

CtrlS provides Six Zone Security backed, Disaster Recovery Site to Indian Overseas Bank (IOB)

Objectives

- Implement and manage DR infrastructure
- 24x7 support to ensure uninterrupted uptime
- Offer reliable, scalable and secure infrastructure

Client profile

Founded in 1937, Indian Overseas Bank (IOB), a public sector bank, is headquartered in Chennai with an employee strength of over 5000 employees. With a total turnover of Rs 5000 Crore, IOB has specialization in forex business and overseas banking. It has over 1000 branches and ATM facilities across India. High on technology adoption for overall upgradation and to offer superior service to its customers, IOB is the first Bank in India to obtain ISO 9001 certification for its Computer Policy and Planning Department.

Client requirement

RBI gave the directive to all nationalized banks to set up disaster recovery centres (DRCs) as part of the risk management measures. IOB invited tenders from different Datacenter service providers to provide and maintain their DR infrastructure. CtrlS was selected amidst a host of Datacenter players on the basis of its 'best in the business' technical expertise and Tier IV architecture which matches with the commercial expectations of the Bank.

Additionally, IOB needed a partner who would understand their requirements and deliver a custom-built infrastructure suitable for large banks like IOB. They also needed their unique requirements & infrastructure to be implemented quickly.

Challenges

Since there were government stipulated mandates on lot of things, the challenge was to find a partner who could adhere to all those. IOB was looking for a partner who would offer custom-built infrastructure which was concurrently maintainable and have good load bearing capabilities.

CtrlS was geared to address all these specific guidelines. It offered a superior, cost effective solution which could be set up in a short time frame, as laid down by IOB.



The Solution

SMS CTRLS TO 57575

CtrlS set up the infrastructure for IOB in record time of one week, offering a six zone security. It provided the following services:

- Office Space with 100% power backup
- Cage environment for access control, CCTV
- Badge access requirements
- LAN with internet connectivity
- Telephone lines with EPABX, printers, fax, copier
- Diesel storage tank as per RBI guidelines

CtrlS provides Hot DR services for IOB's mission critical applications, which acts as 'replica' of the IOB's captive Datacenter. Further, it has the capability to deploy and combine various high-availability technologies to ensure that the bank can instantly recover from any major disaster.

For real-time recovery and reliability of IOB's data, CtrlS' infrastructure provides last mile in controlled environment from major service provider being present with Optical Fibre Communications (OFC) rings in meet-me room. IOB opted for CtrlS amongst a large set of service providers in the market on the basis of its capabilities as a Tier IV Data Centre that met the following specific requirements of IOB. It was these services that set it apart from any other service provider:

- a) Hosting High Density Servers/Racks
- b) Dual Active power sources to the datacenter eliminates the possibility of downtime
- c) Three phased power supply without changing the architecture
- d) Fault Tolerant Infrastructure
- e) Concurrently Maintainable
- f) 100% uptime since inception

The site visit and go ahead from one of the largest System Integrators in the country, IOB's application service provider, reinforced CtrlS' preparedness towards providing full support to the DRC.

Benefits

Uninterruptible power supply

Three phased electricity supply.

100% network availability guaranteed

CtrlS Carrier neutral network ensures connectivity options from all the major Telcos in India thereby ensuring that the network is available at all times.

Security

CtrlS' ISO 27,001 and 20,000-1 certifications ensure adherence to all security policies and processes. These security measures also match the requirements of RBI Guidelines.

Space and hardware acquisition cost and cost savings

Providing a caged environment within CtrlS premises allows full advantage of its well controlled environment, bandwidth and monitoring services. As CtrlS manages equipment and monitors it, it enables savings on CAPEX and recurring maintenance costs.

Scalability

CtrlS can match the future growth requirements of IOB by providing scalability on demand.

99.995% uptime

Co-location service helps improve uptimes and is on an 'always available' mode.

Highlights

- Six Zone Security measures ensure all security adherences, a pre requisite for banking sector
- Availability of custom-built, concurrently maintainable infrastructure
- Carrier neutral network status enables 100% network availability
- Reduced operating costs due to pre-emptive, preventive maintenance

"CtrlS has demonstrated an expert understanding of our DR requirement. Their unique Built to suit infrastructure gives us the flexibility to customize the infrastructure based on our specific requirements. Moreover their track record of 100% uptime since inception and world class infrastructure makes it natural for companies for financial services vertical to go with them."

- Indian Overseas Bank