CASE STUDY

Leading Bank Strengthens Operational Resilience for Core Banking Applications with Perpetuuiti

About The Client

Client bank is one of the largest state-owned banks in Indonesia, with a strong focus on Micro, Small, and Medium Enterprises (MSMEs) and microfinance. Established in 1895, it operates one of the most extensive banking networks in the country, playing a critical role in driving financial inclusion across Indonesia.

Key Financial & Operational Snapshot

- Customer Base: Serves over 120 million customers across Indonesia.
- Network Reach: Operates more than 8,500 outlets and over 10,650 ATMs nationwide.
- Microfinance Leadership: Leverages a network of over 1.2 million BRILink agents, enabling branchless banking services in underserved and underbanked regions.
- Digital Innovation: Provides advanced digital banking platforms such as BRImo for mobile banking and Ceria for digital lending, extending financial services to ultra~micro and emerging customer segments.

Client Challenges

- The bank lacked a comprehensive Disaster Recovery (DR) policy for its business and critical service application environment.
- The bank faced challenges in managing its complex and heterogeneous IT infrastructure supporting multiple applications.
- There was limited visibility into the DR infrastructure and its readiness to take over from the primary production environment.
- The client required DR automation to reduce the Recovery Time Objectives (RTOs) for applications distributed across branches and to minimize dependency on Subject Matter Experts (SMEs) for conducting DR drills.
- The effort and cost associated with conducting DR drills and application recovery were high, heavily SME-dependent, and prone to errors.
- The bank needed to ensure adherence to Business Continuity Planning (BCP) compliance requirements, along with the generation of audit-ready reports.
- The bank required a unified monitoring console to view and manage all applications from a single centralized interface.

Our Solutions

The bank made a strategic decision to address these challenges within its complex IT infrastructure by adopting a comprehensive resiliency management and automation soluti After thoroughly evaluating various Disaster Recovery Management (DRM) technologies, the bank selected Continuity Patrol™, part of Perpetuuiti's Resiliency Automation Platform.

The implementation enabled the bank to gain complete and real-time visibility into its Business-IT infrastructure, while ensuring automated disaster recovery management and improved resilience for critical banking applications.

Solution Highlights

- Continuity Patrol™ was implemented to orchestrate automated recovery of applications at the DR site using customized recovery plans.
- Leveraged enterprise-grade APIs within Continuity Patrol™ to automate and streamline recovery processes.
- Successfully configured five critical banking applications for disaster recovery hosted on VMware ESXi across Windows, Ubuntu, Red Hat Enterprise Linux (RHEL), and Oracle Solaris operating system environments.
- Enabled database replication using Oracle Data Guard for Oracle Database and Microsoft SQL Server Always On to ensure high availability and data protection.
- Successfully configured automated Switchover and Switchback workflows for both application and database tiers within Continuity Patrol™.
- Enabled real-time alert notifications through Email and SMS.
- Successfully executed automated Switchover and Switchback DR drills for in-scope applications and database tiers within the agreed RPO of 20 minutes and RTO of 45 minutes.
- DR drills conducted through Continuity Patrol™ helped significantly reduce application recovery time.

- Generated runbooks and DR drill reports to support audit and compliance requirements.
- Delivered enhanced visibility into application availability through a Unified Monitoring Console.
- Provided real-time visibility into process progress at every stage in the production environment, supported by flexible reporting modules to meet various operational and reporting requirements.
- Improved transparency into recovery health and operational status through comprehensive reporting.
- Maintained production server performance without disruption during DR automation processes
- Enabled IT teams to restore and release application systems to users on schedule after completing recovery processes.

Results And Benefits To The Business

- Achieved a 30% reduction in overall Recovery Time Objective (RTO).
- Enabled automated business service continuity and availability management for five critical banking applications, including automation of complex core banking processes.
- Delivered greater visibility into business services, providing high confidence in the availability of applications and data during disaster scenarios.
- Significantly reduced dependency on Subject Matter Experts (SMEs) for recovery and DR operations.
- Ensured faster application availability through automated recovery processes.

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**