Perpetuuiti™
Resilience Redefined...

Life Insurance Major achieves end-to-end automated approach to its People, Process and Technology

CLIENT PROFILE

The Life Insurance major is a new generation Insurance company, set up with a start-up capital of INR 550 Crores, thereby showing commitment to building a long term sustainable business focused on a consumer centric approach.

The company is a joint venture with one of India's leading diversified financial services companies with business straddling across Credit, Capital Markets, Asset Management, Housing finance and Insurance.

Since its inception in 1996, the Life Insurance major has seamlessly grown into a large diversified financial services organization offering businesses ranging from Credit, Capital Market, Asset management, Housing Finance and Insurance. Currently, the group's net worth is in excess of INR 2,800 Crores

Present across 308 offices in 140 cities, the group, with over 2800 employees, and services a client base of more than 3,50,000 (Sept 11).

THEIR CHALLENGES

The client necessitated a true disaster preparedness strategy and an executable business continuity plan to recover core systems in the event of a disaster. To that extent, the client needed to deploy a robust and reliable business service availability management, monitoring, maintenance and automation solution without investing much on the recovery expertise and further enabling real-time visibility on recovery preparedness and confidence that on the D-DAY, their plans will work without any dependence on subject matter expertise and any surprises.

➤ Business Continuity Planning is the act of proactively planning a way to prevent, if possible, and manage the consequences of a disaster, limiting it to the extent that a business can afford. Hence, the client necessitated a robust and reliable business service availability management, monitoring, maintenance and automation solution.

➤ Major challenge for the client on the application tier was to deploy the best practice recovery solution based on the standards of BS25999/ISO 22301 without investing much on the recovery expertise.

➤ Business survival and continuity necessitates planning for every type of business disruption, hence, the client for some of its critical applications needed a recovery product which can address all the concerns related to the failure of those application.

➤ The client needed the desired real-time monitoring of RPO/ RTO/ MTPoD based on Business Impact Analysis.

➤ Building multiple redundancies and over engineering IT Infrastructure without visibility does not result in confidence, it only results in increasing Incremental IT cost. To that extent the client required to reduce human dependence and automate their recovery operations (Switchover, Switchback & Failover) which can facilitate the generation of reports, alerts and events in case of deviations and failures.

➤ The client required data replication including archive/ transaction log replication.

➤ Monitoring of defined SLAs from application perspective and real time visibility on the recovery health was another major requirement.

➤ The rapidly changing and evolving regulatory climate has put pressure on businesses to comply and be properly positioned to manage through a disaster by IRDA, which ultimately creates a need and mandate for BCP and Recovery plan.

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OUR SOLUTION

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

➤ Continuity Patrol™, based on ISO 22301 provided full automation of the work flow activities that enabled a single-click Recovery solution to the life insurance major.

➤ The successful deployment of Continuity Patrol™ enabled guaranteed switch-over/ switch-back and failover/failback solution through end-to-end automation without any human intervention. Its real-time dashboard provided executives with the complete health of the recovery environment and services. CP's cloud business model further helped the client in maximizing cost savings in a virtualized environment.

➤ Continuity Patrol™ has been customized to ensure the application availability at recovery in a complex application environment. It understood the multiple tiers involved like DB, MW, Web, App layers and applied the business logic to bring up the application services seamlessly for the client.

➤ The built-in monitoring module in Continuity patrol™ did proactive monitoring with assured continuity sending deviation alerts by email/ SMS based on pre-defined SLAs. Continuity patrol™ also ensured that not only data changes are replicated to the recovery site but also changes made to the integrated applications and operating system are also replicated through its in-built DataSync ™ module. This ensured that all aspects of the service are synchronized between the primary and recovery site.

➤ Application replication using DataSync™ along with application automation was seamlessly facilitated by Perpetuuiti.

➤ Old versions of database were present with which it was not possible to discover live data lag in form of time span. Hence, we customized our product to discover bytes transferred to the recovery site and calculated data lag and health accordingly.

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RESULTS

- **End-to-End Automated approach to People Process and Technology:** Perpetuuiti's deployments enabled the client's plans work every single time, eliminating dependencies on Subject Matter expertise with a single-click on smartphone or tablet resulting in huge Cost savings by giving insight into the integrity of recovery infrastructure & helping from over engineering or replicating data.
- High level of confidence about availability/ visibility of applications and data in case of a disaster
- Informed decision making through application related BIA based on SLAs
- Real-time visibility of cascading effect and business impact of silent disasters
- Real Time Monitoring of **RPO/RTO/MTPoD** from recovery perspective
- Real Time monitoring of defined SLAs
- **Optimized RTO** for quick recovery
- Ensured Database consistency between DC & DR
- Enabled IT team to perform application level recovery operations with the click of Button Compliance adherence

BENEFITS TO BUSINESS

- High level of confidence about availability/ visibility of Applications and Data in case of disaster
- 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.

✉ mktg@ptechnosoft.com   📞 +91 - 020 - 6687 8300

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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