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Major Colombian bank finds an ideal business-continuity solution for its critical fraud-detection application.

OVERVIEW

Large Colombian Bank Dramatically Accelerates Disaster Recovery for a Key Transactional System

Multinational financial group Bancolombia implemented Veritas InfoScale to protect its fraud-detection system. One of its most critical transactional applications, the fraud-detection system needs to fail over to a disaster recovery site in minimal time and without data loss. The result of the InfoScale deployment? Fulfillment of the bank's needs for functionality, availability, and automation—at much faster speeds compared with the bank's legacy business continuity solution.

LEGACY SOLUTION'S RELIABILITY AND DISASTER RECOVERY PROVE INADEQUATE

Bancolombia is the largest bank in Colombia by client portfolio, and it has a presence throughout the region. Previously, the organization was facing challenges with its fraud-detection system, one of its most important applications. The financial group needs that system to always be available: Even in a disaster, it must continue to operate, no matter what happens.

However, according to Juan David Giraldo Jaramillo, leader of the IT Continuity group for Bancolombia, after the organization strategically incorporated the cloud into its business, the application was not achieving that objective. The financial group's replication solution of choice was not performing adequately.

"For three years, the bank faced specific problems with this transactional application," Giraldo acknowledges. "We cannot afford to spend an hour without this application. Our replication tool to our cloud-based disaster recovery site was not able to meet that requirement. With that tool, our RPO [recovery point objective] could be two or three days."

The system rebooted frequently, and every time it did, the financial institution lost internal data snapshots. So, failover to the disaster recovery (DR) cloud platform required all the application's transaction data to be updated. This was the cause

ORGANIZATION PROFILE

Website: www.grupobancolombia.com
Industry: Banking & Finance
Headquarters: Medellin, Colombia
Employees: approx. 30,000

KEY CHALLENGES

Bancolombia cannot afford any downtime for its fraud-detection system. Yet, with the bank's legacy disaster recovery (DR) solution, fraud detection might have been unavailable for two to three entire days in the event of a disaster.

SOLUTION

Bancolombia implemented Veritas InfoScale™, which met the bank's requirements for functionality, availability, and automation—and it did so at much faster speeds than the legacy solution.

BENEFITS

- Failover to cloud-based DR platform consistently completes in around 10 minutes
- Recovery point objective (RPO) close to zero
- Stable block replication performed 24 hours a day
- Confidence restored among IT Continuity team in the business continuity of the fraud-detection system
- Compliance testing draws positive response from regulatory bodies

of the traumatic delays in DR testing. The performance of the replication solution was far from optimal, and Giraldo knew the bank was not prepared for a real crash of the fraud-detection system.

VERITAS SOLUTION SHRINKS RTO FROM MULTIPLE DAYS TO UNDER 10 MINUTES

Bancolombia went to the market to find a new solution. Veritas became a front-runner because of its extremely well-positioned tools. "They presented their solution to us," Giraldo says. "At least in theory it worked, and it looked like what we were seeking. Veritas made us the proposal to test the solution; if we liked it, then we could buy it. And so it was. We implemented it and did preliminary tests in a controlled environment. It worked, met the expectations, and that was it. Veritas InfoScale went to production."

The system architecture of Bancolombia's fraud-detection system consists of two nodes on the main cloud platform and one on the DR platform. There are three databases that should be able to move from one platform to another at any time, quickly. In the two months that Giraldo's team have used InfoScale, they have recognized its stability and the simplicity of its failover capabilities.

Veritas configured InfoScale to minimize failover times for Bancolombia's fraud detection system. This translated into automated and fast disaster recovery, with stable block (not file) replication performed 24 hours a day. The bank's IT Continuity group can work with InfoScale onsite and can integrate it into a public or private cloud without needing additional hardware or other complex processes.

Giraldo's team invested a month in detailed monitoring of the InfoScale solution to get a real perspective on response times. "Surprise! And a good one at that," Giraldo says. "It made us see the performance of the solution."

The InfoScale solution has optimized recovery time objective (RTO) for the fraud-detection system. Even at the highest traffic peaks in testing, failover to the DR platform has been around 10 minutes, so recovery time fell from multiple days to several minutes. Also critical, the data is replicated between the main website and DR website simultaneously, so failover between the two sites will not result in the loss of any information. The RPO is now close to zero.

"Those are the values that move us," Giraldo says. "The RPO must be consistent at all times."

BETTER BUSINESS CONTINUITY MEANS EASIER COMPLIANCE

Bancolombia achieved these performance benefits while continuing to meet the compliance requirements that financial regulations impose on the organization's performance, stability, and business continuity.

Bancolombia is regulated by external and internal entities. It must document every necessary compliance action with a high level of detail, demonstrating through routine testing the effectiveness of its data protection and business continuity solutions.

Compliance testing convinced Giraldo that the IT Continuity group is prepared for any event or disaster. They recently simulated a failure on the main site. The service was activated on the DR site, without loss of data, in 12 minutes. The review by the regulatory entities was very positive, he says.

"The moment something fails—any specific thing—we will be able to provide the same service in a matter of minutes," Giraldo says. "We are very happy for this achievement and for having found this solution. In the past, activating the service in the alternative system was so troublesome that it became the last option in the face of a problem. Today, the alternative website is the main recovery choice and our first emergency line to guarantee the availability of the application."

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> *Leader, IT Continuity, Bancolombia*

Given the success of the InfoScale implementation, Bancolombia is now planning to migrate two more services to the solution. "We are currently reviewing and working on plans to carry it out," Giraldo says. "We are also reviewing the Veritas Resiliency Platform (VRP) solution for Virtual Machine replication and DR automation. We have a very positive proof of concept, and we are seeing how we could adopt it."

FOR MORE INFORMATION

Please contact your local Veritas Sales Representative or Business Partner, or visit: Veritas InfoScale

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ABOUT VERITAS TECHNOLOGIES LLC

Veritas Technologies is a global leader in enterprise data management – our software and solutions help organizations protect their mission-critical data. Tens of thousands of businesses, including 97% of Fortune 100 companies, rely on us every day to back up and recover their data, keep it secure and available, to guard against failure and achieve regulatory compliance. In today's digital economy, Veritas delivers technology that helps organizations reduce risks and capitalize on their most important digital asset – their data. Learn more at www.veritas.com or follow us on Twitter at @veritastechllc.

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