



Leading Middle East Bank achieves **INTELLIGENT Service Availability Management (iSAM)** for its **40** critical business applications

CLIENT PROFILE

Established in 1979 and headquartered in Abu Dhabi, UAE, the leading Middle East bank offers a full range of financial services to businesses and consumers through an extensive network of relationship managers, branches, web based and mobile applications as well as a call center. The client is a leading UAE bank with shareholder equity of AED 39.5 Billion as of December 31st 2015, making it one of the largest equity base banks in the UAE.

THEIR CHALLENGES

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

- Handling complex Core Banking process as it includes transactions from multiple channels and devices
- Automation of UI, Web & CLI based activities that are required to be handled in the appropriate sequence with a coordinated approach
- 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 SOLUTIONS

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

- Storage based replication resulted in no impact production server performance
- Use of proven Enterprise APIs for recovery using Continuity Patrol™

- Visibility into the availability of various applications through Unified Monitoring Console
- Combining powerful and proven technologies to completely automate the processes
- Automating the complex conditions of UI, Web & CLI based actions to execute the jobs
- Providing visibility of progress of process at every stage in the Production environment and flexible reporting modules to meet various customer requirements

UNIQUENESS OF THE DEPLOYED SOLUTION

- Guidelines followed as per ISO 22301 standards
- Oracle database used as metadata for Continuity Patrol™
- Management dashboard for DR 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
- Agentless approach prevents any overhead on the Production and ensures easy deployment
- Automates UI, Web, Windows & CLI based jobs and processes
- End-to-end monitoring of jobs; real-time alerts upon any deviations or failures during executions.

UNIQUENESS OF THE DEPLOYED SOLUTION

- Automated business service continuity and availability management solution's implementation for 40 critical applications
- Reduced TCO Maximized Rol through cost optimization due to automation
- Automation of Complex Core Banking process
- Automation for UI, Web, Windows Forms & CLI based actions
- Reduced the overall time for entire execution of the processes
- Job executions are automated without dependency of SMEs Has brought in major visibility to the Business
- IT is able to release the application systems to users on time after completing the process

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