



CASE STUDY



Strengthening Disaster Recovery Readiness During Infrastructure Transformation for a Leading Insurance Enterprise

About the Client

The client is one of the largest and most respected insurance organizations in the country, serving millions of policyholders through an extensive network of branches, digital channels, and service platforms. With highly distributed operations and a complex IT landscape supporting critical policy management, claims processing, and customer service applications, ensuring uninterrupted availability of core systems is vital to the organization's business continuity and regulatory compliance.

Their Challenges

The client did not have a formal Disaster Recovery (DR) plan for its business and core service application environment.

At the same time, the organization was undergoing a major infrastructure transformation from a traditional three-tier architecture to a Nutanix HCI platform. During this transition, the client required a DR automation solution that could seamlessly integrate with the new platform.

The client faced several challenges:

- Lack of visibility into the DR infrastructure and its readiness to take over the role of the primary site.
- Need for DR automation to reduce Recovery Time Objectives (RTOs) for applications spread across branches.
- High dependency on Subject Matter Experts (SMEs) to conduct DR activities and drills.
- Requirement for a unified dashboard to view all applications from a single window.
- Absence of ISO-compliant reporting aligned with regulatory requirements.

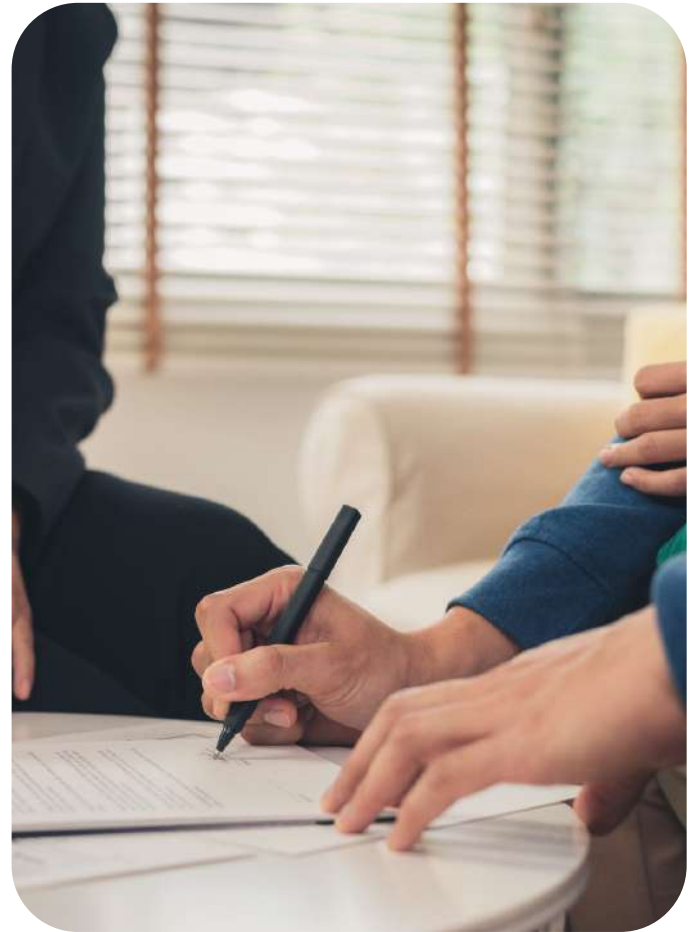
Solution Approach And Technology Fitment

To address these challenges during the infrastructure transformation, the client implemented [Continuity Patrol™](#) from Perpetuuiti's Resiliency Automation Platform.

Continuity Patrol™ enabled orchestration of application recovery at the DR site through customized recovery plans and automated workflows aligned with the Nutanix AHV platform.

Key implementation highlights included:

- Successful configuration of [60 business applications](#) for disaster recovery hosted on the Nutanix AHV platform.
- Integration with replication technologies using native database log shipping for [Oracle, MS SQL, and PostgreSQL](#).
- Successful configuration of [Switchover and Switchback workflows](#) for both application and database tiers within Continuity Patrol™



- Automated alert notifications through Email and SMS.
- Successful execution of Switchover and Switchback for in-scope applications and database tiers during DR drills within the agreed [RPO of 1 hour and RTO of 2 hours](#).
- Generation of [ISO 22301 standard DR drill reports](#) for audit and compliance.
- Unified monitoring console providing visibility into the availability of various applications.

Outcomes And Deliverables

With the implementation of Continuity Patrol™, the client achieved:

- An overall **50% reduction in RTO**.
- Significant reduction in dependency on SMEs during DR drills.
- Total Cost of Ownership (TCO) optimization by reducing the number of resources required to conduct.
- Faster application availability through single-click automated DR processes.
- ISO 22301 standard DR drill reports and RPO SLA reports for compliance.
- Improved visibility of application service availability through a centralized dashboard.
- Real-time visibility into the progress of each stage of the DR process in the production environment, along with flexible reporting modules to meet various customer requirements.

Project Timeline

The entire project implementation and handover were completed over a period of approximately **6 to 8 man-months**.



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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