iSON technologies

iSON performs bcp/dr for a mobile money platform (e- money platform) for a leading telecom operator in africa

The Objective

The operator was keen for an IT vendor to implement BCP / DR for the application, associated processes and Data Centres for mobile money platforms. The objective of the exercise was to design an IT infrastructure which will keep the operator's mobile money business-critical applications up and running even in the eventuality of a disaster. Business continuity was desired to avoid violation of regulations and/or guidelines, increase customer trust/ loyalty and improved availability and outage avoidance.

The Challenge

Mobile money has witnessed the fastest acceptance by Africa as it was designed for the "unbanked" population in the region. These services are provided by Telecom service providers through which customers can make cash transactions using their mobile phones with banks through mobile money providers supporting the transaction at the back-end. Since this service involves money transaction and works in collaboration with banks, mobile money providers need to follow and adhere to regulations from both, banks as well as telecoms regulatory authorities. The client was using mobile money platform to carry out mobile money transactions and thus this service was under the preview of regulations that are applicable to banks and non-bank e-money issuers in Africa.

The Solution

iSON developed a robust project plan for BCP/DR implementation in 17 African countries where mobile-money services were offered on the mobile money platform

iSON performed the following analysis for the BCP/DR project:
- Process BIA was conducted to determine the RTO / MTPoD values for Business and Technical processes for the operator and the platform provider supporting mobile money business.
- Application BIA was conducted for mobile money Platform application to determine the RTO and RPO values.
- FMEA was conducted for mobile money platform and its related IT infrastructure
- Risk assessment was conducted for data centre hosting mobile money platform application

Based on the results of the BIA and RA of processes and application, Business Continuity and Disaster Recovery strategies were proposed and finalized with business consent. Once the strategies were finalized, our consultants prepared a comprehensive training and awareness program to cover the entire Mobile Money business team. Separate programs were developed to cover the entire population covering IT operations, business teams, and Leadership team.

The Benefit

1. The operator was assured of business continuity and an always available DR IT infrastructure to keep its mobile money business-critical applications up and running even in the eventuality of a disaster.
2. The operator was well-informed and prepared of the business impact in the light of any discontinuity of the mobile money product, process, and application.
3. The risk assessment performed at the operator's end not only highlighted factors related to the IT infrastructure but also the data centre that was hosting the application.