



Telecom Giant achieves
iNTELLIGENT Service
Availability Management
(iSAM) for its **31** critical
business services

CLIENT PROFILE

The Telecom giant is India's first truly multinational corporation. It is a pan-India integrated GSM operator offering 2G and 3G services, and has its own NLD and ILD operations, and ISP license. With revenue in excess of \$5 billion; revenue market share of nearly 18.2% (as on Q4FY15); and subscriber base of over 165 million, the client is one of the top 3 mobile operators. The client is the sixth largest mobile operator in the world, based on number of subscribers in single country operations (GSMA Intelligence). The client carries a traffic of over 2 billion minutes a day.

THEIR CHALLENGES

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

- Critical applications at DR within 4 hours of RTO in the event of a disaster
- Resource coordination and planning for DR drills
- Enable maximum protection for their critical business services
- Minimize or eliminate impact on production server
- Real-time visibility into the health of the heterogeneous IT environment
- Unified monitoring console to view all applications from a single window
- Reduced dependency on SMEs
- Adherence to BCP compliance and audit reports

UNIQUENESS OF THE DEPLOYED SOLUTION

- Guidelines followed as per ISO 22301 standards
- Oracle database used as metadata for Continuity Patrol™
- Automated Business Service Availability solution with Native and Storage Replication solution, DataSync™
- Automation of processes and parallel execution of applications' workflows for quicker availability (RTO)
- Management dashboard for recovery health and proactive correction through BIA
- Automation of DNS/ NATing and Firewall policies
- Recovery load balancing to prevent single point of failure of Continuity Patrol™ server

UNIQUENESS OF THE DEPLOYED 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
- Combining two powerful proven technologies i.e. IBM Global Mirror (GM) and Native Database Log shipping Integrated by Continuity Patrol™
- Storage based replication which resulted in no-impact production server performance
- Use of proven Enterprise APIs for recovery using Continuity Patrol™
- Application Replication through the built-in file based replicator DataSync™
- Real-time visibility into the availability of various applications through Unified Monitoring Console

RESULTS BENEFITS TO BUSINESS

- Client was able to optimize RTO and achieve RPO within defined limits
- Client was able to perform successful site-level recovery Drills for critical business services in phases within defined RTO limits
- Automated Business Service Continuity and Availability Management solution's implementation for 31 critical business services running in heterogeneous environment
- BIA enabled high level of visibility into Business
- Elicited confidence in the recovery Infrastructure investment
- Dependency on SMEs was considerably brought down
- Business service continuity and availability ensured in the event of a disaster Reduced operational overheads
- Lower revenue loss in case of Disaster by lowering data loss and reduced recovery window
- Quicker availability of applications through automated processes
- Transparency about DR and PR health through various reports
- Client's auditory compliances have been met

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