/CDMs across various states in India, with representative offices overseas in Abu Dhabi and Dubai.

Serving a customer base of over 18.1 million, the bank plays a significant role in handling approximately one-fifth of India's total inward remittances. They have remittance arrangements with over 110 banks and exchange companies globally. The bank is also listed on the Bombay Stock Exchange, the National Stock Exchange of India, and the London Stock Exchange, with a branch in India's first International Financial Services Centre (IFSC) at GIFT City.

Client Challenges

- The bank lacked a comprehensive Recovery policy for their business-critical services and applications.
- Managing the complex and heterogeneous IT infrastructure supporting their applications proved challenging.
- There was limited visibility into the Recovery infrastructure and its readiness to assume the role of the primary system.
- The client needed Recovery automation to reduce the RTO of their applications across branches while minimizing dependency on SMEs for conducting Recovery drills.
- The efforts and costs associated with DR drills and application recovery were high, SME-dependent, and prone to errors.
- Ensuring adherence to BCP compliance and meeting audit report requirements was a concern.
- The bank required a unified monitoring console to view all applications through a single interface.

Our Solution

Our client made a strategic decision to tackle these challenges within its complex IT infrastructure by opting for a comprehensive resiliency management and automation solution. After thoroughly evaluating various DRM technologies, the client chose to implement Continuity PatrolTM from Perpetuuiti's Resiliency Automation Platform. This solution provided them with complete, real-time visibility into their Business-IT infrastructure, ensuring effective disaster recovery management and automation.

- Implemented Continuity PatrolTM to orchestrate the recovery of applications at the Recovery site using customized recovery plans.
- Leveraged proven enterprise APIs for recovery through Continuity PatrolTM.
- Successfully configured 15 Tier 1 applications used by the bank for recovery, hosted on Windows, HP-UX operating systems, and Nutanix environments, with Oracle Database and Hitachi Storage RAC for replication.
- Successfully set up Switchover and Switchback workflows for the application and database tiers in Continuity PatrolTM.



- Enabled alert notifications via email and SMS.
- Achieved successful automated Switchover and Switchback for in-scope applications and database tiers during drills, meeting an RPO of 1 hour and an RTO of 2 hours.
- Conducted Recovery drills through Continuity PatrolTM, resulting in reduced RTO for application recovery.
- Provided runbooks and drill reports for audit and compliance purposes.
- Enhanced visibility of application availability through a unified monitoring console.
- Delivered visibility into process progress at every stage in the production environment and offered flexible reporting modules to meet various customer requirements.

Results And Benefits To The Business

- Achieved a **70% reduction in overall RTO**.
- Automated business service continuity and availability management for 15 critical applications, streamlining complex core banking processes.
- Significantly improved visibility into business operations, instilling a high level of confidence in the availability of applications and data in the event of a disaster.
- Reduced dependency on SMEs.
- Minimized revenue loss during a disaster by decreasing data loss.

- Enabled quicker application availability through automated processes.
- Provided transparency regarding recovery health through various reports.
- Maintained production server performance.
- IT can release application systems to users on time after completing the recovery process.

70%

REDUCTION IN RTO OVER MANUAL /
SCRIPT-BASED RECOVERY

1-CLICK

RECOVERY INVOCATION

50%+

REDUCTION IN TOTAL COST OF OWNERSHIP (TCO)

ANYTIME

RECOVERY DRILLS TO SCALE & PROTECT 100s OF
APPLICATIONS WITH A SINGLE-CLICK

INSTANT

DISRUPTION IDENTIFICATION WITH REAL-TIME
INFORMATION



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