

India's world-class bank partners with Sanovi to ensure IT recovery readiness



HDFC Bank is one of India's largest financial institutions. It has a network of 1412 branches and 2890 ATMs over 528 cities through out India. The bank offers services in wholesale,

retail and treasury banking and has current assets of over Rs 45 billion. The bank has been named amongst the top 50 companies in Asia by Forbes magazine.

Deepak K Mudalgikar is man with a mission. His mission, to ensure HDFC bank's IT has a disaster recovery plan that works and meets business needs. His end goal simply stated is to recovery within set time objectives and provide seamless transition of application services to 25,000 of the banks end users. Deepak has been stewarding the bank's disaster recovery project since it started.

"We realized early on that the right way to approach this problem was to deploy a management framework that masks technology complexities and provides operations staff real-time visibility into DR solution's health", said Deepak K Mudalgikar, VP-IT, HDFC Bank.

The bank has its primary data centre in Mumbai and its remote data centre in Bangalore. The application environment is a heterogeneous mix of Unix and Windows platforms, SAN based storage and three tier application architecture. Synchronous block based replication is deployed to a near site and asynchronous replication to the remote site. File based replication is use for applications with recovery point of more the sixty minutes. Oracle, Sybase and MSSQL database are in use for various applications.

The bank has key processes in place to effect change management on the primary and remote systems. These were largely manual processes that required project management and co-ordination amongst the various stake holders. DR drills are the surest way to check for application recovery readiness, the challenge in doing DR drills more frequently is the time and resources required to prepare and execute a drill.

“Application fail-over that would take two hours earlier now happens in twenty minutes using Sanovi’s DR automation engine, our recovery confidence level is phenomenal. We are no longer dependent on the right person being available to recover the applications, it happens at the press of a button.”

Deepak K Mudalgikar, VP-IT, HDFC Bank

After a detailed study of the technology and features of all the available options in the market, the bank chose Sanovi’s DRM product as its DR management framework.

“There are lots of tools in the market to monitor and manage a production environment, Sanovi’s software is the only one that interfaces with systems across two or more sites to give DR monitoring and management capabilities in a single dashboard, their approach to DR is impressive”, said Deepak.

Starting with the recovery workflow library gave the bank the head start that was key to meeting DR solution deployment project time lines. Every supported DR solution signature in the product, ships with fail-over workflow for application recovery and switchover and switchback workflows for DR drills. Using these workflows ensured that the solutions deployed by the bank followed industry best practices and recovery automation had met software quality control metric. The bank used this opportunity to review their current solutions and processes, further custom business process that are specific to the bank were easily added by extending the out-of-box workflow.

“Workflow library for switch over and switch back is fantastic, we are able to deploy industry best practices DR solutions for an application in under four hours”, remarked Deepak, visibly pleased at meeting project time-lines.

DR drills are the best way to exercise a recovery plan.. The big challenge in doing drills is the time and resources required to prepare for it.

“There is a lot of co-ordination required amongst the various team to make ensure that configurations are correct, with Sanovi’s automated pre-check validation and non-intrusive testing capability, we have been able to reduce the DR drill preparation time from three days to few hours”, said Deepak when discussing their enhanced capabilities to do DR drills.

Business Benefits

Productivity

- Over 85% reduction in application fail over time
- 100% increase in frequency of DR drills
- Over 75% reduction in the time required for DR drill preparation & validation

Operational Efficiency

- Real-time alerts on RPO, RTO deviations of critical applications
- Five time increase in number of DR solution deployed with no increase in staff

“The level of support and commitment from Sanovi is phenomenal. The relationship has matured to a real partnership where Sanovi understands our complex application environment. We look forward to a continued relationship with Sanovi”.

Deepak K Mudalgikar, VP-IT, HDFC Bank

One of the requirements of the BCP team is they must have visibility into IT's recovery readiness. They wanted a report of how well the DR solutions are meeting business recovery metrics. The Sanovi DRM software provides a single dashboard that meets this need. The continuity dashboard gives the operation team real-time status of each application's DR solution and also provides periodic compliance and deviation reports that help the BCP team escalate IT recovery readiness concerns in a pro-active manner.

Given the bank's success with ensuring recovery readiness for critical applications, the bank is deploying several more essential applications under Sanovi DRM software management.

About Sanovi

Sanovi helps organizations across the globe proactively manage disaster recovery (DR) environments and ensure business managers that applications can be recovered in compliance with service level agreements. Sanovi DR Management™ Suite, is a comprehensive family of enterprise-class DR management software solutions for validating, monitoring, testing and automating recovery. For more information visit www.sanovi.com.