CASE STUDY

Leading Bank Deploys Automates Disaster Recovery for Critical Banking Applications with Perpetuuiti's Continuity Patrol™

About the Client

This banking customer is Indonesia's largest state-owned financial institution by assets, formed in 1998 through the merger of four legacy banks to stabilize the national economy following the Asian financial crisis. The bank operates a comprehensive universal banking model, delivering a wide range of services across retail banking (savings, mortgages, and credit cards), corporate and wholesale banking (trade finance, cash management, and investment banking), and SME and micro-lending segments.

Many of these services are increasingly delivered through the bank's flagship digital "super apps"-Livin' for consumers and Kopra for businesses-which integrate banking capabilities with broader lifestyle and supply chain ecosystems.

As a publicly traded state-owned enterprise, the bank operates under strict regulatory oversight from Bank Indonesia (BI) and the Otoritas Jasa Keuangan (OJK). It also adheres to international Basel III standards for capital adequacy and risk management, ensuring financial stability and strong corporate governance.

Principal Business Segments

- Corporate Banking
- Commercial Banking
- Retail Banking
- Treasury & International Banking
- Sharia Banking (via Bank Syariah Indonesia)

Regulatory Framework

- Otoritas Jasa Keuangan (OJK): Primary regulator overseeing financial services compliance and consumer protection in Indonesia.
- Bank Indonesia (BI): Responsible for macroprudential policy and payment system regulations.
- Basel III Compliance: Implementation of rigorous risk measurement and management practices covering

Key Digital Platforms

- Livin': Retail banking application with over 29 million users, supporting payments, investments, and lifestyle services.
- Kopra: Wholesale digital platform enabling high-value transaction processing for corporate and SME clients.

Client Challenges

The bank was facing multiple challenges in managing its complex and diverse IT infrastructure, driven by the rapid expansion of business applications and an ever-evolving technology landscape. Ensuring business resilience and uninterrupted availability of banking services was becoming increasingly difficult.

The bank operates several core business services that support its primary banking operations, making it critical to maintain high levels of availability and resilience. From an operational perspective, it was essential for the bank to have clear visibility into the health and availability of its business services, while ensuring that these services remained protected against potential site-level failures.

To address these challenges, the bank identified the need for an automation framework that could seamlessly bring applications online at the Disaster Recovery (DR) site in the event of a disruption at the primary production site. The bank also sought to automate the entire Switchover and Switchback process, enabling faster recovery while providing a consolidated view of the health and availability of business services supporting its operations.

Key Challenges

- The bank lacked a comprehensive Disaster Recovery (DR) policy for its business and critical service application environment.
- The bank faced difficulties 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 environment.
- The client required DR automation to reduce Recovery Time Objectives (RTOs) for applications distributed across branches and to minimize dependency on Subject Matter Experts (SMEs) for conducting DR drills.
- Effort and cost associated with DR drills and application recovery were high, heavily SME-dependent, and prone to manual errors.
- The bank needed to ensure adherence to Business Continuity Planning (BCP) compliance requirements, including 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 techno-functional challenges within its complex IT infrastructure by adopting a comprehensive resiliency management and automation solution. After a thorough evaluation of various Disaster Recovery Management (DRM) technologies, the bank selected Continuity PatrolTM, part of Perpetuuiti's Resiliency Automation Platform.

The implementation provided the bank with complete and real-time visibility into its Business-IT infrastructure, while enabling automated disaster recovery management. This solution ensured seamless orchestration of recovery processes, improved operational efficiency, and strength-ened the bank's overall business resilience and service availability.

Results And Benefits To The Business

- Continuity Patrol™ successfully orchestrated the recovery of applications at the DR site through customized recovery plans.
- Leveraged proven enterprise APIs within Continuity Patrol™ to automate and streamline recovery processes.
- Successfully configured nine critical banking applica-tions for disaster recovery hosted on VMware ESXi, across Windows, Ubuntu, and Oracle Solaris operating system environments.
- Enabled database replication using Oracle Data Guard, Microsoft SQL Server Always On, and MIMIX for IBM Db2 databases to ensure high availability and data protection.
- Generated International Organization for Standardization 22301–aligned DR drill reports along with RPO and SLA compliance reports.
- Integrated with CyberArk for secure authentication and privileged access management.
- 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 for proactive monitoring and rapid response.
- Successfully executed Switchover, Switchback, and Failover 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.
- Achieved an overall reduction of 30% in Recovery Time Objective (RTO).
- 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 compliance requirements.

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**