

Case Study



A Northeastern U.S. Bank

Critical Situation Puts Business Continuity to the Test

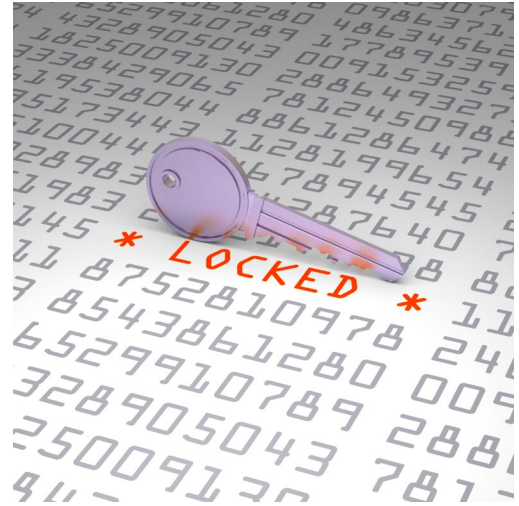
Thanks to Data Vaulting™ and dedicated technical support from Fiserv, it was a normal Monday morning in June for the customers and staff of a northeastern U.S. bank, despite facing a potential loss of nearly 20 servers and workstations over the weekend.



When a northeastern U.S. bank attempted to run a script to change the Windows® operating system for one server, it inadvertently added the script to a group policy, meaning the change was made to all the organization's Windows servers and workstations. As a result, all the servers and workstations became inoperable, and no applications could function on them.

The bank leverages Data Vaulting using a satellite vault appliance on-site for LAN-speed backups and restores that then, in turn, replicates all data to the Fiserv data center for off-site data protection. The bank also subscribes to Hosted Recovery Services from Fiserv.

The bank had two options: start restoring each of the VMware server snapshots (starting with the most critical) from the satellite vault, or manually reinstall the operating system on each of the 20 servers and reinstall all of the applications.



A Need for Quick Action

The call to Fiserv emergency support came in from the bank on Saturday afternoon.

“Whenever you receive a call like this after normal business hours, you know it’s a critical situation,” said Gwen Dalton, director, Data Vaulting and Recovery Services, Fiserv. “It didn’t take long for us to realize that the extent of the issue was far-reaching since all of their servers and workstations were essentially brought to their knees.”

Working together through Saturday evening and early Sunday, the bank’s IT staff and Fiserv support personnel rebuilt the institution’s satellite vault appliance, servers and workstations, and restored the programs and data.

Working with Fiserv, bank personnel first looked to initiate program and data restores of servers and workstations from the bank’s satellite vault. However, following further investigation, it turned out that the satellite vault appliance also had been incapacitated, so all data would be restored automatically over the wire. Given the vast amount of data that needed to be restored, continuing the process over the wire—even using the fiber-optic service employed by the bank—would take days.

A Different Approach

Fiserv and bank personnel decided to repair the satellite vault first and, from there, restore the servers and workstations.

“We called in our vault operations expert to assist in rebuilding the client satellite vault. The bank’s critical data was still on that appliance, but everything else had been corrupted. We knew we had to repair the appliance first,” Dalton said.

First the bank technician copied the programs and files from the satellite vault to another server. He then reinstalled the Windows operating system on the vault, after which Fiserv support remotely reinstalled the vaulting software on it.

After the vaulting software installation was complete, and the programs and files were restored to the satellite vault, the bank was able to initiate restores for its servers and workstations. This time, the restores were done locally over the LAN and went much more quickly.

Going the Extra Mile

The restore process continued throughout the weekend. There were nearly 20 servers that needed to be restored. Fiserv technicians provided continued support during this time, helping bank personnel resolve various issues that arose during the process related to data corruption and insufficient disk space within the VMware environment.

“The level of knowledge and support provided by the Fiserv team is unmatched,” said a senior bank executive.

Dalton said the Fiserv team took extra steps to ensure the bank stayed running smoothly.

“Not knowing the extent of how long it was going to take to get them operational again, my team took a proactive approach and staged a disaster recovery environment and had it waiting just in case,” she said.

All of the servers were restored prior to the start of business on Monday, and the bank was able to perform normal operations when it opened its doors to customers on Monday morning.

Peace of Mind: Priceless

While business was going on as usual in the front office on Monday, Fiserv worked with the bank’s IT team throughout the day to reinstate the backup jobs on the local vault. They reinstated various monitoring tools over the course of the week.

No one knows if disaster will strike at their institution, but if it does, having the right solutions and resources in place is invaluable.

“We can’t put a price on the peace of mind provided by having Fiserv on disaster alert and knowing our recovery environment is staged and ready for us,” said the bank’s CIO.

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Challenge

The loss of a northeastern U.S. bank's Windows servers and workstations was further complicated by the loss of its local data vaulting appliance, with the potential of prolonging the reinstatement of computing services and disrupting the financial institution's service delivery to customers.

Solution

With prompt deployment of Data Vaulting and assistance from the highly trained and dedicated Fiserv technical staff, the bank was able to rebuild its servers and workstations, and reinstate programs and data, with no disruption of service to its customers. As a safeguard, the bank also had Hosted Recovery Services in case critical operations were unable to be resumed for the opening of business on Monday morning.

Proof Points

Using Data Vaulting and Hosted Recovery Services, the bank:

- Maintained business as usual for customers
- Recovered from the loss of its Windows servers and workstations
- Took advantage of its hybrid deployment to mitigate the loss of its local data vaulting appliance

Connect With Us

For more information about Data Vaulting or Hosted Recovery Services, call 800-872-7882, email getsolutions@fiserv.com or visit www.fiserv.com.



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