Financial Use Case - OpenText Availability

A multinational financial institution operates online banking platforms, mobile apps, and real-time trading systems. Customers demand uninterrupted access to their accounts for transactions, while traders require millisecond-level responsiveness to execute trades. Any downtime directly impacts customer trust, revenue, and compliance obligations.

WORK FLOWS

Customer logs into online banking →
Transactions are served by the active node

Primary system outage during peak hours →
Failover triggers instantly, customers continue banking without noticing disruption

IT schedules security patching →
Services fail over to replica, maintenance is completed, and systems fail back with no downtime

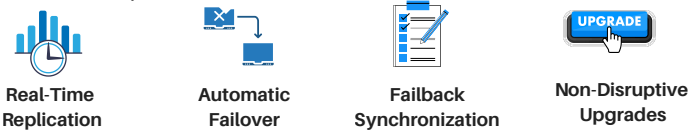
Trading platform handles market volatility →
Continuous replication ensures trades are executed with no data loss or delays.

CHALLENGES

- Zero tolerance for downtime: Outages during trading hours or payment processing can cause financial loss and reputational damage.
- Regulatory requirements: Financial institutions must comply with strict regulations (e.g., PCI DSS, SEC, Basel III) mandating data availability and integrity.
- Cybersecurity threats: Increasing ransomware and DDoS attacks put critical financial systems at risk.
- Planned maintenance risks: Even short service interruptions for patching or upgrades can disrupt global transactions.

SOLUTIONS

- **Real-Time Replication:** Continuously replicates core banking systems, trading platforms, and payment gateways between primary and secondary sites.
- **Automatic Failover:** In the event of an outage, Availability redirects users to the secondary system within seconds, ensuring business continuity.
- **Failback Synchronization:** When the primary site is restored, all interim transactions synchronize back, guaranteeing data consistency.
- **Non-Disruptive Upgrades:** IT can failover to replicas during maintenance windows, perform updates, and failback seamlessly without customer impact.



Real-Time Replication | Automatic Failover | Failback Synchronization | Non-Disruptive Upgrades

BENEFITS

1. **Business Continuity:** Eliminates disruptions in critical services such as payments, fund transfers, ATM transactions, and trading
2. **Customer Trust:** Ensures clients have uninterrupted access to their money and investments
3. **Regulatory Compliance:** Meets financial sector standards for high availability, disaster recovery, and risk management
4. **Operational Resilience:** Protects against cyberattacks and infrastructure failures while supporting a 24/7 global economy

CONCLUSION

By implementing OpenText™ Availability, they significantly strengthened their operational resilience and customer experience. The solution enabled seamless failover and real-time replication across critical systems, ensuring uninterrupted access to banking services and trading platforms, even during outages or maintenance windows. As a result, they maintained compliance with stringent financial regulations, mitigated cybersecurity risks, and upheld customer trust in a high-stakes, always-on environment. OpenText™ Availability proved instrumental in supporting their 24/7 global operations with zero tolerance for downtime.