Leading Bank conducts 20% successful drills within first 6 months without manual intervention

CLIENT PROFILE

Established in 1994 and headquartered in Mumbai, India, the leading Indian bank offers commercial, transactional and electronic banking products and services. The bank has more than 1000 branches and over 1,800 ATMs spread across the country. The Bank also has representative offices in London, Dubai and Abu Dhabi. The Bank enjoys clearing bank status for both major stock exchanges - BSE and NSE - and major commodity exchanges in the country, including MCX, NCDEX, and NMCE.

The Bank has been ranked 13th in the BrandzTop 50 Most Valuable Indian Brands 2015, as adjudged by WPP and Millward Brown.

THEIR CHALLENGES

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

➤ Handling complex Core Banking process as it includes transactions from multiple channels and devices

➤ Automation of GUI for window-based applications

➤ Automation for multi-site DR and thereby bringing multi-site in sync

➤ Real-time visibility into the health of the heterogeneous IT environment

➤ Unified monitoring console to view all applications from a single window

➤ Maximum protection for their critical business services

➤ Minimize or eliminate impact on production server

➤ 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:

➤ We successfully configured 10 Applications - Calypso, CBS, CTS (CTS NG, WG, SG & CHI WG, NG, SG), IMPS, IWORKS, NACH, SFMS, QPH, RTGS, WMS and Database replication groups

➤ Successfully demonstration of application replication of data using Perpetuuiti's DataSync

➤ Successful configuration of Switchover/Switchback workflow for Application and Database tier in Continuity Patrol

➤ Alert notification through Email & SMS

➤ Successfully completed Switchover/Switchback/Failover for in scope Application & Database tier during drill within agreed RPO & RTO timelines

➤ Shared run book and drill report for audit and compliance

➤ Use of proven Enterprise APIs for recovery using Continuity Patrol™

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

➤ Provided visibility of progress of process at every stage in the Production environment and flexible reporting modules to meet various customer requirements

Perpetuuiti

Resilience Redefined...

BENEFITS TO BUSINESS

➤ Reduced overall RTO By 60%

➤ Automated business service continuity and availability management for 10 critical applications

➤ Automation of Complex Core Banking process

➤ Has brought in major visibility to the Business

➤ GUI Automation for window-based applications like RTGS, NEFT, SFMS

➤ 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

➤ IT is able to release the application systems to users on time after completing the process

➤ The client plans to increase the number of applications under Continuity Patrol. They also plan to increase the frequency of Recovery Drills

REDUCED OVERALL RTO BY 60%

REDUCED MANPOWER COST BY 80%

20 SUCCESSFUL DRILLS WITHIN FIRST 6 MONTHS WITH MINIMAL MANUAL INTERVENTION

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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