A large financial services firm leverages SharePoint Solution for Disaster Recovery and Business Continuity

Overview

Country : United States
Industry: Financial Services
Technologies: SharePoint, Silverlight 4.0, AJAX and WinWire IP

Customer Profile
Company is one of the largest investment management organizations in the world. With an extensive global presence, including offices in over 30 countries and clients in more than 150, the company has more than 60 years of investment experience and over $644 billion in assets under management as of September 30, 2010.

Business Situation
The company established an effective Business Continuity Services plan to recover its assets in a sequential manner. The plan relied largely on a 3rd party Java-based DR tool which was not meeting business needs, leading the IT team to look for alternative options before renewing the IBM BCRS license.

Solution
IT found the perfect alternative in a nearly made-to-order, cost- effective solution the WinWire Recovery Track, a nearly made-to-order, cost-effective solution built on [the] stable and reliable SharePoint platform.

Benefits
• Reduced IT and administrative costs
• Alignment with business needs
• Fast track implementation

"If we would have given this project to any other team it would have taken 18 months to complete the project but WinWire successfully delivered the project within 3 to 4 months"

IT Manager, Business Continuity

The company, like other large financial organizations, realized that data and processes cannot be protected against all disasters. They would need contingency plans to recover data and resume business processes when disasters disrupt them unexpectedly. The company established an effective Business Continuity Services plan to recover its assets in a sequential manner. The plan relies largely on software tools to monitor the sequence of events and tasks to be followed in the recovery.

The company previously had its recovery process hosted on a Java based IBM BCRS application. It was a web based tool used to track application recovery progress as exercises and during actual disasters.

Tool Used Proved Inadequate

During the course of usage, the company often faced situations where the tool that they used fell short of their requirements and felt a need for customization of the tool.

To manage a production site disaster ,IT Team needed a reliable and stable tool which could:

1. Maintain history of prior exercises and events
2. Manage exercises and actual events and report progress of recovery and exercise activities.
3. Reduce IT and administrative tasks for the Disaster Recovery Team

WinWire Solution

WinWire Recovery Manager solution was based entirely on the SharePoint Portal with rich dashboards on Silverlight and Ajax enabled Participant modules. The solution leverages and extends the core data model and includes features from WinWire's Project Management Portal WinPMP Framework.

The highlights of the solution were:

Standardized data templates:
Master / Template data can be entered as one time activity by the admin and participants. This setup saves the users a lot of effort by eliminating repetitive data entry during each event. This also saves time in the Recovery process.

Tracking at every level:
During the activation of any event an event sub site is created, data for which is populated from the master data set initially. However, the event sub site provides isolation between master data and the event specific data. This allows users to edit the event data without altering the master data. Tasks common to multiple events are loaded by default, saving a lot of manual effort.

Sectioned Stages:
Modules are designed in such a way that various individual business stages can be accessed and tracked as part of the overall recovery progress.

Information rich Dashboards:
Dashboards are a core advantages of the application built by WinWire. With functionalities targeted from DR Command Center till the end participants, these dashboards allow tracking of events in a easy to decipher format.
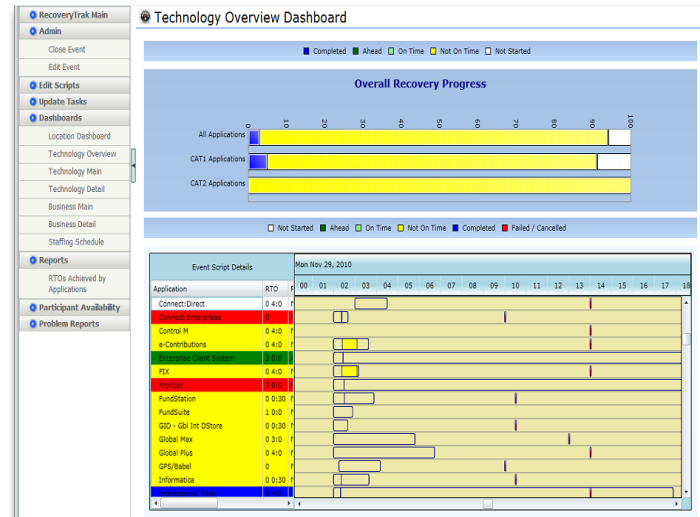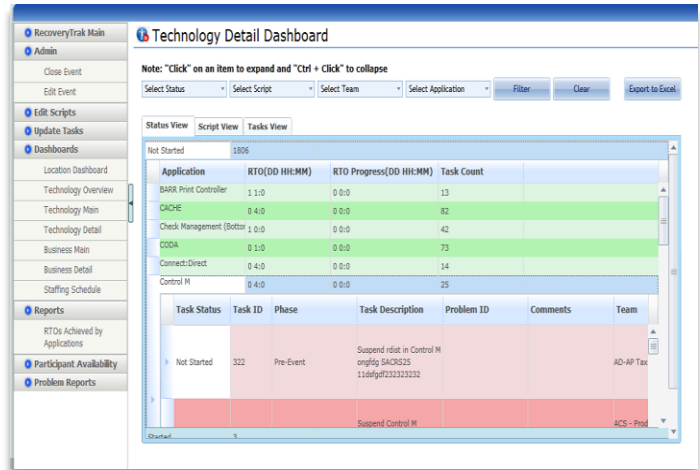
Results:

WinWire's solution delivered on the following:

1. Reduce the dependence on the IT teams to a large extent in getting the events started up
2. Provide for technical as well as non-technical tasks of disaster recovery tracking ; incorporate views which would make the tracking more effective and less time consuming
3. Minimize the investments on IT infrastructure and have options for scaling up.