Leading Bank Enhances Operational Resilience with **Advanced Recovery Automation**

CLIENT PROFILE

Our client, a leading Indian private sector bank headquartered in Mumbai, offers a wide range of differentiated products for both corporate and retail customers through its retail banking and asset management services.

As a high-quality, customer-centric, and service-driven institution, the bank has grown significantly since its inception in 2004. It has evolved into a full-service commercial bank, offering a complete range of products, services, and technology-driven digital solutions to corporate, MSME, and retail customers. The bank operates its investment banking, merchant banking, and brokerage businesses through its wholly-owned subsidiary and its mutual fund business through another wholly-owned entity. With headquarters in Mumbai, the bank has a pan-India presence across all 28 states and 9 Union Territories, including an IBU at GIFT City and a representative office in Abu Dhabi.

CLIENT CHALLENGES

In recent years, our client has faced numerous challenges in managing its complex and diverse IT infrastructure. The rapid growth in new business applications and the ever-evolving technology landscape have made it increasingly difficult to ensure business resiliency and maintain uptime for all banking services. The bank relies on multiple core business services that are essential to its operations, making it critical to maintain resilience and service availability for these applications. Ensuring complete visibility into all business services and protecting them from site failures became a priority. The institution needed to implement a framework that would allow applications to be seamlessly restored in the event of any disruption at the primary production site. To address these challenges, the bank sought a fully automated framework that could manage the entire process of Switchover and Switchback, providing a consolidated view of the health of the business services supporting the bank.
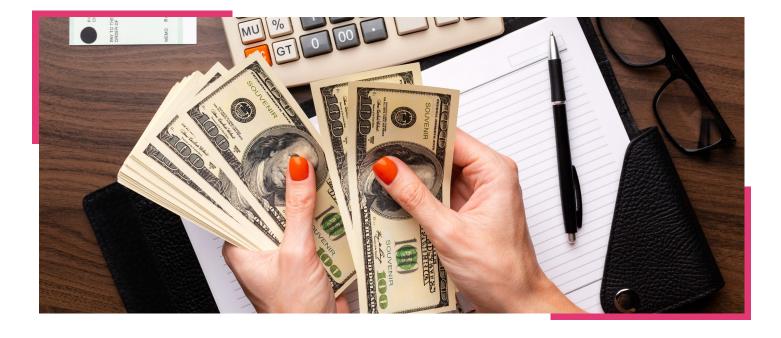
Key challenges included

➤ The absence of a robust recovery strategy for their business and core service application portfolio.

➤ Difficulty in managing a highly complex, heterogeneous IT infrastructure.

➤ The need for automation to reduce the Recovery Time Objective (RTO) of applications spread across branches, minimizing dependency on subject matter experts (SMEs) for conducting recovery drills.

➤ The complexity of handling core banking processes, which include transactions from multiple channels and devices.

➤ Lack of visibility into the recovery infrastructure and uncertainty about its readiness to assume the primary role.

➤ High efforts and costs associated with conducting recovery drills and recovering applications, which were often SME-dependent and prone to errors.

➤ The necessity for automation to synchronize multi-site recovery efforts.

➤ Compliance with Business Continuity Planning (BCP) and audit report requirements.

➤ The need for a unified monitoring console to view all applications from a single window.

OUR SOLUTION

The bank took a strategic approach to address these techno-functional challenges within its diverse IT infrastructure, planning for a comprehensive resiliency management and automation solution. After careful evaluation of multiple recovery management technologies, the institution chose to implement Continuity Patrol™ from Perpetuuiti's Resiliency Automation Platform. This solution provided the bank with complete, real-time visibility into its Business-IT infrastructure, ensuring effective recovery management and automation.

Perpetuuiti™
Resilience Redefined...

RESULTS AND BENEFITS TO THE BUSINESS

- The implementation of Continuity Patrol™ successfully orchestrated the recovery of applications at the recovery site using customized recovery plans.
- Leveraged proven Enterprise APIs for efficient recovery through Continuity Patrol™.
- Successfully configured 23 Tier 1 applications for recovery, hosted on Windows, RHEL, and AIX operating systems. Replication systems used included Oracle Database with DataGuard under RAC, MS SQL Server Database with NLS, and MongoDB with Native Replication.
- Achieved successful configuration of the Switchover/Switchback workflow for both the Application and Database tiers in Continuity Patrol™.
- Enabled alert notifications via Email and SMS.
- Executed successful Switchover, Switchback, and Failover for in-scope applications and the Database tier during drills, meeting the agreed RPO of 2 hours and RTO of 4 hours.
- Conducted recovery drills through Continuity Patrol™, resulting in reduced RTO for application recovery.
- Provided detailed run books and drill reports to support audit and compliance requirements.
- Enhanced visibility into the availability of various applications through a Unified Monitoring Console.
- Offered real-time visibility of process progress at every stage in the production environment, along with flexible reporting modules to meet diverse customer needs.

50%+ REDUCTION IN TOTAL COST OF OWNERSHIP (TCO)	**INSTANT** DISRUPTION IDENTIFICATION WITH REAL-TIME INFORMATION	**90%** AUTOMATION OF RECOVERY PROCESSES	**~80%** REDUCTION IN RTO OVER MANUAL / SCRIPT-BASED RECOVERY	**99.9%** UPTIME FOR CORE BANKING SERVICES

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**

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