

CUSTOMER SUCCESS STORY

Every application in scope, for the first time.

A European bank protected its top twenty applications and left the rest to chance — because standby compute made full coverage unaffordable. **UPC DRaaS** removed the standing cost, and the scope question answered itself.

Tier 2 was the gap

The systems that hurt were never the ones in the plan. Supervisory expectations now reach beyond critical systems to operational resilience across the estate — and the applications outside DR scope were exactly the ones the bank could not evidence recovery for.

THE SITUATION

A plan that covered the top twenty

The bank's DR programme was competent and well documented. It was also, by design, partial:

- **Standby compute priced by estate.** Every additional protected application added permanent infrastructure cost, so the list was capped by budget rather than risk.
- **Drills were expensive events.** Full failover testing consumed capacity and staff, so it happened annually at best — and never for tier two.
- **Recovery commitments were uneven.** RPO and RTO were documented for critical systems and assumed for everything else.
- **Supervisors asked about the rest.** Questions moved from the top twenty to the systems that support them, where the bank had far less to show.

THE DECISION

Remove the standing cost, then widen the scope

The bank moved to a Pay-on-Activation model where replication stays warm across the whole estate and heavy compute bills only on activation or drill — making full coverage a design decision rather than a budget one.

“We were not under-protected because we misjudged the risk. We were under-protected because every extra application meant buying a machine that would sit idle for a decade.”

— HEAD OF OPERATIONAL RESILIENCE

DEPLOYMENT SNAPSHOT

SECTOR

European banking group

WORKLOADS

Core banking · Payments · Reporting · Supporting systems

TIERS

Platinum, Gold and Silver across the estate

TOPOLOGY

Active-Active for payments; Active-Passive elsewhere

MODEL

Pay-on-Activation — storage and replication continuous

TESTING

Quarterly drills using on-demand compute

PLATFORM

Multitenant DRaaS on KVM, SOC-compliant

RESILIENCE

N+M high-availability compute

HOW IT WAS DELIVERED

Tiering

Payments and core banking on **Platinum** (near-zero RPO, 15-minute RTO); customer-facing systems on Gold; supporting systems on Silver rather than left unprotected.

Topology

Active-Active for the lowest-RTO payment workloads; Active-Passive for core systems, with the standby environment used for test and development between drills.

Testing

Drills run against **on-demand compute**, so the cost of a quarterly test is the test itself rather than a year of standby capacity.

Governance

Policy-driven DR and backup management with centralized policy, RBAC, quota enforcement, and configurable alerting across every tier.

WHAT CHANGED

BEFORE UPC DRAAS

- DR scope **capped by budget**, not by risk
- Roughly twenty applications protected; the rest assumed
- Full failover tested annually at best
- RPO and RTO documented for critical systems only
- Standby estate idle, and used for nothing else

WITH UPC DRAAS

- **Full estate** protected across three tiers
- Commitments documented per application, not per category
- **Quarterly drills** at the cost of the drill
- Standby environment doing test and dev between drills
- Evidence of tested recoverability across the estate

WHERE THE CHANGE CAME FROM

Cost stopped driving scope

Removing permanent standby compute broke the link between how much was protected and how much DR cost, which is what allowed tier two back into the plan.

Tiering matched to impact

Three tiers let payments carry near-zero RPO while supporting systems took a four-hour RTO — protection everywhere, premium pricing only where it is warranted.

Testing became routine

When a drill costs the compute it consumes, quarterly testing is affordable — and a tested plan is the only kind a supervisor credits.

WHY THIS MATTERS IN FINANCIAL SERVICES

Capabilities doing the work in this deployment:

Platinum / Gold / Silver tiers

Active-Active payments

Quarterly drill cadence

Policy-driven DR management

Role-based access

SOC-compliant platform

N+M high availability

Documented recoverability

BOTTOM LINE

UPC DRaaS turned a partial DR plan into a complete one by removing the cost that had been deciding its scope.

Let's build your continuity plan.

Speak with a specialist, or ask us to model your RPO/RTO tiers and DR cost.

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