



CASE STUDY

Leading Financial
passes its
next Gartner
resiliency audit
after failing over
250 applications in
under 4 hours

About the Client

Inc. (NYSE: VOYA) is a leading retirement, employee benefits, and investment management company headquartered in New York. Voya provides workplace benefits and savings solutions, including retirement recordkeeping, wealth management, employee benefits, and asset management, supporting millions of individual, workplace, and institutional customer relationships across the United States.

Key Details About the Company

Industry: Financial services – retirement, investment management, and insurance

Headquarters: New York, NY

Listing: NYSE: VOYA

Business segments: Wealth Solutions, Health Solutions, and Investment Management

Voya administers a large portfolio of Tier 1 and Tier 2 business-critical applications and is subject to ongoing third-party resiliency audits, including audits conducted by Gartner.

Client Challenges

- Voya failed a Gartner resiliency audit , with unsuccessful failover results across 187 Tier 1 applications .
- The failover exercise required 100 people to execute and still did not complete within the agreed 72-hour test window .
- Recovery execution was heavily manual and dependent on large numbers of subject-matter experts (SMEs) across application and infrastructure teams.
- Gartner's audit finding was direct: Voya would not pass its next resiliency test without implementing an automated DR orchestration platform – Gartner specifically recommended Continuity Patrol™ .
- Voya lacked a consolidated, multi-site view of recovery readiness across its Tier 1 and Tier 2 application landscape.



Our Solution

- Deployed Continuity Patrol™ to orchestrate and automate failover and fallback across Voya's Tier 1 application environment.
- Replaced manual, SME-dependent runbooks with automated, single-click recovery workflows for failover and fallback.
- Delivered a multi-site visibility dashboard giving Voya's IT and resiliency teams a consolidated view of recovery readiness across all in-scope applications.

- Established a repeatable, non-disruptive DR drill process designed to meet the scale and audit standards required by Gartner's resiliency assessment.



Results and Benefits to Business

- Within 3 months of deployment, Voya failed over and failed back 250 applications – 63 more than the original scope – in under 4 hours .
- Reduced the number of people required to run the entire test from 100 to 1 person , with a 100% success rate under direct observation.
- The multi-site visibility dashboard gives Voya continuous, on-demand certainty that it can fail over and fail back from any digital outage.
- Voya achieved a top-tier score on its follow-up Gartner resiliency audit three months after go-live.
- Based on these results, Voya is expanding Continuity PatrolTM to cover all 900 of its Tier 1 and Tier 2 applications .



Key Metrics

250

APPLICATIONS FAILED
OVER & BACK IN
UNDER 4 HOURS

100%

SUCCESS RATE
UNDER DIRECT
OBSERVATION

100 → 1

PEOPLE REQUIRED TO
RUN THE TEST

900

APPLICATIONS NOW
EXPANDING ONTO
CONTINUITY
PATROLTM



We are so thrilled with the results we are rolling out Continuity Patrol to all 900 of our Tier 1 and 2 applications for our next run!

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 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