A Leading Bank in Africa achieves **60%** Reduction in their RTO deploying Perpetuuiti's **Continuity Patrol™**

CLIENT PROFILE

Our client is an African based financial services group, offering personal and business banking, credit cards, corporate and investment banking, wealth and investment management as well as bancassurance.

The banking group is the majority shareholder of 11 banks spanning Botswana, Ghana, Kenya, Mauritius, Mozambique, Seychelles, South Africa, Tanzania (two entities), Uganda and Zambia. The group maintains representative offices in Namibia and Nigeria. It also has an international office in London, which opened in September 2018. In 2019, they opened yet another international office in New York City.

THEIR CHALLENGES

The customer was looking for a Disaster Recovery Software that supports their heterogeneous platform (Windows, Mainframe z/OS with GDPS, VMWare & AIX with VIO). They also wanted to run their DR operations seamlessly while enabling Monitoring, Automating, Orchestrating and Managing of applications from IT service availability standpoint. They wanted this DR software to have multi-level authentication.

Following are some of the associated challenges that they faced:

➤ **Handling Complex Infrastructure** - Customer has highly complex heterogeneous IT infrastructure which contains VMWare, AIX 7, Mainframe z/OS System, IBM Global Mirror storage with appliances for network management and password vaulting systems.

➤ **Need of DR Automation**- Customer needs DR automation to reduce the RTO of their applications spread across 1000+ braches and minimizing the dependency on SMEs for conducting DR drills.

➤ The DR software to run parallel execution of DR operation management with single click of button.

➤ Customer conducts DR drill on **4 banking applications (out of 160 applications)**each month during weekends; the existing **RTO is 4-5 hours** due to manual coordination.

➤ Critical timelines to bring up the application in DR site.

➤ Manual validation and verification process to confirm the application availability.

➤ **Huge dependency on subject matter experts**- Customer has employed SME to manage the infrastructure specific to technologies such as Storage, Servers, Application etc.

➤ Allocation and coordination of SME resources across geography.

➤ Managing appliances for DNS and Cyberark Password vault management.

OUR SOLUTION

Perpetuuiti deployed **Continuity Patrol™** to curb the aforementioned challenges:

➤ Implementation was performed in the test environment being provided by Customer as a first milestone.

➤ Continuity Patrol™ was configured for IBM Mainframe GDPS to perform monitoring and automated DR Drill (switchover/switchback) activities.

➤ Continuity Patrol™ has been integrated with VMware SRM to demonstrate monitoring of VMware SRM DR Solution and perform DR Drill related activities.

➤ Management and Monitoring of IBM AIX VIO based virtualization has been demonstrated along with its integration with Continuity Patrol™.

➤ All activities related to Storage replication – IBM DS8K and SVC were automated and monitored by Continuity Patrol™. Tasks related to Data Consistency check; switchover / switchback; failover have been automated using Continuity Patrol™. Continuity Patrol™ has been integrated with TPC-R.

➤ Any patch / fix or additional software installation related to application or database making changes in OS parameter such as kernel and OS file systems have been manually applied on DR site as well.

➤ A set of Change Management procedures haven been put in place to ensure any changes to the primary systems are also carried out on the systems at the DR site.

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Resilience Redefined...

HIGH LEVEL ARCHITECTURE DIAGRAM
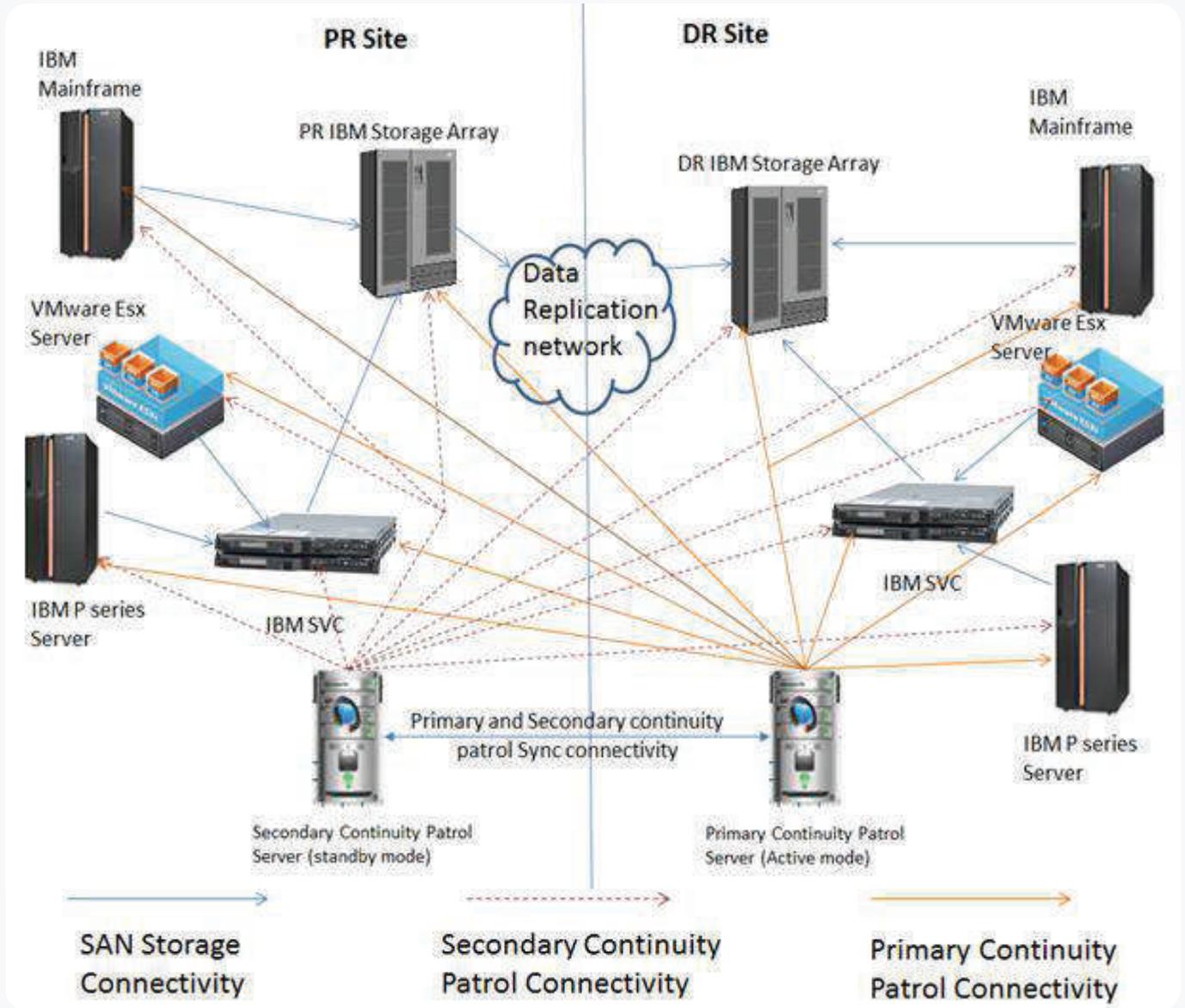
RESULTS AND BENEFITS TO BUSINESS

➤ Management dashboard for DR health and proactive correction through BIA.

➤ Automation of IBM Mainframe z/OS with GDPS to manage the App and DB.

➤ The communication from CP to all applications, databases and servers are encrypted and updated into the Metadata DB.

➤ Automation of AIX, VMWare & Windows based applications, DNS/ NATing and Firewall policies.

➤ Recovery load balancing to prevent single point of failure.

➤ Automates UI, Web, Windows & CLI based activities and processes involved.

➤ DR runbook executions are automated without dependency of SMEs.

➤ Adherence to Business continuity compliance as per ISO 22301 standards.

➤ Reduced **RTO by 60%.**

➤ Has brought in major visibility to the Business on the overall DR.

➤ IT is able to release the application systems to users on time after completing the DR drills without any business impact.

60%
REDUCTION
IN RTO

80%
REDUCTION IN
MANPOWER COST

50%
REDUCTION
IN TOTAL COST
OF OWNERSHIP

SINGLE-CLICK
DR DRILL
EXECUTIONS

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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