



CASE STUDY



India's Leading Small Finance Bank Enhances Business Resiliency and Cuts **Recovery Time** by 80% with Continuity PatrolTM

About the Client

Our client is an Indian scheduled commercial small finance bank and the largest tech-led small finance bank in India, headquartered in Jaipur. Originally founded as a vehicle finance company and non-banking financial company (NBFC) in 1996, the institution transitioned to a full-fledged small finance bank on April 19, 2017.

In the same year, the bank became a Fortune India 500 Company and was listed on the National Stock Exchange (NSE) and the Bombay Stock Exchange (BSE). It ranked 355 on the Fortune India 500 list in 2019, with total balance sheet assets amounting to ₹31,198.68 crore (approximately US\$3.7 billion). The bank holds a long-term credit rating of "AA-/Stable" from CRISIL Ratings, ICRA Ratings, India Ratings, and CARE Ratings.

As a small finance bank, our client serves low- and middle-income individuals, as well as micro and small businesses that have limited or no access to formal banking and finance channels. The bank provides a range of products and services, including loans, deposits, and payment solutions.

Their Challenges

Our client has been facing various challenges in managing its complex and diverse IT infrastructure, driven by the requirements of new business applications and an ever-evolving technology landscape. Ensuring business resiliency and maintaining uptime for all banking services has become increasingly difficult. The client has several core business services that are essential to its operations, making it crucial to remain robust and resilient for these applications from an availability perspective. It was significant for the organization to have visibility into all business services to ensure availability while being protected from any site failures. Consequently, it was identified that an automation framework was needed to ensure that applications could be seamlessly restored in the event of any disruption at the primary production site. To address these challenges, the client sought to implement a framework that would automate the entire process of Switchover and Switchback, providing a consolidated view of the health of the business services that support its operations.

Key challenges included

- The absence of a comprehensive recovery policy for business and critical services applications.
- Difficulty in managing the complex, heterogeneous IT infrastructure that supports their applications.
- Lack of visibility into the recovery infrastructure and uncertainty regarding its readiness to assume the primary role.
- The need for automation to reduce the Recovery Time Objective (RTO) of applications across branches while minimizing dependency on subject matter experts (SMEs) for conducting recovery drills.
- High efforts and costs associated with conducting recovery drills and application recovery, which were often SME-dependent and prone to errors.
- Necessity to adhere to Business Continuity Planning (BCP) compliance and meet audit report requirements.
- The need for a unified monitoring console to view all applications from a single window.



Our Solution

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

Results And Benefits To The Business

- The implementation of Continuity PatrolTM successfully orchestrated the recovery of applications at the recovery site using customized recovery plans.
- Leveraged proven Enterprise APIs for efficient recovery through Continuity PatrolTM.

- Successfully configured 15 Tier 1 applications for recovery, hosted on Windows and AIX operating systems. The replication systems used included Oracle Database with DataGuard, MS SQL Server Database, and Dell EMC Recover Point.
- Achieved successful configuration of the Switchover/Switchback workflow for both the Application and Database tiers in Continuity PatrolTM.
- Enabled alert notifications via Email and SMS.
- Executed successful Switchover, Switchback, and Failover for in-scope applications and the Database tier during drills, meeting the agreed RPO of 2 hours and RTO of 6 hours.
- Conducted recovery drills through Continuity PatrolTM, resulting in reduced RTO for application recovery.
- Provided detailed run books and drill reports to support audit and compliance requirements.
- Enhanced visibility into the availability of various applications through a Unified Monitoring Console.
- Offered real-time visibility of process progress at every stage in the production environment, along with flexible reporting modules to meet diverse customer needs.

1-CLICK

RECOVERY INVOCATION

INSTANTDISRUPTION IDENTIFICATION WITH REAL-TIME
INFORMATION**ANYTIME**RECOVERY DRILLS TO SCALE & PROTECT 100s OF
APPLICATIONS WITH A SINGLE-CLICK**50%+**

REDUCTION IN TOTAL COST OF OWNERSHIP (TCO)

-80%REDUCTION IN RTO OVER MANUAL /
SCRIPT-BASED RECOVERY**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