Leading & the most preferred digital telco of the APAC region reduces RTO by 70%

CLIENT PROFILE

Our client is the most preferred digital telco of Indonesia. empowering people of Indonesia by providing leading digital telecommunication services.

The company offers wireless services for mobile phones, and to a lesser extent, broadband internet lines for homes.

THEIR CHALLENGES

Being a leading digital telecom service provider in Asia Pacific region - Indonesia, the client has a very vast IT infrastructure environment with replication solutions including Oracle Dataguard, SRM, IBM HADR2, Progress DB & MSSQL NLS and OS involving Windows, RHEL & Linux leading technologies and solutions. As a matter of fact, our client did not have Disaster Recovery (DR) strategy for their business and core service applications portfolio.

Our client was looking for a DR Orchestration solution which would require an automated tool to automate IT infrastructure operations when DR scenario occurs. By deploying IT resiliency and DR orchestration tool, our client's IT operation team had an objective to improve system reliability, speed, and granularity of workload recovery due to unplanned outages by automating disaster recovery (DR) processes while lowering costs of DR exercise and DR operations staff.

To achieve a robust and reliable IT Resiliency Automation and Management, and Process Automation our client required a solution which could enable the following:

➤ Single click switchover, switchback, and failover with availability/ continuity management.
➤ Monitoring and orchestration.
➤ Discovery, dependency mapping and workload analysis.

➤ DR management and run book creation.

➤ Reporting and validation of recovery capability.

➤ To reduce the RTO of their applications spread across different locations and minimizing the dependency on SMEs for conducting the Manual DR drills.

➤ To gain visibility on core business continuity metrics such as live service availability, RPO/ RTO summaries, replication statuses between sites and recovery states.
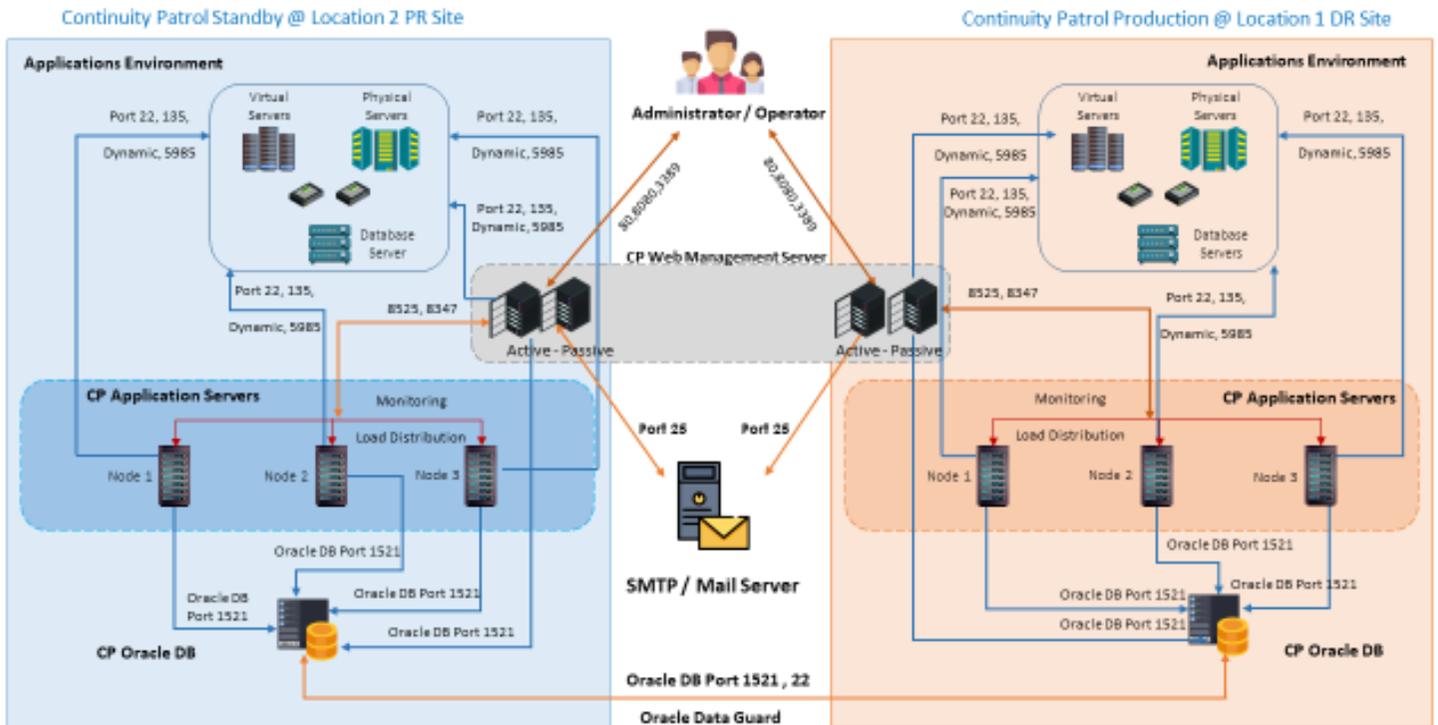
OUR SOLUTIONS

Perpetuuiti deployed **Continuity Patrol™** to address the IT Resiliency Automation and Management Challenges faced by the client:

➤ Continuity Patrol enabled single unified dashboard providing complete and real-time business service visibility and availability.

➤ Continuity Patrol enabled granular monitoring of both primary and Recovery Infrastructure.

➤ Combining powerful proven technologies i.e., Oracle Data Guard, MS SQL Native log shipping and Nutanix image replication Integrated by Continuity Patrol.

➤ Visibility into the availability of various applications through Unified Monitoring Console.

➤ Orchestration for all technology layers.

➤ Enablement with the provision of automated Single-click switchover/ switchback for performing the Recovery Drills and Single-click Failover to handle any kind of actual disaster so that business is least impacted.

➤ Continuity Patrol manages complete Recovery lifecycle for the client where it ensures that application-level changes are also replicated to the Recovery site in order to maintain complete consistency and seamless user experience.

➤ Recovery automation with Continuity Patrol considerably reduced the client's dependency on SMEs and thus reduced the operational overheads.

Perpetuuiti
Resilience Redefined...

Solution Architecture

Continuity Patrol at Indosat Oredoo Hutichinson - 3 Tier logical Deployment Architecture With Oracle 19c

Uniqueness of the Deployed Solution

➤ Automation of processes and parallel execution of multiple applications' workflows for quicker availability (RTO).

➤ Management dashboard for Recovery site health and proactive correction through BIA.

➤ Automation of alerts and availability of various reports.

➤ Automation of DNS/ NATing.

➤ Recovery load balancing to prevent single point of failure of Continuity Patrol server.

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RESULTS AND BENEFITS TO BUSINESS

- Elicited confidence in the Recovery Infrastructure investment.
- High level of confidence about availability/ visibility of Applications and Data in case of disaster.
- Dependency on SMEs was considerably brought down/ lower revenue loss in case of Disaster by lowering data loss.
- Quicker availability of application through automated processes.
- Transparency about Recovery health through various reports.
- Production server performance remains intact.

RPO OF 4 HOURS & RTO OF 1 HOUR

1-CLICK RECOVERY EXECUTION

SUCCESSFUL DRILLS WITHIN FIRST 6 MONTHS WITH MINIMAL MANUAL INTERVENTION & SUCCESSFUL IMPLEMENTATION WITH IN THE STIPULATED PROJECT TIMELINE

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**

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