



CASE STUDY

Enabling Assured Disaster Recovery and Business Service Availability 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 required a comprehensive disaster preparedness strategy and an executable Business Continuity Plan (BCP) to recover core systems in the event of a disaster. The objective was to deploy a robust and reliable business service availability management, monitoring, maintenance, and automation solution without having to invest heavily in recovery expertise, while also enabling real-time visibility into recovery preparedness.

The organization wanted complete confidence that, on the day of a disaster, recovery plans would work seamlessly without dependence on Subject Matter Experts (SMEs) or unexpected challenges.

However, the client faced several key challenges:

- Absence of a robust Disaster Recovery (DR) strategy for core business and service application portfolios.
- Difficulty in managing a highly complex and heterogeneous IT infrastructure.
- Need for DR automation to reduce (RTOs) across applications distributed across branches.
- High dependency on SMEs for conducting DR drills.
- Complex recovery processes involving transactions from multiple channels and devices.
- Lack of visibility into DR infrastructure and its readiness to take over the role of the primary site.
- Significant effort required to conduct DR drills, making them SME-dependent and error-prone.
- Requirement to adhere to BCP compliance and generate audit-ready reports.
- Need for a unified monitoring console to view all applications from a single window.

Solution Approach And Technology Fitment

To address these techno-functional challenges within its heterogeneous IT environment, the client initiated a structured

evaluation for a comprehensive resiliency management and automation solution.

After careful assessment of multiple Disaster Recovery Management (DRM) technologies, the client selected [Continuity Patrol™](#) from Perpetuuiti's Resiliency Automation Platform.

Continuity Patrol™ provided the client with complete, real-time visibility into their Business-IT infrastructure along with assured disaster recovery management and automation capabilities.

Solution Implementation

The implementation of Continuity Patrol™ enabled orchestration of application recovery at the DR site using customized recovery plans and proven enterprise APIs.

Key implementation highlights included:

- Configuration of [50 business applications](#) for disaster recovery across Windows, RHEL, and HP-UX operating systems.
- Integration with replication technologies such as:
 - Oracle Database with Data Guard under RAC
 - MS SQL Server Database with NLS
 - HPE 3PAR Remote Copy Replication
- Successful configuration of [Switchover and Switchback workflows](#) for both application and database tiers within Continuity Patrol™.
- Automated alert notifications through Email and SMS
- Execution of Switchover, Switchback, and Failover for in-scope applications and database tiers during DR drills within the agreed [RPO of 1 hour and RTO of 4 hours](#).
- Conducting DR drills through Continuity Patrol™, resulting in significant RTO reduction for application recovery.
- Preparation and sharing of runbooks and drill reports for audit and compliance purposes.

Visibility And Monitoring Capabilities

Continuity PatrolTM provided:

- A unified monitoring console to view the availability of various applications from a single dashboard.
- Real-time visibility into the progress of each process stage in both Production and DR environments.
- Flexible reporting modules to meet diverse customer reporting and compliance requirements.

Outcomes And Benefits

With the implementation of Continuity PatrolTM, the client achieved:

- Automated and orchestrated DR execution with minimal SME dependency.
- Significant reduction in RTO during DR drills.
- Improved confidence in DR preparedness and execution capability.
- Enhanced visibility into application and infrastructure availability.
- Audit-ready documentation and compliance reporting.
- Simplified management of complex DR processes across a heterogeneous IT landscape.

Project Timeline

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



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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.

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