



DIGITAL BANKING & TRANSACTIONS COMPANY: INNOVATIONS IN DISASTER RECOVERY

ORGANIZATION

Our client is a leading provider of ATMs, POS systems, and Self-Service kiosks headquartered in Atlanta, GA, with operations in 140+ countries. Founded in 1884, our client invented a cash register, magnetic credit card strip, and self-checkout machine and has customers from small cafes to large banks and the world's retailers. The company has 34,000+ employees across 160 countries and creates software, hardware, and services that run the enterprise from back-office to the front-end and everything in between for their customers.

CHALLENGE

Our client had a disaster recovery (DR) solution for their Oracle EPM environment. All the components (Oracle HTTP Server, Foundation Server, Application Database, HFM, and Planning) were mirror-copied from production hooked onto the DR environment. Proper DNS changes were applied to make the DR environment look like production. The recovery time objective was 2-12 hours (with a goal of going back to the production server in seven days). If required, OS and application restoration and might be needed from backup media. The solution involved using a Dev Essbase server in the DR environment (using the Essbase server used for development as an alternative Essbase server in the event of a disaster).

As part of the DR capability test, users could not connect to the planning applications (i.e., in the DR environment where a Dev Essbase server was used as a DR Essbase server). After moving back to the production environment, the Dev Essbase server was in an unusable state for about six weeks.

SOLUTION

XTIVIA analyzed the logs and executed the mock DR in an isolated environment and found that the DR approach followed by the client (the drills performed by them) resulted in Essbase security file corruption. XTIVIA suggested the following options for failover:

BY THE NUMBERS:

- 34,000 employees
- Operations in 140+ countries
- USD 6+ Billion Revenues in 2019

KEYWORDS

Disaster Recovery, Oracle EPM, Hyperion, OLAP, Hyperion Essbase, Hyperion Planning

SOFTWARE

Hyperion/Oracle EPM | Hyperion Essbase | Hyperion Planning | Hyperion LCM



Failover Options

OPTION 1	Pros	Cons
Use a dedicated Essbase server for the DR environment.	<ul style="list-style-type: none"> • Oracle recommended • Successful failover • Manual change of connection parameters is not required 	<ul style="list-style-type: none"> • None
<p>OPTION 2</p> <p>Use unique names for Dev, Prod, and DR Essbase servers</p> <p>De-register the Dev Essbase Server from Dev Shared Services server</p> <p>Register Dev Essbase Server to DR Shared Services server</p> <p>Use LCM export/import for quick recovery of provisioning/applications</p>	<p>Pros</p> <ul style="list-style-type: none"> • Successful failover 	<p>Cons</p> <ul style="list-style-type: none"> • Workaround only • Not a seamless failover • Only works when unique Essbase server names are used • Connection parameters would have to be manually changed when failing over to DR environment

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BUSINESS RESULT

XTIVIA recommended a dedicated Essbase server for the DR environment (Option One) and demonstrated Option Two with pros and cons. After this, the client had a clear understanding of the root cause of their Disaster Recovery solution failure. Additionally, the failover option, accompanied by pros and cons, provided a basis for making business decisions.

XTIVIA OVERVIEW

XTIVIA is a proven technology integration and innovation company known for delivering leading-edge technology solutions to our clients' specific requirements, regardless of project complexity. We bring next-level business operations to reality through Application Development, Business Intelligence, Data Warehousing, Database Support & Management, Enterprise Information Management, Digital Experience Solutions and Enterprise Resource Planning. Our success stems from a demonstrated ability to deliver deep expertise via professional services, empowering clients to leverage their chosen technology successfully, competitively and profitably. XTIVIA has offices in Colorado, New York, New Jersey, Missouri, Texas, Virginia, and India. www.XTIVIA.com