



Telecom Giant achieves  
iNTELLIGENT Service  
Availability Management  
(iSAM) for its **31** critical  
business services

## CLIENT PROFILE

The Telecom giant is India's first truly multinational corporation. It is a pan-India integrated GSM operator offering 2G and 3G services, and has its own NLD and ILD operations, and ISP license. With revenue in excess of \$5 billion; revenue market share of nearly 18.2% (as on Q4FY15); and subscriber base of over 165 million, the client is one of the top 3 mobile operators. The client is the sixth largest mobile operator in the world, based on number of subscribers in single country operations (GSMA Intelligence). The client carries a traffic of over 2 billion minutes a day.

## THEIR CHALLENGES

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

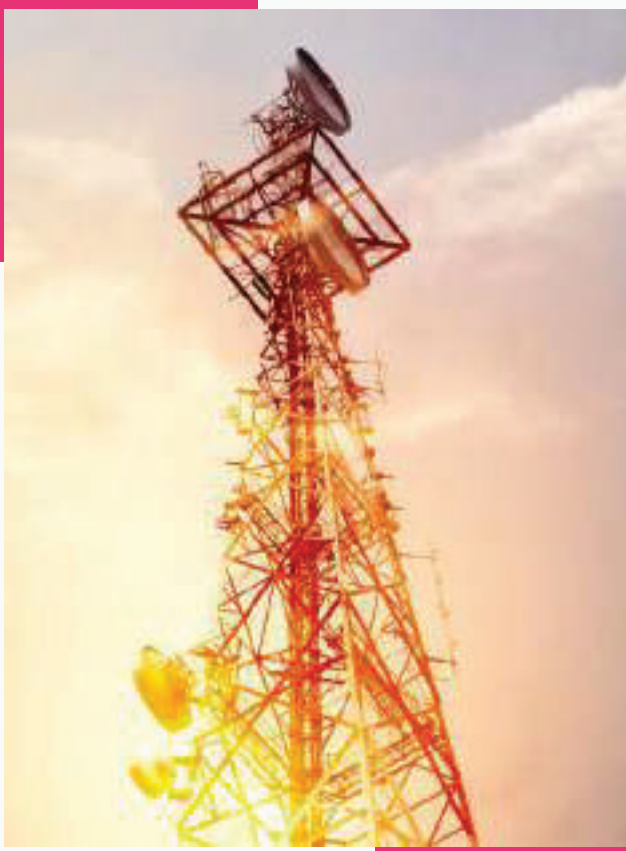
- Critical applications at DR within 4 hours of RTO in the event of a disaster
- Resource coordination and planning for DR drills
- Enable maximum protection for their critical business services
- Minimize or eliminate impact on production server
- Real-time visibility into the health of the heterogeneous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

## 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 single point of failure of Continuity Patrol™ server

## UNIQUENESS OF THE DEPLOYED SOLUTION

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



- Continuity Patrol™ enabled single unified dashboard providing complete and real-time business service visibility and availability
- Combining two powerful proven technologies i.e. 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 Unified Monitoring Console

## 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 heterogeneous environment
- BIA enabled high level of visibility into 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 Reduced operational overheads
- Lower revenue loss in case of Disaster by lowering data loss and reduced 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

## READY FOR YOUR OWN SUCCESS STORY?

Get in touch with our automation experts and learn how you can fast-track your digital transformation initiatives.

✉ [mktg@ptechnosoft.com](mailto:mktg@ptechnosoft.com) ☎ +91 - 020 - 6687 8300

### 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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