



CASE STUDY



Bank iNTELLIGENT Service Availability Management (iSAM) for its **40** Critical Business Applications

About the Client

Established in 1979 and headquartered in Abu Dhabi, UAE, the leading Middle East bank offers a full range of financial services to businesses and consumers through an extensive network of relationship managers, branches, web-based and mobile applications, as well as a call center.

- A leading UAE bank with shareholder equity of AED 39.5 Billion as of December 31st, 2015
- One of the largest equity-base banks in the UAE
- Serves businesses and consumers across branches, web, mobile and call center channels

Their Challenges

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

- Handling the complex Core Banking process as it includes transactions from multiple channels and devices.
- Automation of UI, Web & CLI based activities that are required to be handled in the appropriate sequence with a coordinated approach.
- Real-time visibility into the health of the heterogeneous IT environment.
- Unified monitoring console to view all applications from a single window, with reduced dependency on SMEs.
- Adherence to BCP compliance and audit reports.



Our Solution

Perpetuuiti deployed **Continuity Patrol**TM to address the Business Service Availability and Automation challenges faced by the client:

- Storage based replication resulted in no impact on production server performance.
- Use of proven Enterprise APIs for recovery using Continuity PatrolTM.
- Visibility into the availability of various applications through the Unified Monitoring Console.
- Combining powerful and proven technologies to completely automate the processes.
- Automating the complex conditions of UI, Web & CLI based actions to execute the jobs.
- Providing visibility of the progress of each process at every stage in the Production environment, with flexible reporting modules to meet various customer requirements.



Uniqueness of the Deployed Solution

- Guidelines followed as per ISO 22301 standards.
- Oracle database used as metadata for Continuity Patrol™.
- Management dashboard for DR health and proactive correction through BIA.
- Automation of DNS/NATing and Firewall policies.
- Recovery load balancing to prevent a single point of failure of the Continuity Patrol™ server.
- Agentless approach prevents any overhead on Production and ensures easy deployment.
- Automates UI, Web, Windows & CLI based jobs and processes.
- End-to-end monitoring of jobs; real-time alerts upon any deviations or failures during executions.

Results & Benefits to Business

- Automated business service continuity and availability management solution's implementation for 40 critical applications.
- Reduced TCO and maximized RoI through cost optimization due to automation.
- Automation of the complex Core Banking process.
- Automation for UI, Web, Windows Forms & CLI based actions.
- Reduced the overall time for the entire execution of the processes.
- Job executions are automated without dependency on SMEs, which has brought major visibility to the Business.
- IT is able to release the application systems to users on time after completing the process.



READY FOR YOUR OWN SUCCESS STORY?

Get in touch with our automation experts and learn how you can fast-track your digital transformation initiatives.

✉ mktg@ptechnosoft.com

☎ +91 - 020 - 6687 8300

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