

## A Financial Services Institution where Innovation is a Corporate goal partners with Sanovi



ING Vysya Bank Ltd., is an entity formed with the coming together of erstwhile, Vysya Bank Ltd, a premier bank in the Indian Private Sector and a global financial powerhouse, ING of Dutch origin, in Oct 2002. ING Vysya Bank has the pride of becoming a member of the global financial giant ING. As at the end of the year December 2009, ING's total assets exceeded 1164 billion euros, employed over 110000 people, served over 85 million customers, across 40 countries. This global identity coupled with the back up of a financial power house and the status of being the first Indian International Bank, has given the added strength and dimension to ING Vysya Bank.

The bank's treasury department is using Kondor from Reuters for its treasury related applications. To meet up with regulatory prescriptions of Reserve Bank of India towards enabling "Disaster Recovery (DR)", the bank was in search of suitable DR solutions. Given the complex nature of the treasury application implementation with multiple databases and multiple application processes on multiple servers, it was tremendous challenge to craft a DR solution that supported multiple start/stop scripts and supported host based or storage based replication.

**K**ondor treasury application uses Sybase as its database. The business process requires the use of non-logged operations on the database. Any replication technology that makes use of Sybase transaction logs to replicate data from the primary database to the DR server is not suitable when non-logged operations are in use.

**"Sanovi DRM exceeded our expectations. We were able to deploy the DR solution for our treasury application and do DR drills, all within a week. I thank Sanovi for their professional competence and customer centricity", said Sandeep Kaul, Unit Head, IT Service Delivery, ING Vysya Bank.**

**S**anovi DR solution for Kondor solves this in a unique manner. When normal database operations are in force, Sanovi's in-built file replication copies the database transaction logs from the primary database to the DR server, where the logs are applied to the DR database. Sanovi DRM software is able to detect when non-logged operations on the database commence. The software stop replicating the transaction logs once transaction logs operations are detected. After the completion of non-logged operations, Sanovi DRM makes a complete backup of the primary database. The complete database is copied to the DR server and recovered. All of these operations are completely automated and does not require user intervention.

“We are very impressed with the coverage provided by Sanovi’s DR software on all aspects of the DR life-cycle. The treasury application is DR ready thanks to the automation and dashboard provided by Sanovi’s software. ”

CVG Prasad, Chief Information Officer, ING Vysya Bank

The bank’s IT team along with their application team evaluated Sanovi DRM. They were encouraged by Sanovi’s expertise and about the software’s capability. The team also spoke to references from other leading financial institutions that are using Sanovi DRM for Kondor application and their responses were comforting.

Post evaluation the bank engaged Sanovi to help identify areas of the application that need to be redesigned to be DR ready. This included identifying and removing hard coded IP address references and documentation of all the steps for fail over and DR drill such that they can be automated. Sanovi DRM for Sybase monitors the disk usage on the folders where the transaction logs are dumped, the bank’s operations staff is alerted if the disk usage exceeds 80%. A policy has been configured that automatically deletes old transaction files when the disk usage alert is raised.

DR drill is a very manual and people intensive process. With the implementation of Sanovi DRM for the treasury application, the bank was able to implement various kinds of test scenarios. Fail over Drill can be done without shutting down the production server, this is done by taking a backup of the DR database before the drill. Switch over and switchback drills tests the complete scenario of providing application services from the DR side and then resuming services from the primary site to mimic the scenario where primary comes back after an outage. Sanovi DRM completely automates the switch over and switchback test and ensures zero data loss when services transition from the primary to DR and then back to the primary.

Consequently, the operations team found the learning curve on Sanovi DRM to be short, the user interface is intuitive and easy to use. Database administrators are impressed with the flexibility and ability to customize the workflow based on end user needs. A successful DR Drill was done two days after the DR solution was implemented.

Commenting on the project implementation, CVG Prasad, CIO of ING Vysya Bank said “We are very impressed with the coverage provided by Sanovi’s DR software on all aspects of DR life-cycle. The Treasury application is DR ready thanks to the automation and dashboard provided by Sanovi’s software.”

Sandeep Kaul, Unit Head, IT Services Delivery, ING Vysya Bank who was involved in the implementation of the DR software commented, “Sanovi DRM exceeded our expectations. We were able to deploy the DR solution for our treasury application and do DR drill all within one week. I think Sanovi for their professional competence and customer centricity”.

#### 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](http://www.sanovi.com).