Appranix
A Commvault® Company

Commvault®

CUSTOMER STORY

TOP MORTGAGE LENDER

Financial Services Giant Decreased Cloud Application Resilience Cost by 85%

BACKGROUND

Family-founded and operated since 1990, this top mortgage lender has helped millions of Americans achieve their dreams of homeownership and financial betterment for over 30 years. The wellbeing and improvement of our customers' lives and the communities in which they live fuels our ambition. We're driven by boundless stamina and an unwavering focus on continuous collaboration, relentlessly seeking the right solutions for every customer and loan every day.

> **Appranix stood out among four different vendors, including AWS's native DR service across four different categories."**
>
> **Cloud Operations Leadership Team**
> A Top Mortgage Lender

Industry
Finance

Key Metrics
- Decreased environment recovery time by 21x
- Increased data resilience by 2x
- Reduced resilience/DR tests cost by 85%

CHALLENGE

Most of the top mortgage lender's data centers were shut down, and the company began using a top cloud provider for all its computing needs. Their business requirements have grown significantly in recent years because of the company's rapid expansion. Across all their application environments, the teams have utilized over 16,000 resources. These resources have been rapidly expanding over time in a variety of environments. For infrastructure auto-scaling, most of these systems employ load balancers at various levels. Throughout their development pipelines, many application teams deploy and update their environments frequently.

Entire Environment Recovery

This mortgage provider's biggest challenge is to recover their application environments rapidly after a downtime. This mortgage lender, like any other enterprise with mission-critical applications, have experienced downtime due to internal and cloud provider issues such as cloud zone failures, environment misconfiguration, bad deployments, and, on rare occasions, cloud regional failures. Their organizationally mandated recovery time objectives require business critical systems recovery in less than 4 hours in full operational condition, which is a huge challenge.

Data Resilience

In addition, data protection in the same region or across to another region is a big challenge to be able to recover at a particular point-in-time. Using data center-based backup and replication systems did not work well for their cloud applications due to challenges with agents, and the dynamic and auto-scaling nature of the applications. Hypervisor, agent based continuous data protection systems are not an option on the cloud platforms as public cloud providers do not allow hypervisor level access.

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SOLUTION

This top mortgage lender started using Appranix, a Commvault company in 2019. They are protecting 2000+ AWS resources across several VPCs, including some of their development environments. They now achieve 15 minutes RPO for their business-critical applications data. They do monthly testing. Towards the end of year, they test almost every day to gain confidence in their business system's resilience against any kind of planned or unplanned downtime.

With Appranix, they self-service their DR tests internally with just a couple of their regular cloud operations team members. Appranix has eliminated their legacy complex technical DR plans that lay out the dependencies of their systems and infrastructure using manual processes. For entire environment recoveries, Appranix automatically programs AWS cloud based on production cloud environment configurations, including the dependencies at a particular point-in-time. Appranix intelligently adjusts VPCs, virtual machines, load balancer, gateway configurations based on the availability of the resources in the recovered regions as the cloud capacity may be limited depending on the availability zones.

Furthermore, cloud operations cost for protecting their environment has been cut down drastically as Appranix system automatically monitors backup and replication SLA policies. Their teams simply tag their cloud instances from their development environment(s) for complete hands-free data protection. As they scale their business, Appranix will be dynamically scaling our system to accommodate demanding workload protection and recoveries.

It is no surprise to see why they have increased the use of Appranix 15x since their first deployment in 2019.

To learn more, visit **commvault.com**

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