Continuity Patrol

An INTELLIGENT Service Availability Management (iSAM) Suite

VISIBILITY I ACCOUNTABILITY I ORCHESTRATION I AUTOMATION

Digitization is intensifying and the step change is greater than the internet. Businesses have realized the need for transformation however, few realize how far the transformation needs to be. That why when it comes to maintaining continuity, you need to think beyond!

Continuity Patrol is a unique Business Service Availability Management solution from Perpetuuiti which can help CXOs make well-informed decisions with reduced RTO by enabling real-time visibility into financial impact of the downtime of critical IT service, unplanned outage or degradation of services.

Continuity Patrol is an automated, agentless, script-less and an end-to-end intelligent Service Availability Management (iSAM) Suite enabling "Live Business Impact Analysis" functionality that leverages the dependency definitions and cost data to calculate quantitative financial impacts that can be specific to a single production application/ a set of production applications/ the entire data center.

Continuity Patrol's unique command center dashboard shows,

- IT Services Mapping View
- Summary of key parameters for stand-alone & Recovery Services
- RPO
- RTO
- Replication Status
- Alerts
- Impact and Priority
- Availability summary of configured IT services
- Enables nailing down the exact IT failure to take timely and corrective actions

Continuity Patrol enables your organization with:

→ Unified CXO dashboard with real-time seamless information that empowers the stakeholders / executives

→ Real-time visibility of entire IT environment including Business Service Availability

→ Auto Discovery of Application Interdependency Mapping

→ Assessing the impact of the critical, unplanned IT outage on business financially

→ Automation of Business Services Continuity & Availability Management

→ Improving RTO/ RPO for decision-making and recovery

→ Intelligently Automated Recovery Tests

→ Script-less and agent-less product

→ Single-click switchover/switchback

→ Supports cross-platform DB replication and optimizes replication for Recovery and Production sites

→ Network Automation and Firewall Automation

→ Customizable Workflows

→ Supporting Multi Tenancy

→ Heterogeneous IT environments supported

→ Orchestration for all technology layers

→ Dynamic and UI based multi-format audit-ready reports exportable to popular reporting engines

UNIFIED CXO DASHBOARD

BUSINESS SERVICES VIEW

BUSINESS FUNCTIONS & INFRA OBJECTS VIEW

Aviation Giant Reduces their RTO by 80%

Client Profile

Our client is a major American airline, with its headquarters in Atlanta, Georgia. The airline, along with its subsidiaries and regional affiliates, operates over 5,400 flights daily and serves an extensive domestic and international network that includes 304 destinations in 52 countries on six continents, as of October, 2018.

The airline serves more than 180 million customers each year. In 2018, our client was named to Fortune's top 50 Most Admired Companies in addition to being named the most admired airline for the seventh time in eight years. The airline has eight hubs, with Atlanta being its largest in terms of total passengers and number of departures. It is the world's second largest airline in terms of scheduled passengers carried, revenue passenger-kilometers flown and fleet size.

The airline is the sixth-oldest operating airline by foundation date, and the oldest airline still operating in the United States.

Challenges Faced by Our Client

Our client never had any DR site until 2017-18 and they once faced a major production outage which prompted them to build a failback site. Our client explored and evaluated more than a dozen solution providers to overcome the aforesaid challenges but even after spending huge amount of money and building multiple redundancies the client couldn't curb their service availability challenges. The client was looking for a robust, reliable and an automated Enterprise Business Service Availability Management solution which could enable the following:

- The airlines had never done any DR drills as they never had any DR site earlier, hence they wanted to automate DR drills for their business critical applications having complex accessibility due to heterogeneous environments
- Real-time visibility on Business Service Continuity and Availability.

Challenges Faced by Our Client

→ Improvement in RTO for DR failover testing which used to take 4-6 hours.

→ Uniform platform to manage DR for all their applications.

→ Ease of integration with third party technologies.

→ Maximum protection for their critical business services.

→ Proper bandwidth utilization.

→ Minimize or eliminate impact on production server.

→ Real time visibility into the health of the recovery site.

→ Unified monitoring console to view all applications from a single window.
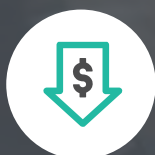
→ Reduced dependency on key SMEs.

Our Solution

Perpetuuiti deployed Continuity Patrol™ to address the aforesaid Business Service Availability and Automation challenges faced by the client:
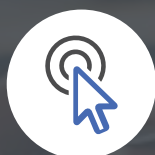
→ Continuity Patrol has been implemented for client's class 1 critical applications for phase 1 and phase 2.

→ CP enabled single unified dashboard providing complete and real-time business service visibility and availability, showcasing the production and DR site replication status.

→ Real-time RPO monitoring of their existing heterogeneous IT environment was possible after the deployment of Continuity Patrol.

→ CP helped creating robust alert mechanism which enabled real-time information and timely decision making.

→ Storage based replication resulted in no impact production server performance.

→ BW reduction due to shipping only archive logs.

→ Easy and streamlined orchestration of Run book.

→ Authenticated secure execution of the DR failovers – CP's IT Orchestration enabled Single-Click Failover & Failback.

→ Automated Recovery drill reports were enabled as per the regulatory compliance.

Results and Benefits to Business

→ Elicited confidence in the Recovery Infrastructure investment. Along with CP automation the client has also started building redundancy (High Availability) within (Production) and across (DR) data centers.

→ There has been significant improvement in the RTO achieved for the DR failover testing. Manual testing which used to take 4-6 hours earlier are now being completed in less than 15 minutes.

→ By reducing the RTO for their business critical applications, CP automation has improved their overall efficiency by 50-70%.

→ The airline now has a single uniform platform to manage DR of all applications.

→ Few of their applications which use GTM solution had failover completed in less than 30 seconds.

→ Dependency on key SMEs was considerably brought down. This has also helped the client to meet their ITDR drill compliance at regular intervals.

→ CP automation also helped our client to prepare better playbook based on workflow orchestration and experience after automation.

→ Lower revenue loss in case of Disaster by lowering data loss.

→ Quicker availability of applications through automated processes.

→ Transparency about Recovery health through various reports.

→ Production server performance remains intact.

→ By having CP implemented for 2 sites, the client is now able to leverage both the data centers and distribute the applications widely between infrastructure of both these sites (Crisscross production deployment for applications between Production and DR Site).

80%
REDUCTION IN RTO

ONE-CLICK
DR DRILL EXECUTION

80%
REDUCTION IN TOTAL COST OF OWNERSHIP

50%
REDUCTION IN MANPOWER COST

TO REQUEST A LIVE DEMO OR FOR ADDITIONAL INFORMATION ON CONTINUITY PATROL™, PLEASE GET IN TOUCH WITH OUR AUTOMATION EXPERTS:

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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 effciencies.

For more information, visit www.ptechnosoft.com

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