

## Challenges

The client was looking for a robust and reliable Business Service Availability and Process Automation solution which could help address the following challenges:

- > Operational errors due to dependency on human resources and manual recovery strategy
- > Desired real-time Recovery Point Objective (RPO) monitoring of their existing heterogeneous IT environment
- Desired Recovery Time Objective (RTO) timelines
- > Absence of robust alert mechanism which led to delayed actions and decision making
- No real-time visibility on Business Service Continuity and Availability

## Solution

- > Automation of all types of application related processes, including Commandline, GUI, Windows and Web based operations
- Single unified dashboard providing complete and real-time business service visibility and availability
- Real-time application discovery and interdependency mapping
- > Single-Click Failover & Failback
- > Automated Recovery drill reports
- > Parallel workflow execution for multiple applications
- > End-to-end monitoring of jobs; real-time alerts upon any deviations or failures during execution
- > Agentless approach preventing any overhead on the Production and ensuring easy deployment

## **Benefits to Business**

