

## KPIT Cummins makes Business Continuity possible without compromising on service delivery expectations.

### Business Profile

KPIT Cummins Infosystems Ltd. is a leading IT consulting & solutions provider that collaborates with global automotive, industrial, farm equipment and semiconductor corporations in bringing products faster to their target markets. They help customers globalize processes & systems efficiently through a unique blend of domain-intensive technology and process expertise. As leaders in their space, KPIT Cummins is focused on co-creating technology products and solutions to help their customers become efficient, integrated and innovative manufacturing enterprises.

The vision of KPIT Cummins is to be a first choice partner for its customers with leadership in select areas.

Quick facts:

- **Global Revenue:** FY'07 USD 102.52 Mn
- **Employee Strength:** More than 4500 professionals
- **Global Footprint:** France, Germany, India, Japan, Korea, Poland, South Africa, UK & US
- **Competencies:** ISO27001, BS25999, ISO9001, CMMI level 5, SPICE level 5 certified organization



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### Business Challenge

#### Keeping business afloat

To ensure an uninterrupted service delivery for all identified customer services and providing an orderly and efficient transition from normal to emergency condition maintaining consistency in action. One of the applications identified as critical was Email. For this, the acceptable downtime should have been less than half an hour with ideally no loss of any emails. Another challenge was to get a solution, which could give 'high-availability' and should be simple to use during the disaster situation so that the dependency on a high-skilled resource during the disaster could be minimized.

### CA Solution

#### Business continuity through mail

When the company thought about business continuity for the Email application, it evaluated every possible solution. According to Marulkar only CA XOssoft Wansync could meet the challenges. KPIT finally decided to deploy CA XOssoft WansyncCHA for continuous replication of MS Exchange data with failover capabilities and XOssoft Assured Recovery for integrated testing for DR Database.

"It automatically makes required changes in Active Directory and internal DNS to route traffic to DR Server. Users are redirected to DR server without any changes at client workstations," says a happy Marulkar.

The solution has also made online replication of mails at DR Server including all incoming and outgoing mails and changes in location of mailbox store.

### Business Benefit

#### RTO & RPO well under control

The Recovery Time Objective (RTO) now is maximum 30 minutes. The Recovery Point Objective (RPO) is effectively zero. "The RPO depends on the bandwidth between the primary and secondary server required for replication of mailbox transactions. If the bandwidth between the two is not at its optimum level, there is a possibility of some transaction loss as queued mails from the primary server may not have been replicated to DR server. Right now we have a good link between our primary and disaster recovery site so that's why we have not experienced any data loss," clarifies Marulkar. KPIT Cummins feels that it is not just a replication solution but it's a complete DR solution.

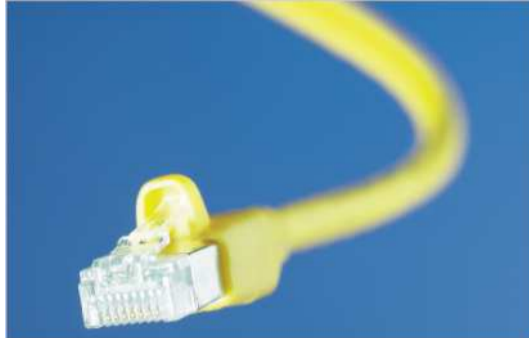
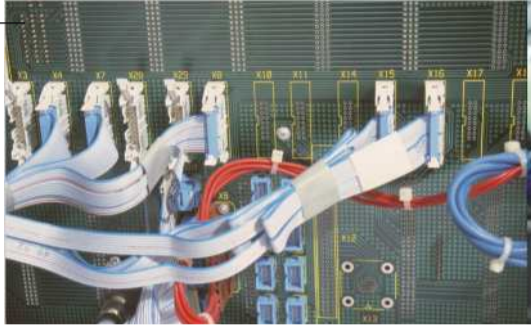
"Because of the Assured Recovery solution, without bringing down the primary application server, we could start the service of the DR server and check the consistency of the DR database," he says.

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CMYK



“CA XOsoft gave us the confidence that even if there is a disaster, the solution will bounce back within 30 minutes providing email connectivity to the users switching to the DR server. It is well within our acceptable RTO.”

**Mandar Marulkar**  
 Chief Information Security Officer and  
 Head of Business Continuity Management  
 KPIT Cummins Infosystems Ltd.

To learn more about CA solutions that unify and simplify IT management for better business results, visit [ca.com/customers](http://ca.com/customers)



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