



Telecom Giant

achieves

Intelligent Service Availability Management
for its **31** critical business services



Challenges

The client was looking for a robust, reliable and intelligent **Disaster Recovery Solution** which could enable the following:

- Critical applications at Disaster Recovery within 4 hours of Recovery Time Objective (RTO) in the event of a Disaster
- Resource coordination and planning for DR drills
- Enable maximum protection for their critical business services
- Minimise 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

Solution

- Single unified dashboard providing complete and real-time business service visibility and availability
- Storage based replication which resulted in no-impact production server performance
- Use of proven Enterprise APIs for recovery
- Application Replication through the built-in file-based replicator
- Real-time visibility into the availability of various applications through Unified Monitoring Console

Benefits

- Client was able to optimise Recovery Time Objective (RTO) and achieve Recovery Point Objective (RPO) within defined limits
- Dependency on SMEs was considerably brought down
- Business service continuity and availability ensured in the event of a disaster
- Quicker availability of applications through automated processes
- Transparency about DR health through various reports
- Client's auditory compliances met