



CASE STUDY

Leading
Indonesian
Bank
Drastically
Reduces their
RTO by
60%

Client Profile

Our client is Indonesia's sixth largest bank by assets, established in 1955. The banking major is the largest payment bank in terms of transaction value under the Indonesian Central Securities Depository. With 11% of market share, this bank is the third largest mortgage provider in Indonesia.



Success Highlights

- Reduced Recovery Time Objective (RTO) across applications
- Network Automation (DNS, Firewall updates etc.,)
- Automating DR for Bank Operational applications for RTGS, DHN, SKN, SWIFT etc.
- AS 400 based DCOE application with MIMIX replication
- Reduced TCO and overall time of Disaster Recovery execution using Automation
- Automation workflows configured according to the application run-book of customer

Problem Statement

Customer is having highly complex heterogeneous IT infrastructure which contains Physical Servers, VMWare, Hyper-V, Windows based applications, AS400 environment and network management. Customer has employed SME to manage the infrastructure specific to technologies such as Servers, Database, Application etc.

As per PBI guidelines Bank was asked to do DR drills for all critical systems/applications and represent all critical infrastructures and involve end users (end to end). With the development of the banking services 24x7, be fewer downtime for DR testing and complexity of IT Application that running on varied technologies require manual intervention and expertise to perform DR testing (recovery system in DRC / Back to DC). The existing RTO was high for critical applications due to manual coordination.

Challenges

- Handling complex infrastructure
- Improvement in RTO for DR Failover testing which used to take 4-6 hours.
- Uniform platform to manage DR for all their applications.
- Huge dependency on subject matter experts
- Maximum protection for their critical business services.
- Allocation and coordination of SME resources

- Disaster Recovery Software to support heterogeneous infra and be platform agnostic (Should support physical & virtual environment and Native DB replications for Oracle & MS-SQL, DB2 with Mimix replication, Windows and others)
- Run DR operations seamlessly with Monitoring, Automating, Orchestrating and Managing applications from IT service availability standpoint
- The software to run parallel execution of DR operation management (wherever applicable) with single click of button
- DR software to have multi-level authentication as per Customer standards
- Remove or minimize the dependency on SME to run DR drills at least once a year

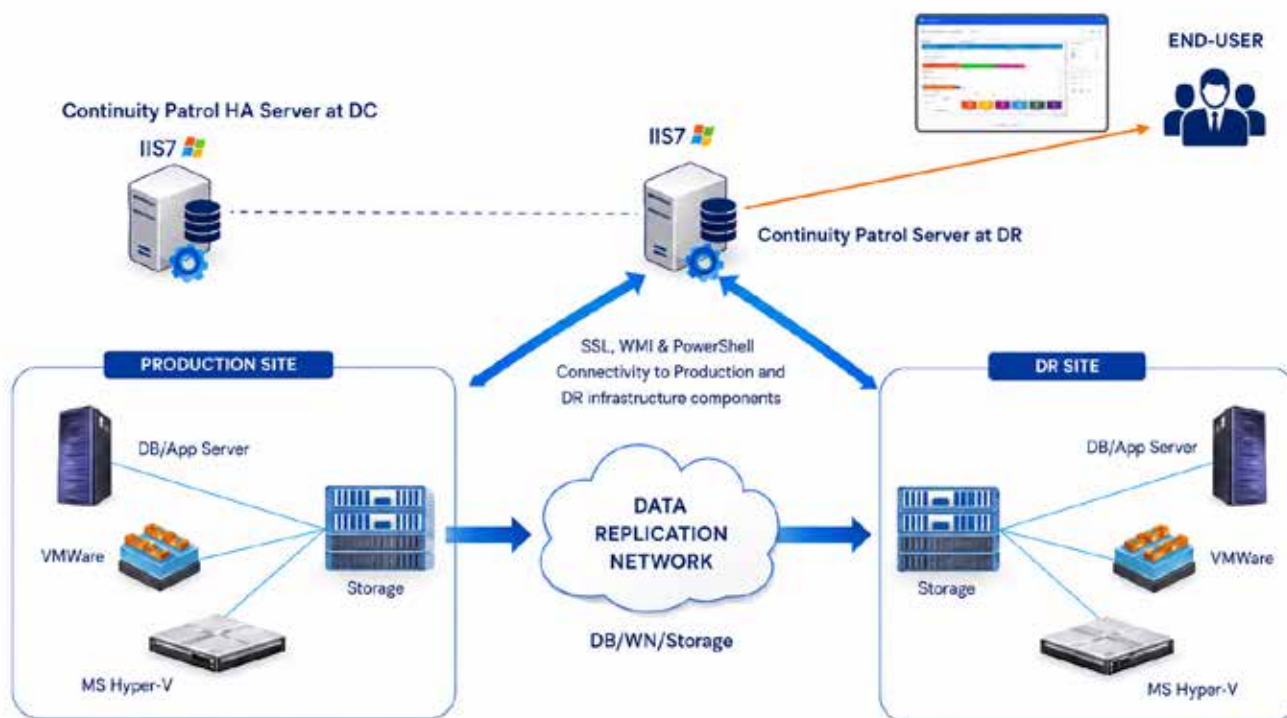
IT DR Infrastructure

Brief of Customer production environment:

- Customer is having 80+ Banking Applications 40+ Databases
- Database is Oracle and MSSQL using native replication & DB2 using Mimix Replication
- For Virtualization customer is having VMware & Hyper-V in which App. Web and Database VMs are configured.



High level Architecture Diagram



Results Achieved

- DR management and Automation of applications, DNS/ NATing and Firewall policies
- Dependency on SMEs was considerably brought down
- Elicited confidence in the DR Infrastructure investment

Benefits to Business

- DR Drill execution are done through a single - click without dependency of SMEs
- Adherence to Business continuity compliance as per ISO 22301 standards
- Reduced RTO by 60%
- Reduced TCO

Key Metrics

1-Click

EXECUTION OF
RECOVERY DRILLS

50%

REDUCTION IN

60%

REDUCTION
IN RTO

100%

REGULATORY
COMPLIANCE ACHIEVED



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

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