



Telecom Major elicits confidence in their Recovery Infrastructure investment

## CLIENT PROFILE

Our client is Malaysia's Convergence Champion and No. 1 Converged Communications Services Provider. The client offers a comprehensive range of communication services and solutions in broadband, data and fixed-line. As a market leader, our client is driven by stakeholder value creation in a highly competitive environment. The Group places emphasis on delivering an enhanced customer experience via continuous customer service quality improvements and innovations, whilst focusing on increased operational efficiency and productivity.

## THEIR CHALLENGES

Over the past few years, our client was facing multiple challenges in managing their Recovery strategy with the heterogeneous and complex systems that they have. Also there was a steep growth in requirements with respect to new business lines and it was getting even difficult to ensure business resiliency and uptime for all their business services. Being in Telecom services business it is very critical for the client to ensure that they are completely resilient from any kind of disruptions so as to further ensure that the defined SLAs with their customers do not get impacted.

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

- Single-Click Recovery Operation - Failover/Failback
- Real-time visibility on Business Service Continuity and Availability
- Automated Recovery strategy so as to minimize the impact in maintaining business continuity and adhering to SLAs

- Bringing live multiple databases and applications at Recovery site within 2 hours of RTO and 30 minutes of RPO during a disaster
- Maximum protection for their critical business services
- Proper bandwidth utilization
- Minimize or eliminate impact on production server
- Real time visibility into the health of the Recovery site
- Unified monitoring console to view all applications from a single window
- Reduced dependency on SMEs

## OUR 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
- Continuity Patrol enabled granular monitoring of both primary and Recovery Infrastructure
- Visibility into the availability of various applications through Unified Monitoring Console



- Enablement with the provision of automated Single-Click switchover/ switchback for performing the Recovery Drills and Single-Click Failover to handle any kind of actual disaster so that business is least impacted
- Continuity Patrol manages complete Recovery lifecycle for the client where it ensures that application level changes are also replicated to the Recovery site in order to maintain complete consistency and seamless user experience
- Recovery automation with Continuity Patrol considerably reduced the client's dependency on SMEs and thus reduced the operational overheads

## RESULTS AND BENEFITS TO BUSINESS



- Elicited confidence in the Recovery Infrastructure investment
- 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

## 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.

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