

CASE STUDY

Banking Giant Achieves Uninterrupted Operations with Advanced Resiliency Automation

About the Client

Our client is the third largest private sector bank in India. They offer a comprehensive range of financial services to various customer segments, including Large and Mid-Corporates, MSME, Agriculture, and Retail Businesses.

The client has an extensive network with over 5,100 domestic branches (including extension counters) and more than 15,000 ATMs & cash recyclers across the country. As of 31st March 2023, they operate 6 Virtual Centres with over 1,500 Virtual Relationship Managers. Internationally, the client's operations span 3 offices, with branches in Dubai (DIFC) and Gift City-IBU, as well as a representative office in Abu Dhabi. These international offices focus on Corporate Lending, Coverage Business, Trade Finance, Syndication, Investment Banking, Liability Businesses, and Private Banking/Wealth Management services.

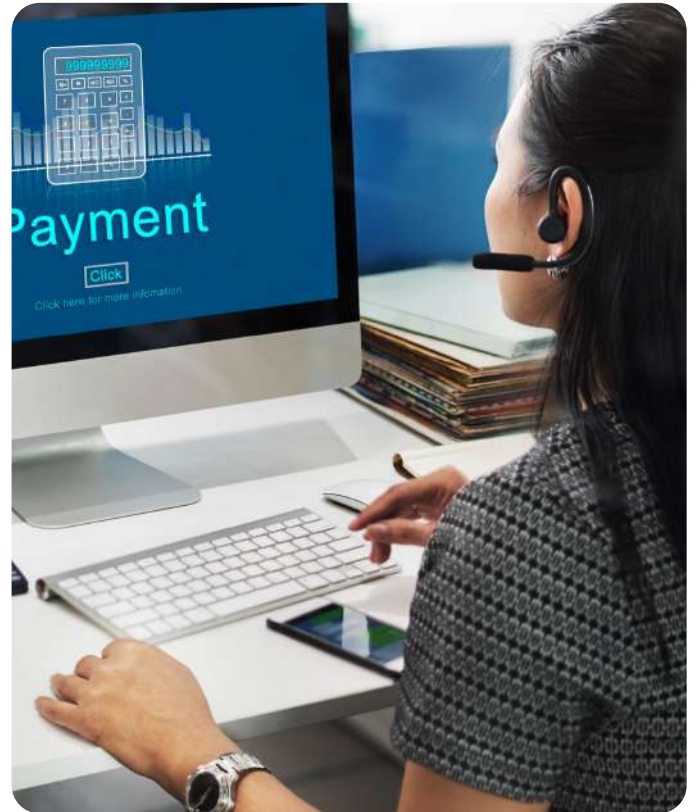
Client Challenges

- The bank was missing a Disaster Recovery (DR) plan for their business and core service application environment.
- The bank had difficulty managing the complex heterogeneous IT infrastructure supporting their application.
- Lack of visibility on DR infrastructure and the readiness of DR to take over the role of primary.
- Client also required DR automation to reduce the RTO of their applications spread across branches and minimizing the dependency on SMEs for conducting the DR Activities.
- The bank needed a unified Dashboard to view all applications from a single window.
- Bank was missing the ISO compliance on reports as per RBI guidelines.

Our Solution

Our client adopted a strategic approach to address the techno-functional challenges within its complex IT infrastructure, focusing on comprehensive automation and resiliency management. After thoroughly evaluating various disaster recovery management (DRM) technologies, the client selected Continuity PatrolTM from Perpetuuti's Enterprise Resiliency Automation Platform. This solution provided them with complete, real-time visibility into their Business-IT infrastructure and ensured effective Recovery management and automation.

- Implementation of Continuity PatrolTM orchestrated the recovery of applications at the Recovery site using customized recovery plans.
- Successfully configured 230 applications used by the bank for recovery hosted on Windows, AIX, Solaris and RHEL.
- Replication systems used were Native DB Log shipping for Oracle, Mongo DB, MySQL, MSSQL and PostgreSQL.
- Successful configured the Switchover/Switchback workflow for both the application and database tiers in Continuity PatrolTM.
- Set up alert notifications via email and SMS.
- Achieved successful Switchover and Switchback for the in-scope applications and database tiers during drills, meeting the agreed RPO of 1 hour and RTO of 1 hour.



- Generated ISO 22301 standard recovery drill reports for audit and compliance purposes.
- Provided visibility into the availability of various applications through a Unified Monitoring Console.
- Integrated the system with ARCON for authentication.

Results And Benefits To The Business

- Achieved a **50% reduction in overall RTO**.
- Significantly reduced dependency on SMEs.
- Optimized TCO by decreasing the number of resources needed for recovery drills.
- Enabled faster application availability through single-click automated recovery processes.
- Provided ISO 22301-compliant recovery drill reports and RPO SLA reports.
- Enhanced visibility of application service availability via a dashboard.



50%

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

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