



"A business continuity plan plays a very important role in the entire operations of the bank. Data availability and swift recovery in the aftermath of a disaster is critical. The solutions that MIMIX provided met this need, instilling comfort and confidence."

G P V Rao, Executive Vice President and CIO of IndusInd Bank

Business Profile

Company name:
IndusInd Bank

Headquarters:
Mumbai, India

Revenues:
Rs 1500 Crore
(2005-2006)

Industry:
Banking & Financial

Employees:
2,400 (as of 31.03.2006)

Business Environment:

- Formally inaugurated in 1994
- Derives its name and inspiration from the Indus Valley civilization, a culture described as combining a spirit of innovation with sound business and trade practices
- The first bank in India to receive ISO 9001:2000 certification for its corporate office network branches
- Provides multi-channel facilities including ATMs, Net Banking, Mobile Banking, Phone Banking, Multi-city Banking and International Debit Cards
- All of the bank's outlets, including branches and ATMs, are connected via satellite to its central database that operates on the latest version of IBM® System i

Implementation Team:
IndusInd IT team, IBM®
and Vision Solutions

Vision Solutions Product:
MIMIX® HA for i5/OS®

Critical Issue

Located in India's commercial capital, Mumbai, IndusInd Bank understands the significance of business continuity in a financial environment. The Gujarat earthquake, Tsunami and the Mumbai deluge have demonstrated the adverse impact calamities can have on a bank's business. IndusInd required a solution that could ensure that the bank never faced downtime.

Results

- Achieved real time protection against downtime.
- Automated several manual processes.
- Realized cost and time savings.
- Protected against disk failure through automated alerts.
- Ensured efficiency by monitoring disk space utilization.
- Optimized use of all resources and systems.

Technologies

- MIMIX® HA for i5/OS® from Vision Solutions
- Two IBM® System i servers
- Production site: Mumbai
- Remote site: Hyderabad
- Misys Equation banking software

Business Challenge

IndusInd Bank's core banking software, Misys Equation, runs on the IBM® System i and forms the backbone for the bank's various interfaces including ATMs, Internet payment gateways, Real Time Gross Settlement (RTGS), and trade finance systems. IndusInd requires 100 percent uptime of Equation for uninterrupted customer service.

In addition to protecting against potential natural disasters and other emergencies, the bank must also account for planned downtime for routine maintenance, system upgrades, patch upgrades, year-end processing and back-up operations. Bringing the system down for these tasks can create downtime ranging from two to 16 hours, and that is unacceptable to IndusInd Bank. As a result, the bank sought a high availability (HA) solution.



Solution

"As a true real-time replication solution, MIMIX® HA for i5/OS from Vision Solutions is the ideal choice," said G P V Rao, Senior Vice President and CIO of IndusInd Bank.

The bank purchased MIMIX and, after testing, went live in just 15 days with the help of the implementation team consisting of IndusInd, IBM, and Vision Solutions.

MIMIX helped the bank replicate critical information swiftly and efficiently with current data. The team deployed MIMIX at the bank's production site in Mumbai and its remote site for disaster recovery (DR) in Hyderabad. Today, MIMIX helps IndusInd minimize planned downtimes, and system recovery time is reduced from 24 hours to a few seconds.

Not all of the libraries that reside within the bank's database undergo daily changes. In addition, it is cumbersome to transfer the entire database. MIMIX streamlines this process by automatically identifying the changed data, selecting it and then replicating it to the DR machine through a process of change-based replication.

For a planned or unplanned event, MIMIX efficiently switches the operations from the production machine to the DR machine and then back from the DR machine to the production machine when normalcy is restored. Because there is no longer a need for a specialist to handle switching operations, the bank can now deploy its resources in a more efficient and productive manner. In the future, IndusInd plans to use MIMIX technology to completely automate the switchover process. MIMIX will keep a constant watch over the heterogeneous banking systems and trigger an alert or generate a report in case of a system error.

Switching between the two systems also allows the bank to make optimal use of its existing systems. It can now use the DR machine to host applications such as CRM and mobile alert in order to reduce the load on the production machine. MIMIX also eliminated the 24 hours of labor required to create tape backups at Mumbai and then transport them to the DR site.

"Implementation of MIMIX has given far-reaching benefits to the bank; and that is why our comfort and confidence with MIMIX has far overshadowed the costs involved," said Rao.

By automating processes, preventing duplication and most importantly allowing the bank to make optimal use of all resources, MIMIX ensured that the bank maximized its return on these investments.



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◆ High Availability ◆ Disaster Recovery ◆ Systems and Data Management ◆