

**AHANA DELIVERS 200 TB
UPGRADE AND ONE-DAY
RECOVERY FOR
PROMINENT INDIAN BANK
ENSURING COMPLIANCE
AND MINIMAL DOWNTIME**



Managing large databases is vital for keeping an organization's IT systems running smoothly and securely. For institutions like banks, handling vast amounts of data means that database upgrades are more than just maintenance—they are essential for ensuring the system operates efficiently and meets regulatory requirements. When dealing with extensive data volumes, upgrades must be carefully planned and executed to avoid disruptions and ensure data accuracy. Failing to properly manage these upgrades can lead to serious operational issues and regulatory problems. An effective database management is key to maintaining performance and compliance, making expert IT solutions a necessity.

Client Profile

The client are well-known Life Insurance issuers in India. The first insurance company to be listed in the Indian stock market, namely the Bombay Stock Exchange and National Stock Exchange. The company was founded in the year 2000, headquartered in Mumbai, India, and is involved in the life insurance and asset management business for more than 20 years with its presence in India, recently awarded as the “Life Insurer of The Year”, “Winner - Technology Champion of the Year – Life Insurance”, and “ET Brand Equity Kaleido Awards 2022” and many more. The company's Support Tech Centers are a testament to the organization's commitment to innovation, technology, and seamless customer experience.

The Challenge

Our client needed to upgrade their SAP IQ database to version 16.1 SP05 PL10 to meet RBI guidelines and ensure optimal performance and security. The existing database setup presented several challenges:

- **Database Size: 200 TB** with a one-week-old backup.
- **Restoration Time: 4-5 business days** required for data restoration, plus an additional day for converting simplex to multiplex in case of upgrade failure.
- **Data Integrity:** A week's data would be missing post-restoration, impacting end users.

Given these constraints, our client needed a solution that would minimize downtime and guarantee data integrity during the upgrade process.



Ahana's Solution

Our team undertook a comprehensive approach to upgrade the client's SAP IQ database, ensuring compliance and enhanced performance. The team conducted a thorough analysis of the existing setup to identify the necessary steps for the upgrade. A detailed upgrade plan was developed, starting with the User Acceptance Testing (UAT) and Development (Dev) environments to minimize risk.

Implementation Steps

Backup and Preparation

- Stopped all jobs and took a full backup of the database.
- Downloaded and placed the necessary software binaries on the server.
- Stopped database services on both the secondary and coordinator nodes.

Installation and Upgrade

- Installed the new SP05 PL10 binaries.
- Started the database with the new binaries in single-user mode.
- Executed the alter database command to upgrade the database.
- Ran consistency checks and sanity checks.

Synchronization

Installed new binaries on all secondary servers and started them in sync with the coordinator node.



The Impact

Ahana's solution resulted in measurable outcomes for the client:

- **Minimal Downtime:** The upgrade process was completed within the planned downtime window, ensuring minimal disruption to operations.
- **Regulatory Compliance:** The database was upgraded to comply with RBI guidelines.
- **Enhanced Performance:** Improved database performance and reliability.
- **User Experience:** Minimal downtime and disruption to end-users.

Ahana has been supporting the client's SAP IQ data warehouse for over five years, managing their growth from the initial implementation to a current size of over **250 TB**. This longstanding relationship has enabled seamless upgrades and consistent performance improvements.

Conclusion

Ahana's planning and execution in upgrading the client's SAP IQ database ensured compliance with regulatory standards and enhanced the database's performance and reliability. By minimizing downtime and ensuring data integrity, Ahana helped the client maintain operational efficiency and continue providing seamless services to their customers.

About Ahana Systems and Solutions

Ahana Systems & Solutions is a leading IT Infrastructure Management Services and Digital Transformation company based in Bengaluru, India. Our expertise extends to a wide range of solutions, including Cloud, RPA, DB & EDW, BI & Analytics, and Application Development. Our 100+ roster of clients relies on us for our deep domain expertise, skilled resource base, and proven partnership with the best technology providers.

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