Leading Stock Exchange achieves 4X Faster Execution of its day-to-day processes

A Perpetuuiti Case Study

INDUSTRY: FINANCE & SHARES

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CLIENT PROFILE

Established in 1875, the stock exchange is Asia's first & the Fastest Stock Exchange in world with the speed of 6 micro seconds and one of India's leading exchange groups. Over the past 140 years, this stock exchange has facilitated the growth of the Indian corporate sector by providing it an efficient capital-raising platform.

More than 5500 companies are listed on this stock exchange making it world's No. 1 exchange in terms of listed members. The companies listed on this stock exchange command a total market capitalization of USD 1.64 Trillion as of Sep 2015. It is also one of the world's leading exchanges (5th largest in September 2015) for Index options trading (Source: World Federation of Exchanges). Its S&P stock exchange SENSEX is the benchmark equity index that reflects the health of the Indian economy. It has been a pioneer in several areas over the decades and has many firsts and key achievements to its credit.

THEIR CHALLENGES

The client was looking for a robust and reliable Business Service Availability and Process Automation solution which could help curb following challenges:

→ Identification of various applications' interdependencies
→ Lot of operational errors due to dependency on human resources and manual executions
→ Desired real-time RPO monitoring of their existing heterogeneous IT environment
→ Desired RTO timelines
→ Absence of robust alert mechanism which led to delayed actions and decision making
→ Limited visibility of infrastructure components
→ Manual Recovery strategy – Server impact in maintaining Business Continuity and SLAs
→ No real-time visibility on Business Service Continuity and Availability
→ Execution of complex EoD/ BoD processes which were scattered across different systems of organization
→ Manual execution practices which took too long to complete the EoD/ BoD tasks every day
→ Human resources who became bottlenecks in terms of dependency to execute the jobs

OUR SOLUTIONS

Perpetuuiti deployed two products, Continuity Patrol™ and Ops-Central™ to address the Business Service Availability and Automation Challenges faced by the client:

Continuity Patrol™

→ Continuity Patrol™ enabled single unified dashboard providing complete and real-time business service visibility and availability
→ Real-time RPO monitoring of their existing heterogeneous IT environment was possible after the deployment of Continuity Patrol™
→ Continuity Patrol™ helped creating robust alert mechanism which enabled real-time information and timely decision making
→ Real-time application discovery and interdependency mapping was enabled using Continuity Patrol™
→ Complete visibility of drill activities was enabled with Continuity Patrol™ automation
→ Continuity Patrol™ IT Orchestration enabled Single-Click Failover & Failback
→ Automated Recovery drill reports were enabled as per the regulatory compliance
→ Parallel workflow execution for multiple applications enabled by Continuity Patrol™ helped reduce their RTO drastically
→ Continuity Patrol™ also helped generate customized reports as per client's guidelines

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Ops-Central™

→ Ops-Central™ automated all types of application related processes, including Command line, GUI, Windows and web based operations
→ Ops-Central™ enabled a centralized management dashboard to monitor all configured jobs from various application servers
→ Ops-Central™ helped create standard and customized reports that enable them to view their JOB execution summary, along with a detailed view of each task item including start and end time as well as results
→ Ops-Central™ also addressed issues like automating BOW Windows Application on the database server, automating batch files and applications such as 'Create IML' and 'IML Info' from the application server, and automating file compression as well as copying across different servers

UNIQUENESS OF DEPLOYED SOLUTIONS

→ Guidelines followed as per ISO 22301 standards
→ Management dashboard to monitor Business Service Visibility and Availability
→ Centralized Management Dashboard to monitor all configured jobs from different Application servers involved
→ Automation of all types of application related processes, including Command-line, GUI, Windows and Web based operations
→ Standard and Custom Reports that help customer view the JOB execution summary along with detailed view of each task item with start/end time and results
→ Agentless approach prevents any overhead on the Production and ensures easy deployment
→ End-to-end monitoring of jobs; real-time alerts upon any deviations or failures during executions
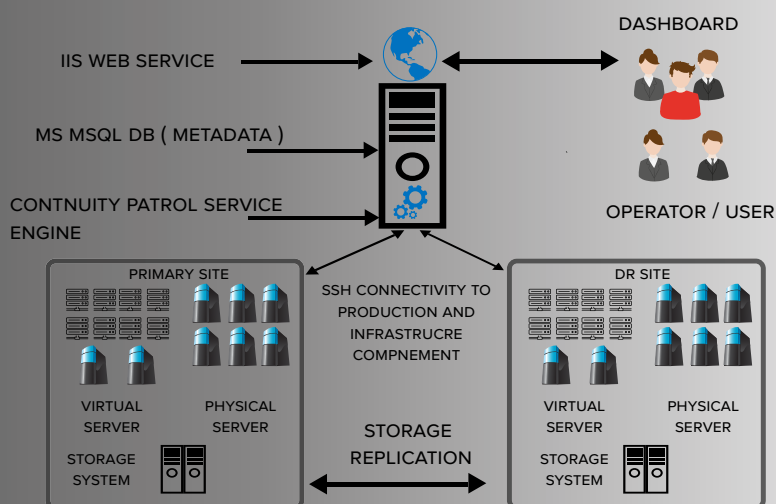
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APPLICATION ENVIRONMENT

ContinuityPatrol™ - 50 business critical applications have been configured in Continuity Patrol™

Ops-Central™ - More than 25 BoD/ EoD business processes have been automated using Ops-Central™

TECHNOLOGIES
Continuity Patrol™ Architecture

IIS WEB SERVICE

MS MSQL DB (METADATA)

CONTNUITY PATROL SERVICE ENGINE

DASHBOARD

OPERATOR / USER

PRIMARY SITE

VIRTUAL SERVER

PHYSICAL SERVER

STORAGE SYSTEM

SSH CONNECTIVITY TO PRODUCTION AND INFRASTRUCRE COMPNEMENT

STORAGE REPLICATION

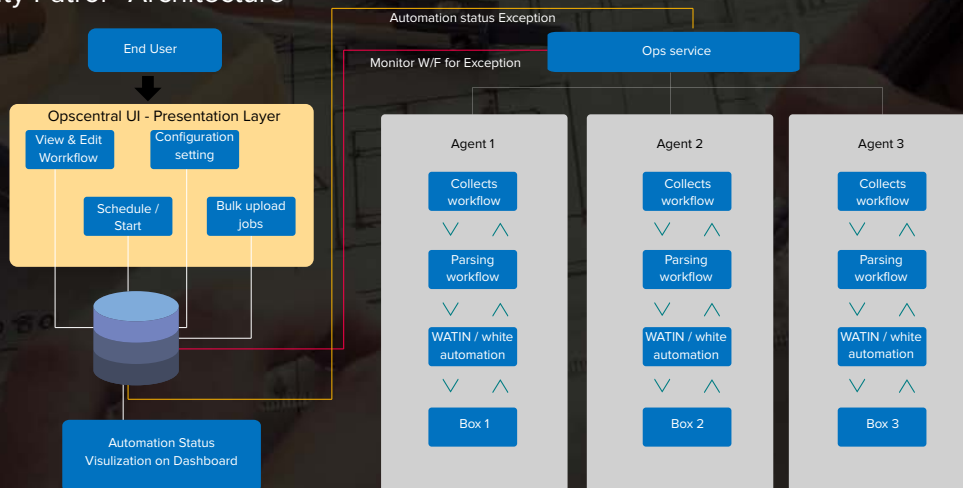DR SITE

VIRTUAL SERVER

PHYSICAL SERVER

STORAGE SYSTEM

Ops-Central™ Server – Windows 2008 Server

Application Server – Command-line based .bat files, VC++ based GUI, Java Run-time applets, etc.

Database Server – Oracle 11g Enterprise edition

TECHNOLOGIES
Continuity Patrol™ Architecture

Automation status Exception

End User

Monitor W/F for Exception

Ops service

Opscentral UI - Presentation Layer

View & Edit Worrkflow

Configuration setting

Schedule / Start

Bulk upload jobs

Agent 1

Collects workflow

Parsing workflow

WATIN / white automation

Box 1

Agent 2

Collects workflow

Parsing workflow

WATIN / white automation

Box 2

Agent 3

Collects workflow

Parsing workflow

WATIN / white automation

Box 3

Automation Status Visulization on Dashboard

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RESULTS

→ Single unified dashboard providing complete and real-time business service visibility and avail-
   ability
→ Real-time RPO monitoring of their existing heterogeneous IT environment
→ Robust alert mechanism enabled real-time information and timely decision making
→ Real-time application discovery and interdependency mapping
→ Complete visibility of drill activities
→ Single-Click Failover & Failback
→ Automated recovery drill reports as per the regulatory compliance
→ Parallel workflow execution for multiple applications helped reduce their RTO drastically
→ Customized reports as per the client's guidelines
→ Application services' availability monitoring through automation
→ Transparency about DR health through various reports
→ Automated scheduling of EoD /BoD jobs using Ops-Central
→ End-to-End Automation of Application processes, batch files from the Remote Centralized entity
→ Window Handle oriented Automation
→ Human errors are eliminated through Automation
→ Optimization of execution time and elimination of dependency on human resources
→ Ease of report generation using web based GUI
→ User friendly UI to add/delete/modify jobs & process

BENEFITS TO BUSINESS

Deployment of Perpetuuiti solutions helped save time as client can start the EoD / BoD operation with
a single click and schedule tasks as required. Most of the human errors are eliminated through auto-
mation. Execution time has been optimized by eliminating dependency on subject matter experts.

→ After implementing Ops-Central™ their processes became 4 times faster and error free.
→ By automating the processes, our overall total cost of ownership has gone lower, and
   it gives client a good return on investment.
→ The deployment of Continuity Patrol™ brought them confidence to conduct Live
   Recovery Drills. This deployment reduced their RTO drastically to less than 30 minutes
   which was 300 minutes earlier.

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4X FASTER EXECUTION OF BOD/ EOD PROCESSES

SINGLE-CLICK INITIA-TION OF BOD/ EOD PROCESSES

50% REDUCTION IN TOTAL COST OF OWN-ERSHIP

RTO REDUCED TO **30** MINUTES FROM 300 MINUTES

TESTIMONY

With the deployment of Perpetuuiti Ops-Central™ IPA/BPA solution, our process have become 4 times faster, while the deployment of Perpetuuiti Continuity Patrol™ brought us confidence to conduct Live DR Drills. This deployment reduced our RTO drastically to less than 30 minutes which was 300 minutes earlier. - CIO, Stock Exchange

CONTACT PERPETUUITI TO LEARN MORE ABOUT FUTURISTIC SOFTWARE PRODUCTS OR SCHEDULE LIVE A DEMO:

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About Perpetuuiti

We are a leading Enterprise Software Products Company with innovative products built in accordance with global benchmarks for Intelligent Automation Solutions, Intelligent Business Service Availability Management (iSAM), Intelligent Organizational BCP Automation (iBCM), Data Replication and Cloud Migration, Real-Time Auto-Discovery of Application IT infrastructure and Application Interdependency Mapping. For additional information, visit, www.ptechnosoft.com

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