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CASE STUDY

Site Redundancy Failovers

DELL Technologies

Customer

Dell Technologies Managed Services (DTMS)

Problem Background

Dell Technologies provides site-redundancy for a large financial services provider, using VMware Site Recovery Manager (SRM). Specifically, one of their payment platforms requires automating the VMware SRM failover as part of their CI/CD pipeline.

Problem Statement

VMware SRM failovers require health checks on the recovery site prior to a failover. These health checks were previously conducted manually, which added overhead and lead-time to business critical failovers.

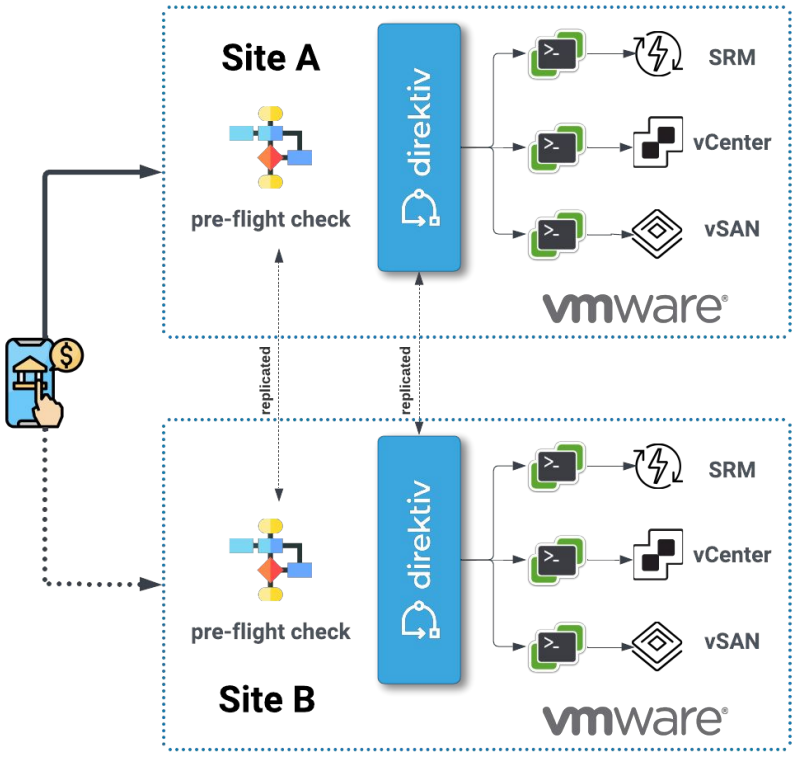
Problem Impact

Automated failovers often failed as the vCenter environment was not in a state to accept the protected VMs, due to the state of the vCenter hosts, network and storage.

Solution

Using **Direktiv** to build out a set of workflows using a VMware powercli container, checks were made to provide status and detail on current backup activity, host connectivity, replicated storage and overall SRM platform health. These checks would have normally been performed manually by a DTMS resource.

The payment platform pipeline is now able to leverage API calls to the various **Direktiv** health checks to determine if an automated failover can occur. Their pipeline makes a determination on whether the failover should go ahead based on urgency and impact. All changes to the workflow is self-maintained by the DTMS team, whilst offering the API endpoint to the customer as a service. It bypasses the need for the customer to have any access to the vSphere application or infrastructure, eliminating potential platform errors caused by manual intervention.



Business Outcome

The payment platform is able to conduct failovers automatically and independently from a DTMS resource. The financial institution would not have accepted failovers manually via the DTMS resource. The mean time to failovers are reduced by ~3 hours.

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