

Disaster Recovery Automation Offering

IT Infrastructure services



In a digital world, ensuring continuous availability of critical applications has become a prerequisite to meeting customer expectations and boosting organization productivity, emphasizing the importance of robust disaster recovery (DR) infrastructure. However, existing DR management systems are marred by complex, time-consuming IT recovery procedures, leading to high recovery time objective (RTO) and, at times, recovery failure. Companies need to adopt a comprehensive DR monitoring and management tool, with automated recovery workflows, that functions effectively in a hybrid cloud environment.

Tata Consultancy Services' (TCS') Disaster Recovery Automation Offering helps companies automate switchover, switchback, and failover processes, and simulate DR drills to ensure superior business continuity. It enables single-click recovery of IT infrastructure and can be integrated with various DR infrastructure components and replication systems within a heterogeneous IT environment. Using a single dashboard, TCS' offering enables monitoring of the entire DR landscape and creates detailed reports for compliance and troubleshooting purposes.

Overview

Existing disaster recovery solutions are unable to meet pre-defined RTO due to error-prone IT recovery procedures and absence of a comprehensive business continuity plan. Moreover, with most companies encountering frequent changes in IT support teams, there is invariably a considerable amount of knowledge loss. While investing in a new DR solution, companies are often unsure of the return on investment and recovery efficacy in case of system failure. Failover testing is not possible in all scenarios due to the operational and financial risks associated with system downtime. Hence, organizations are unable to conduct regular DR drills to align recovery processes with the rapidly changing business requirements and compliance environment, leading to suboptimal preparedness.

TCS offers end-to-end services, including consulting, design, implementation, and support, to help organizations automate their disaster recovery processes. We help firms meet the defined recovery point objective (RPO) and RTO by streamlining recovery workflows across infrastructure monitoring, DR management, reporting, and DR drills. TCS' Disaster Recovery Automation Offering encompasses a rich library of application programming interfaces (APIs), enabling seamless integration with heterogeneous infrastructure components. A key feature is the in-built file replicator that allows for replication of only those portions that have been modified during the failure, retains all file attributes and activity logs, and offers on-the-fly compression.

Our Solution

TCS' Disaster Recovery Automation Offering can be seamlessly deployed and integrated with the existing IT environment. Key features of this offering include:

- **Technology:** Our offering uses the Perpetuuti™ Continuity Patrol tool, an intelligent service availability management platform, and is built using a technology-agnostic framework that employs APIs to integrate with newer technologies.
- **Applicability:** The solution covers web, application, and database servers, both physical and virtual, as well as storage and network components. It is compatible with all leading OS and virtualization software including VMware, AIX, Oracle Solaris, Red Hat Linux, Windows, and CentOS. Moreover, it supports database platforms like MySQL, Oracle, Microsoft SQL Server, and IBM DB2; storage products from EMC, IBM, HP, Hitachi, NetApp, and so on; and networking products from Cisco, Juniper, F5, and more.
- **Monitoring:** It supports network monitoring and automation, and provides real-time visibility into business service availability and recovery management processes with an all-encompassing dashboard.

Benefits

With TCS' Disaster Recovery Automation Offering, you can reap the following benefits:

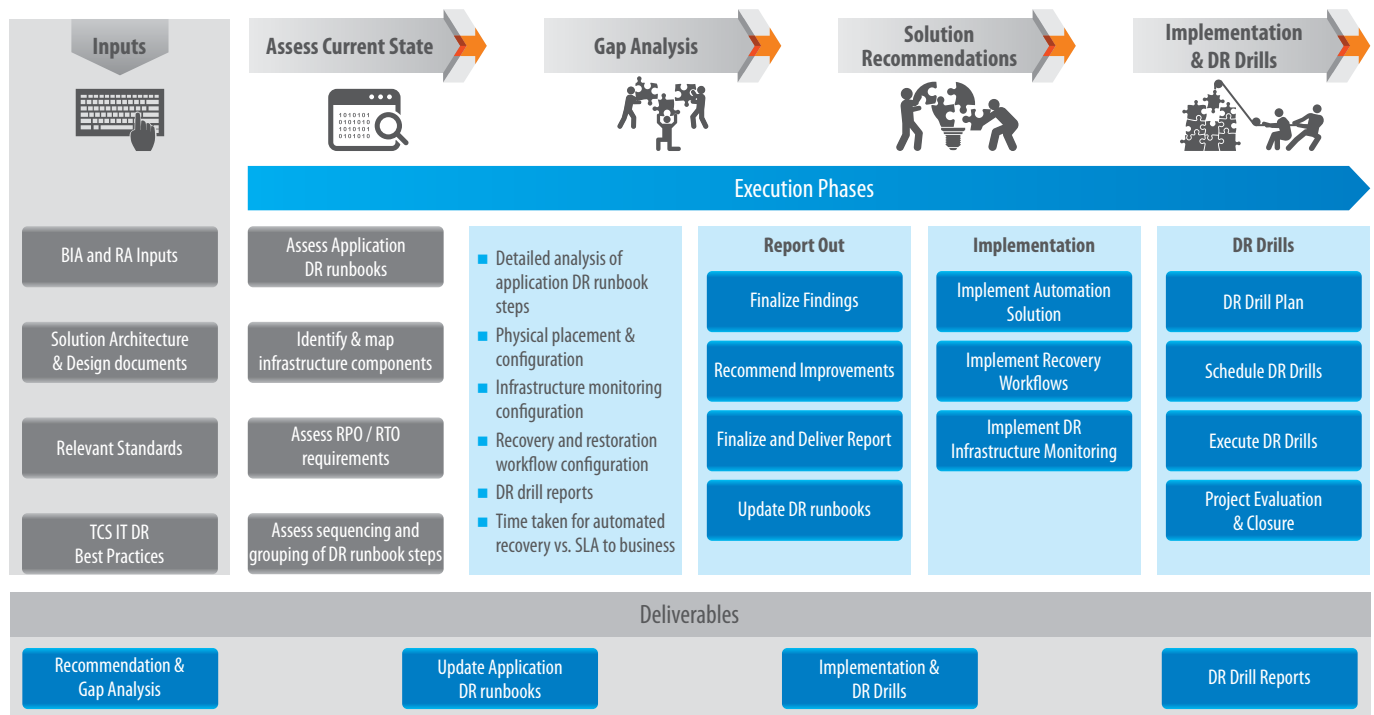


Superior business continuity: Improve RTO and reduce application disruption time by up to 50%, leading to higher organizational productivity. Optimize IT recovery and DR management processes to replicate system state, leading to better orchestration of resources and configuration for reliable post-recovery startup.



Greater visibility into recovery readiness: Proactively monitor the health of your DR infrastructure to identify performance gaps and trigger alerts to initiate troubleshooting on a specified resource. Create exhaustive reports of DR drills to gauge the likelihood of achieving specified recovery targets.

DR Automation Offering Framework



The TCS Advantage

By partnering with TCS, you can leverage the following differentiators:

- Technical expertise:** Our team of experts has successfully implemented IT DR management solutions for multiple global corporations across industries including banking and financial services, manufacturing, and retail. We focus on delivering exceptional customer experience while designing end-to-end DR optimization solutions by customizing the solution to your business requirements and risk and compliance landscape.
- Strategic investments:** We have made significant investments in improving IT operations through continuous innovation and digital transformation, with TCS Co-Innovation Network (COIN™), research and development labs, and dedicated centers of excellence (CoEs). TCS COIN™, in particular, is our flagship initiative to provide a platform to stakeholders working in innovation ecosystems to engage with us and our customers.
- Quality promise:** Our high-quality frameworks are based on best practices gained through extensive industry experience. These help us measure quantitative and qualitative attributes of the services we deliver, thereby boosting process transparency and bolstering IT governance.

How we help our customers

A leading bank in APAC region was looking to automate the orchestration of its IT DR runbooks to minimize downtime risk and increase SME productivity. The existing DR solution was unable to meet the defined RTO of two hours and required the participation of around 60 SMEs for each drill. These SMEs were spread across business units, leading to ineffective collaboration and poor outcomes for the DR program. The bank's IT infrastructure consisted of diverse components including VMware, Wintel, Solaris Logical Domains (LDOMS) and Zones, EMC Symmetrix Remote Data Facility (SRDF), appliances for network management, and password vaulting systems.

TCS streamlined the DR lifecycle of the bank's business-critical applications and automated monitoring, verification, orchestration, and reporting procedures, within six months. The manual DR runbooks were automated using Perpetuuiti™ Continuity Patrol tool to eliminate human errors, leading to higher application reliability and availability, and reduction in RTO to the tune of 60%. The bank was able to enhance DR predictability, increase the frequency of DR drills, and reduce the manual intervention required during such drills.



Regulatory compliance: Mitigate the financial and legal risks associated with non-compliance of regulatory provisions that mandate retention of sensitive digital information for immediate access at DR sites at all times.

Awards & Recognition



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About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

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