

CASE STUDY

**Leading Bank
Deploys Perpetuuiti's
Disaster Recovery
Automation
Platform to Keep
Banking Services
Ready for What
Comes Next**

About the Client

Banking Customer is a Indonesia's largest privately-owned bank, founded in 1957, with assets exceeding Rp 5.5 quadrillion as of 2022. Headquartered in Jakarta, it offers comprehensive banking, digital services (blu), and financial products.

Key Services & Information

Headquarters: Jakarta, Indonesia.

Digital Banking: Features mobile applications and the digital bank platform, blu.

Deposit Protection: Participant of the Indonesia Deposit Insurance Corporation (LPS), guaranteeing deposits up to Rp 2 billion per customer.

1,587T	TOTAL ASSETS	Rp
993T	TOTAL LOANS	Rp
57.5T	NET PROFIT	Rp
1,270	BRANCHES	
20,163	ATMs	
>43 Mio	CUSTOMER ACCOUNTS	

Client Challenges

- The bank lacked a comprehensive **Disaster Recovery (DR)** plan for its business-critical and core service application environment.
- The bank faced challenges in managing the **complex and heterogeneous IT infrastructure** supporting its applications.
- There was **limited visibility into the DR infrastructure** and its readiness to seamlessly take over from the primary environment.
- The client required **DR automation** to reduce application **Recovery Time Objectives (RTOs)** across branches and minimize dependency on subject matter experts (SMEs) for executing DR activities.

- The bank needed a **unified dashboard** to monitor and manage all applications through a **single centralized interface**.
- The bank lacked the ability to generate **compliance-ready reports aligned with Otoritas Jasa Keuangan (OJK) regulatory guidelines**.

Our Solution

- Implemented Continuity PatrolTM to orchestrate automated recovery of applications at the DR site through customized recovery workflows and plans.
- Successfully configured five critical banking applications for disaster recovery hosted on VMware ESXi across Windows, Ubuntu, and Oracle Solaris operating system environments.
- Enabled database replication using Oracle Data Guard and Microsoft SQL Server Always On to ensure high availability and data protection.
- Configured automated Switchover and Switchback workflows for both application and database tiers within Continuity PatrolTM.
- Enabled real-time alert notifications through Email and SMS for proactive monitoring and incident response.
- Successfully executed Switchover and Switchback DR drills for all in-scope applications and database tiers within the agreed RPO of 5 minutes and RTO of 40 minutes.
- Generated ISO 22301-aligned DR drill reports to support audit, governance, and compliance requirements.
- Provided centralized visibility into application availability through a Unified Monitoring Console.
- Integrated with CyberArk for secure authentication and privileged access management.
- Integrated with BMC Control-M to enable job orchestration actions such as order, hold, and release of jobs directly from Continuity PatrolTM.

Results And Benefits To The Business

- Achieved a 30% reduction in overall Recovery Time Objective (RTO).
- Significantly reduced dependency on Subject Matter Experts (SMEs) for executing disaster recovery activities.
- Achieved Total Cost of Ownership (TCO) optimization by reducing the number of resources required to conduct DR drills.
- Enabled faster application availability through single-click automated DR processes.
- Generated International Organization for Standardization 22301-aligned DR drill reports along with RPO and SLA compliance reports.
- Delivered enhanced visibility into application service availability through a centralized dashboard.



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