# CASE STUDY

## Telecom Giant achieves iNTELLIGENT Service Availability Management (iSAM) Across 31 Critical Business Services

### About the Client

Our Client is the Telecom giant is India's first truly multinational corporation — a pan-India integrated GSM operator offering 2G and 3G services, with its own NLD and ILD operations and an ISP license.

- Revenue in excess of $5 billion, with a revenue market share of nearly 18.2% (as on Q4FY15)
- Subscriber base of over 165 million — one of the top 3 mobile operators
- Sixth largest mobile operator in the world by subscribers in single-country operations (GSMA Intelligence)
- Carries traffic of over 2 billion minutes a day



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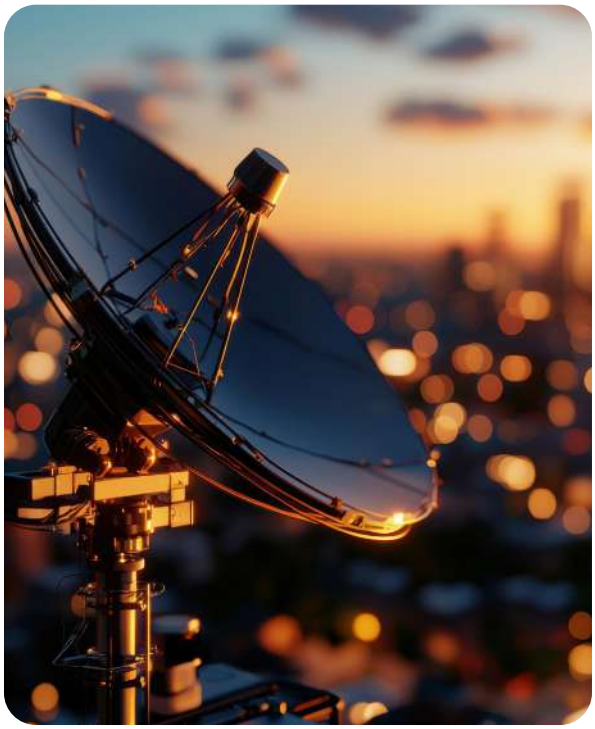
## Their Challenges

The client was looking for a robust, reliable and intelligent Business Service Availability Monitoring and Management solution which could enable the following:

- Critical applications at DR within 4 hours of RTO in the event of a disaster.
- Resource coordination and planning for DR drills.
- Enable maximum protection for their critical business services.
- Minimize or eliminate impact on the production server.
- Real-time visibility into the health of the heterogeneous IT environment.
- Unified monitoring console to view all applications from a single window.
- Reduced dependency on SMEs.
- Adherence to BCP compliance and audit reports.



## Our Solution

Perpetuuiti deployed Continuity Patrol™ to address the Business Service Availability and Automation challenges faced by the client:

- Continuity Patrol™ enabled a single unified dashboard providing complete and real-time business service visibility and availability.
- Combining two powerful proven technologies — IBM Global Mirror (GM) and Native Database Log shipping — integrated by Continuity Patrol™.
- Storage based replication which resulted in no-impact production server performance.
- Use of proven Enterprise APIs for recovery using Continuity Patrol™.
- Application replication through the built-in file based replicator DataSync™.
- Real-time visibility into the availability of various applications through the Unified Monitoring Console.

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## Uniqueness of the Deployed Solution

- Guidelines followed as per ISO 22301 standards.
- Oracle database used as metadata for Continuity Patrol™.
- Automated Business Service Availability solution with Native and Storage Replication solution, DataSync™.
- Automation of processes and parallel execution of applications' workflows for quicker availability (RTO).
- Management dashboard for recovery health and proactive correction through BIA.
- Automation of DNS/NATing and Firewall policies.
- Recovery load balancing to prevent a single point of failure of the Continuity Patrol™ server.

## Results & Benefits to Business

- Client was able to optimize RTO and achieve RPO within defined limits.
- Client was able to perform successful site-level recovery drills for critical business services, in phases, within defined RTO limits.
- Automated Business Service Continuity and Availability Management solution's implementation for 31 critical business services running in a heterogeneous environment.
- BIA enabled a high level of visibility into the Business.
- Elicited confidence in the recovery Infrastructure investment.
- Dependency on SMEs was considerably brought down.
- Business service continuity and availability ensured in the event of a disaster, with reduced operational overheads.
- Lower revenue loss in case of a disaster, by lowering data loss and reducing the recovery window.
- Quicker availability of applications through automated processes.
- Transparency about DR and PR health through various reports.
- Client's auditory compliances have been met.

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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.

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