Chemtrols Infotech

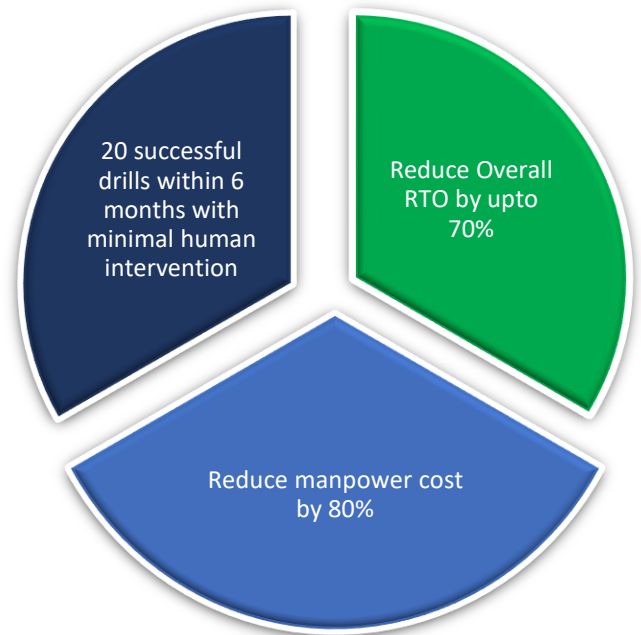## Disaster Recovery Automation

How Chemtrols Infotech helped one of India's largest private sector banks automate its disaster recovery helping them to remain compliant and reduce cost

Overview

The Bank is an Indian multinational bank and financial services company.

The bank is currently one of the largest private-sector banks in India, having a network of more than 5000 branches and 13,000 ATMs across India, and presence in multiple countries.

The Chief Information Officer of the bank oversees all software purchasing and is responsible for managing regulatory audits when they occur.

- 20 successful drills within 6 months with minimal human intervention
- Reduce Overall RTO by upto 70%
- Reduce manpower cost by 80%

The Challenge

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

- Deploy best-practices DR solution without making a huge human investment in DR expertise
- Automation for multi-site DR and thereby bringing multi-site in sync
- Real-time visibility into the health of the heterogeneous IT environment.

- Meet Recovery Time Objectives (RTO) and maximize the number of applications that are being tested in parallel
- Unified monitoring console to view all applications from a single window
- Maximum protection for their critical business services
- Minimize or eliminate impact on production server
- Reduced dependency on SMEs
- Adherence to BCP compliance and audit reports.
- Get frequent reports on the health and readiness of its DR solution

The challenges were complex given the bank's heterogeneous application environment. Also, regulatory requirements were putting the bank under pressure, in terms of timeframes, to demonstrate critical application recovery capabilities.

The Chemtrols Infotech Approach

Experts at Chemtrols Infotech analyzed the situation and recommended implementing a Disaster Recovery & Automation Solution (DRAAS) that would address the Business Service Availability & Automation Challenges faced by the client

BENEFITS

- Reduced overall RTO by upto 70%
- Automated business service continuity and availability management for 75 critical applications
- Automation of complex applications
- Has brought in major visibility to the Business
- High level of confidence about availability/ visibility of Applications and Data in case of disaster
- Dependency on SMEs was considerably brought down
- Lower revenue loss in case of Disaster by lowering data loss
- Quicker availability of application through automated processes

Solution Highlights

- The software is installed on one of the servers in IT DR solution environment.
- This server always resides at DR site / Data Center.
- This ensures that during any disaster situation The Software can communicate with all configured servers and devices required to make Business Service available from IT point of view
- We used two identical Software servers on both, Production and DR site as it provides high availability for the Software solution during normal operation/ situation
- Under the client's environment "The Software" Production & DR site meta-data is brought in sync using Oracle DataGuard.
- We successfully configured various Applications Successfully demonstration of application replication of data using DataSync feature.
- Successful configuration of Switchover/Switchback workflow for Application and Database tier in the software's Alert notification through Email & SMS Switchover/Switchback/Failover for in scope Application & Database tier during drill within agreed RPO & RTO timelines
- Shared run book and drill report for audit and compliance
- Use of proven Enterprise APIs for recovery using the software's
- Visibility into the availability of various applications through Unified Monitoring Console
- Provided visibility of progress of process at every stage in the Production environment and flexible reporting modules to meet various customer requirements

About
Chemtrols Infotech

Chemtrols Infotech provides niche IT services for enterprises, including in-demand, bespoke IT services built around compliance and cost optimization. As large multinational organizations and enterprises struggle to deploy best-practices DR solution without making a huge human investment in DR expertise. Chemtrols Infotech helps customers automate their DR functionality thereby optimizing their cost and keeping them compliant with various regulatory frameworks

Its automation tools enable organizations to get real-time compliance reports on any application and achieve the best use of software, resulting in considerable savings. The company also mitigates the risk of unplanned downtimes which results in loss of goodwill for any B2C organization.

Chemtrols Infotech has partnered with leading global DR automation tool providers to supply adaptive software solutions. The company has certified resources that aid its customers to get the best out of tools.

Chemtrols Infotech Pvt. Ltd.
Amar Hill, Saki Vihar Road, Near Saki Vihar Telephone Exchange,
Powai, Mumbai - 400 072 India.
Phone : +91 (22) 6715 1200 | Fax No. : +91 (22) 2857 1913
Email : infotech@chemtrolsinfotech.com | **chemtrolsinfotech.com**

Safe Harbour Statement: Certain statements in this case study may concern our future growth prospects and might be forward-looking statements that involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services, including those factors that may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Chemtrols Infotech has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.