

New perspectives for Business Continuity in ING Services Polska using Zerto Virtual Replication

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thinkforward



Agenda

1. ING Services Polska in ING Group
 - Disaster Recovery strategy at ISP
 - ING's think**forward** strategy
2. Zerto Tool at ING Services Polska
 - Zerto Tool implementation
 - Areas for Zerto in ING's strategy
 - How does Zerto support ISP operations ?
 - CMDB + Zerto API = automation
 - Disaster Recovery / Maintenance Works

ING Services Polska in ING Group

ING Services Polska in ING Group

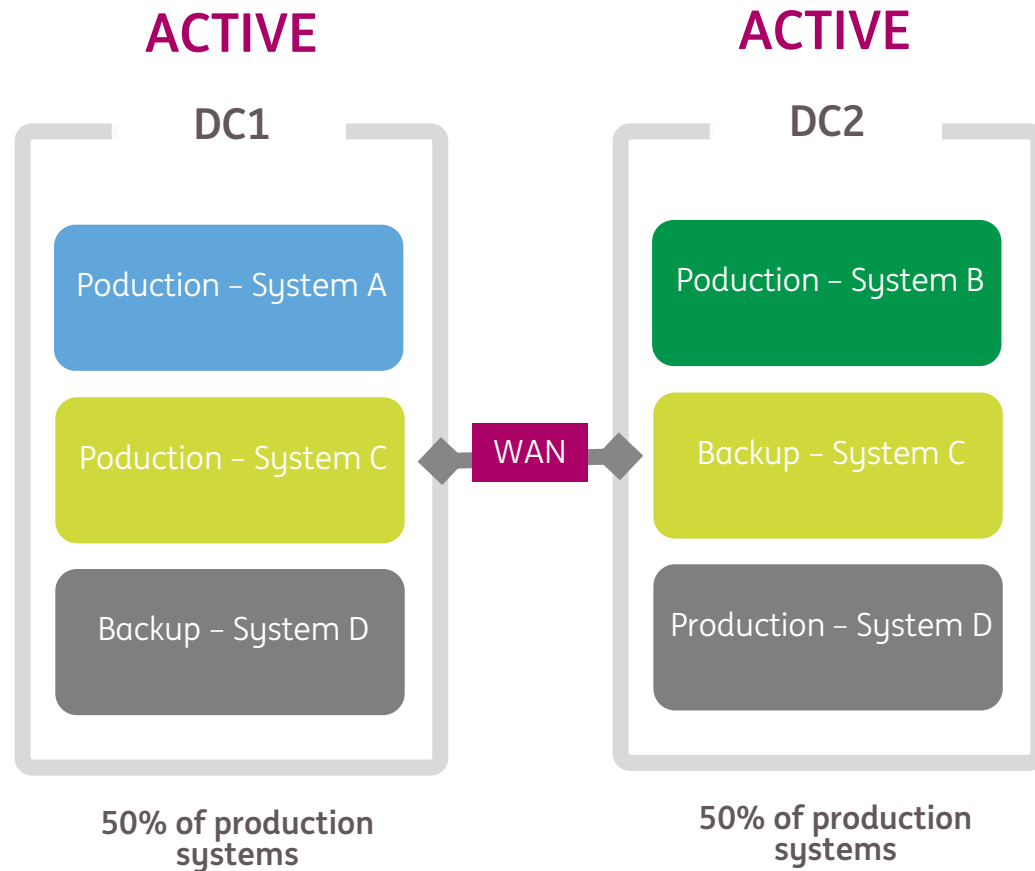


- Captive shared service center located in Katowice
- Provides IT services for ING Group globally
- More than **660** Headcount.
- Services to **36** customers in **21** countries:
 - European countries, Singapore, the USA and Australia
- Services types:
 - hosting,
 - remote management,
 - security services,
 - application services.



Disaster Recovery strategy at ISP

ACTIVE / ACTIVE strategy for Data Centers



Some facts and figures

- 2 DCs located in Katowice
- 2500 + VMs in PRD environment
- 85% virtualized in VMware
- 500 VMs protected by Zerto:
 - Business – ING Group
 - Technical – internal ISP apps

ING thinkforward strategy

Challenges

- The biggest revolution in banking since its globalization
 - Interest rates at a record low level (NIM)
 - The increasing demands of regulators
 - FinTech
 - Mobile payments
 - PSD2 and common API
 - Social lending
 - Robo advice

IT answers for business expectations

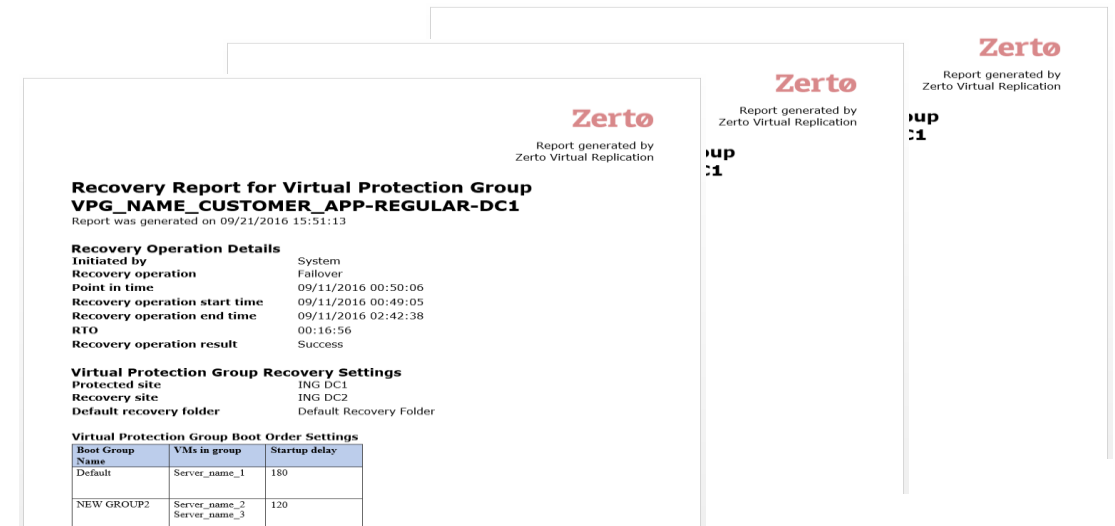
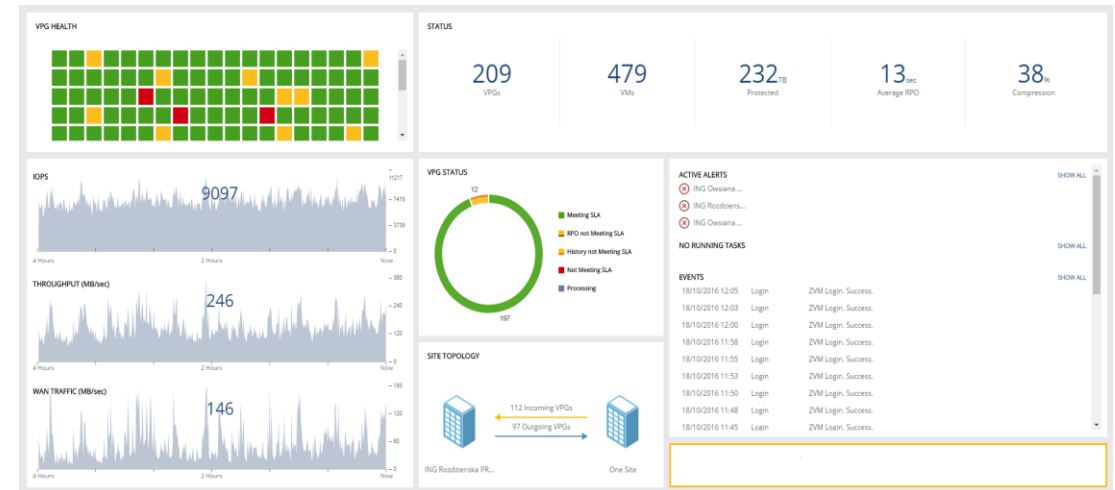
- Reduce operational costs by more effective technologies (eg. IT cloud, software, infrastructure)
- Fast projects implementation (DevOps, Scrum)
- High level of security and availability (24/7/365)
- Almost 0 downtime or lost of data (RTO, RPO)
- Using full automation to prevent increasing costs in operations (rising human costs)

Zerto Tool at ING Services Polska

Zerto Tool at ING Services Polska

Observed benefits of the new DR tool

- RPO in seconds, RTO in minutes,
- API for internal projects,
- Constant monitoring of the whole infra on Zerto UI Dashboard,
- Constant monitoring of SLAs agreed with customers,
- Zerto Support 24/7/365,
- Using ISP MCR/SD for switching in case of disaster.



Areas for Zerto in thinkforward strategy

- Fast infrastructure problem detection to limit the downtime
- Internal CMDB + Zerto API for automation
- Zerto as a very fast backup / restore solution for daily backups
- Zerto cloud connectors as a new perspective for the infrastructure optimization
- DR reports sent automatically to the customers, directly after a failover

How does Zerto support ISP operations ?

ISP

- Zerto Tool has replaced the hardware data replication to the Hypervisor level to avoid:
 - common issues with replication direction
 - human error risks
 - logical errors
 - quick restore after failure
 - quick decision switch for most environments at the disaster time
 - known point of data restoration by taking a recovery decision

Zerto

- Using boot order for the proper app initial
- Using Zerto reports for customers' audits
- Supporting storage by different vendors
- Important part of automation of ISP processes

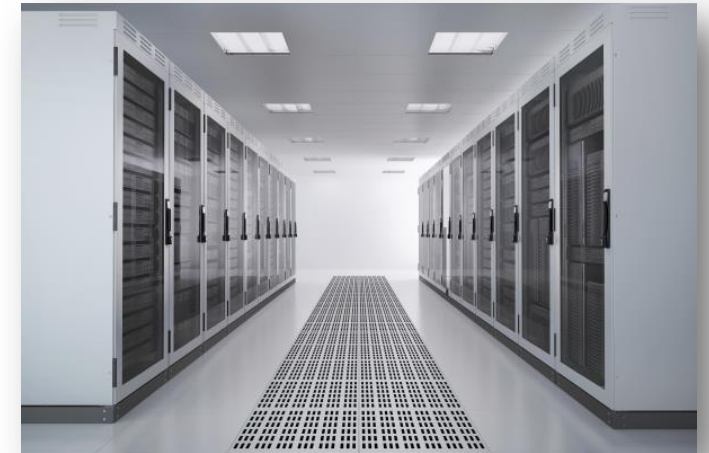
CMDB + Zerto API = automation

- Using Zerto API for automated creation of the new VPGs and changes in configuration
- Change management process + Zerto features (automatic checkpoints for easy rollback after unsuccessful patching)
- DR reports sent automatically to the customers, directly after DR/BC test
- Schedule of apps switching (DR tests, maintenance tasks)

Disaster Recovery / Maintenance Works

Goals to achieve

- Integrating maintenance works and Disaster Recovery process to keep the business continuity and make sure that the failover operation will always be effective
- Downtime -> near 0 data loss
- Testing Disaster Recovery Plan in DR Stage 7 using Zerto replication tool



Thank you

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