



## CLIENT PROFILE

Our client is the third largest private sector bank in India. They offer a comprehensive range of financial services to various customer segments, including Large and Mid-Corporates, MSME, Agriculture, and Retail Businesses.

The client has an extensive network with over 5,100 domestic branches (including extension counters) and more than 15,000 ATMs & cash recyclers across the country. As of 31st March 2023, they operate 6 Virtual Centres with over 1,500 Virtual Relationship Managers. Internationally, the client's operations span 3 offices, with branches in Dubai (DIFC) and Gift City-IBU, as well as a representative office in Abu Dhabi. These international offices focus on Corporate Lending, Coverage Business, Trade Finance, Syndication, Investment Banking, Liability Businesses, and Private Banking/Wealth Management services.

## CLIENT CHALLENGES

- The bank was missing a Disaster Recovery (DR) plan for their business and core service application environment.
- The bank had difficulty managing the complex heterogeneous IT infrastructure supporting their application.
- Lack of visibility on DR infrastructure and the readiness of DR to take over the role of primary.
- Client also required DR automation to reduce the RTO of their applications spread across branches and minimizing the dependency on SMEs for conducting the DR Activities.
- The bank needed a unified Dashboard to view all applications from a single window.
- Bank was missing the ISO compliance on reports as per RBI guidelines.

## OUR SOLUTION

Our client adopted a strategic approach to address the techno-functional challenges within its complex IT infrastructure, focusing on comprehensive automation and resiliency management. After thoroughly evaluating various disaster recovery management (DRM) technologies, the client selected Continuity Patrol™ from Perpetuuiti's Enterprise Resiliency Automation Platform. This solution provided them with complete, real-time visibility into their Business-IT infrastructure and ensured effective Recovery management and automation.

- Implementation of Continuity Patrol™ orchestrated the recovery of applications at the Recovery site using customized recovery plans.
- Successfully configured 230 applications used by the bank for recovery hosted on Windows, AIX, Solaris and RHEL.
- Replication systems used were Native DB Log shipping for Oracle, Mongo DB, MySQL, MSSQL and PostgreSQL.
- Successful configured the Switchover/Switchback workflow for both the application and database tiers in Continuity Patrol™.
- Set up alert notifications via email and SMS.
- Achieved successful Switchover and Switchback for the in-scope applications and database tiers during drills, meeting the agreed **RPO of 1 hour and RTO of 1 hour**.
- Generated ISO 22301 standard recovery drill reports for audit and compliance purposes.
- Provided visibility into the availability of various applications through a Unified Monitoring Console.
- Integrated the system with ARCON for authentication.



## RESULTS AND BENEFITS TO THE BUSINESS

- Achieved a **50% reduction in overall RTO**.
- Significantly reduced dependency on SMEs.
- Optimized TCO by decreasing the number of resources needed for recovery drills.
- Enabled faster application availability through single-click automated recovery processes.
- Provided ISO 22301-compliant recovery drill reports and RPO SLA reports.
- Enhanced visibility of application service availability via a dashboard.



**50%**

REDUCTION IN RTO  
OVER MANUAL /  
SCRIPT-BASED  
RECOVERY



**1-CLICK**

RECOVERY  
INVOCATION



**50%+**

REDUCTION IN  
TOTAL COST OF  
OWNERSHIP (TCO)



**ANYTIME**

RECOVERY DRILLS  
TO SCALE & PROTECT  
100s OF APPLICATIONS  
WITH A SINGLE-CLICK

### READY FOR YOUR OWN SUCCESS STORY?

Get in touch with our resiliency experts today and learn how you can fast-track your organizational resiliency initiatives.

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### ABOUT PERPETUUITI

Perpetuuiti empowers people and businesses alike. We deliver the world's most-comprehensive and urbane enterprise 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](http://www.ptechnosoft.com)