

Case Study: Bank Sinar Harapan Bali

Project Background

Banks can't lose data. Ever. That is to say, data loss is physically possible, but absolutely intolerable. For a bank, losing data may mean losing track of customers' money. To say the least, that would upset customers and cause many of them to take their business elsewhere. Thus, Bank Sinar Harapan Bali (Bank Sinar) needed a way to protect all of its data against any loss anytime.

The Challenge

No bank can afford significant downtime or any data loss. Customers won't stand for it. Thus, Bank Sinar needed a disaster recovery/high availability solution that would reduce downtime from all causes to a minimum and ensure that all of its data was always protected against any loss.

In the past, Bank Sinar relied on nightly tape backups to protect its data, but that met neither of the bank's data and application availability requirements. Recovery from tape would have been a very long process, particularly if the tape had to be shipped from another facility. Consequently, tape-based recovery would have required much more downtime than most customers would be willing to tolerate.

Worse, nightly backups left considerable data at risk. With seven main branches, 77 smaller branches and seven cash offices, in addition to its head office, Bank Sinar processes a high volume of transactions every day.

When the bank depended on nightly backups, any transactions created during the day would not be backed up until the following night. That left as much as 24 hours' worth of data unprotected.

Worse, if the previous night's backup tape had not yet been shipped offsite or if it was corrupted, which is common with tape, the most recent usable backup tape may have been more than a day old if a disaster destroyed the production data center.

Clearly, nightly backups were not sufficient to meet the bank's recovery point and recovery time objectives. Because Bank Sinar uses IBM i-based Wincore banking software as its core banking application suite, it needed to overcome these challenges with a high availability/disaster recovery solution that runs in an IBM i environment.

Company Name:

Bank Sinar Harapan Bali

Headquarters:

Bali, Indonesia

Industry:

Banking

Business Environment:

- Founded: 1970
- Employees: 1,110
- 93 branches and offices
- across Bali
- Provides a full range of banking services

Implementation Team:

PT Multipolar Technology Tbk and Bank Sinar

Solution

Bank Sinar now ensures comprehensive protection of its critical data and applications with Assure MIMIX HA.

A team that included Bank Sinar employees and Multipolar Technology, a Syncsort business partner, performed the Assure MIMIX HA installation. Within a week of starting, the team had implemented the solution and Assure MIMIX HA was busy protecting the bank's IBM i environment.

Assure MIMIX HA replicates the complete production environment, including all data, to a backup environment in real time. Because the replication is done in real time, no data is ever at risk. Unlike was the case with nightly tape-based backups, all data is now backed up remotely as soon as it is created or updated.

In addition to protecting against data loss, this solution also serves to minimize downtime from any cause. If the production system becomes unavailable for any reason, the hot-standby backup server can detect the outage, notify an operator and allow production operations to be switched to the backup system quickly, at the touch of a button. Operations can also be quickly and easily switched to the backup server when the bank needs to perform planned maintenance on the production server.

The bank's production data center is in Jakarta and the disaster recovery data center is in Lippo Cikarang, about 40 kilometers away. This distance is great enough that it is highly unlikely that a single disaster will affect both data centers simultaneously.

One of the benefits that the bank receives from Assure MIMIX HA is that the bank's staff no longer has to put in a lot of overtime to run backup jobs and travel to the remote site to deliver backup tapes. If the bank wants to create backup tapes as a last line of defense, those tapes can be created at any time from the replica data at the backup site, without affecting production operations.

Most important of all, Assure MIMIX HA delivers peace of mind. Bank Sinar is now confident that its data and its business continuity— and, therefore, the confidence of its customers— are always thoroughly protected. What's more, because Assure MIMIX is easy to monitor and largely self-administering, and because of the ongoing support from Multipolar Technologies, Bank Sinar no longer has to worry about the availability of its data and applications. Instead, it can focus all of its efforts on what it does best; provide excellent banking services to its customers.

Results

- Protects all data in real time
- Ensures business continuity by minimizing downtime due to any cause
- Allows easy deployment of a high availability/ disaster recovery solution
- Reduces administrative costs

Technology

Software:

- Assure MIMIX HA
- IBM i
- Wincore banking application
- Db2

Hardware:

- IBM System i 525
- IBM Power 750

“We are now more confident in doing business because all of our critical data backup processes are carefully managed by Assure MIMIX HA, in real time. We can now put more focus on developing our core business and better serving our customers.”

— Mr. IGN Alit Asmarajaya – Bisnis, Director of Business, Operation, Support & System.