

Architecting Disaster Recovery Solutions for UAE based conglomerate

A Business Continuity Success With DRaaS

The objective was to manage disaster recovery and ensure data safety. The client needed an experienced cloud partner to host data and applications of its 40 holding companies, hosted in an on-premise datacenter susceptible to natural disasters and unforeseen circumstances.

About the Client

<p>16,700 Shareholders</p> <p>Listed on the Dubai Financial Market</p>	<p>4.25 billion Dhs</p> <p>Share Capital</p>
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The client, a leading conglomerate in the UAE, has invested in diversified sectors like infrastructure, finance, IT, FMCG, etc. It contributes to the economy of Dubai and UAE driving large international investments in the region.

The Challenge

Threat To Business Continuity

Downtime can affect productivity, cause losses to infrastructure and revenue, and bring penalties from clients. Overall, it poses a significant risk to the brand image. Cloud4C delivered Disaster Recovery-as-a-Service solution (DRaaS) to ensure business continuity for all of the client's holding companies.

Complexity In Data Management

The IT Infrastructure of 40 holding companies at a single place meant that different systems and applications were at work. The workloads included Oracle DB & E-Business Suite, MS SQL and Dynamics, Citrix, Sharepoint, etc. This heterogeneous environment could pose complex challenges in managing the DR in case of a failure.

Specific Compliance & Audit Requirements

Cloud4c had to deliver solutions that conform to statutory and regulatory requirements including ITC BCP standards like ISO 22301. It was imperative to ensure accurate and compliant policies and procedures that adhered to the laws of the country.

Criticality Of Data Security

Given the scale and complexity of client business, it was imperative to build robust and advanced security measures, to prevent data breach attempts and cyber-attacks. This was essential to ensure data protection, data resiliency, and business continuity.

Cost Efficient DR solution

There's no one-size-fits-all approach when it comes to selecting a DR solution and assigning a TCO to it. The client was therefore looking for an expert to guide them through the process and provide a modern and cost effective DR on demand with total ownership on RPO and RTO.



The Solution

Cloud4C delivered a robust and ISO 22301 compliant DR on Demand solution, mirroring all data and applications on cloud, at a neutral location. The solution covered - replication, managed services, administration, and conducting recovery success tests in form of bi-annual DR Drills. Replication management was done using DB Native tool and Azure Site Recovery with online failover and fallback mechanism, real time RPO and RTO, end to end encryption at data layer and continuous replication with minimum 30 sec frequency. The DR on Demand service was delivered within 8 weeks, in a 200% quicker turnaround as compared to industry standards

Industry-Compliant DR Design

We delivered IT infrastructure set up to maintain regulatory standards, aligned to business and geographical compliances. The solution design also helped reduce the effort in collating and maintaining data from disparate systems to meet compliance requirements.

Resilient Security Infrastructure

The DR setup was resilient in design to ensure negligible data loss in case of failures. The server was deployed at Tier-4 datacenter with eight-zone security to deliver a **99.995%** uptime. Also, the delivered solution enabled the client to monitor and identify threats and take pre-emptive actions to avoid costly downtime. Quick and efficient problem identification and solutions were delivered through a 24X7 ITIL-certified team.

On Demand DR For Scalable & Optimized Operations

Cloud4C delivered a pay-as-per-consumption model to bring down operational costs. We also maintained strict SLAs, reducing the impact on core and tertiary applications. This reduced the dependency on internal IT teams allowing time to focus on core functions.

Delivered DR At Scale

We ensured seamless data replication and migration to hybrid cloud of 86 servers, 700 GB RAM, 21 TB data, and 250 cores. Replicated workloads included Oracle DB, MS SQL, Citrix, Exchange, SharePoint and VMware among others. The agile, scalable, and resilient system was designed to attain quick failover in large clusters with real time RPO and RTO. There were triggered alarms for early threat detection and risk mitigation that insulated data from hazards.

Key Accelerators



Hybrid Cloud Solution

Deployment on a private cloud environment hosted out of our Tier 4 datacenter with automatic failover and self-healing capabilities.



Multi-skilled CoE Approach

Adoption of a multi-skilled CoE approach to support heterogeneous IT environments.



On-Demand DR

Deployment of DR on Demand by scaling up the compute resource only at the time of DR, for Cost optimized and Scalable operations with total ownership up to RPO and RTO



Compliant Solutions

Industry compliant solutions meeting the IT BCP needs of organizations, offering 2 DR drills per year and IT Run Book for Audit requirements.

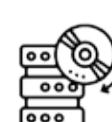
Results

99.995%



Highest Industry uptime with Failsafe DR solution

60%



TCO savings with cost-effective DR on Demand solution

NEGLIGIBLE



impact on business continuity with stringent RPO & RTO SLA

MINIMAL



disruption to BAU for data replication and migration at scale

COST-SAVINGS



achieved for Business Continuity compliance

DATA SAFETY



ensuring customer retention and secure connections with external stakeholders

OPTIMUM



value from IT investments ensuring high availability of business-critical apps

RESILIENT



infrastructure mitigating potential threats like data breach and cyber-attacks