

Leading Travel Service Distributor Migrates to Multi-cloud Solution Seamlessly

“Once we’d begun work on the migration, the Data Intensity team not only went the extra mile to ensure every step of the project was thoroughly planned, designed, built, tested, and implemented but also kept us informed every step of the way and delivered it successfully.”

– Lead Program Manager

CASE STUDY
Oracle Cloud Management

A world leader in provisioning of ground travel products and services offers a broad portfolio of travel services with more than 50,000 suppliers in 185 countries. The company supports its services with a supplier management application that handles reservations, payments, and related transactions.

Challenges

Rapid Migration Delivers Seamless User Experience

In late 2016, this mission-critical application had outgrown its existing on-premises platform, and the company determined that its need could best be served by rapidly moving the application, along with its data center and supporting infrastructure, to the cloud. In Europe, the company selected Oracle Public Cloud as the target platform, while performance considerations in APAC led to a private cloud deployment solution.

The existing on-premises platform in Europe was at capacity and was suffering from performance and stability issues. It was imperative to bring the replacement solution on-line rapidly – not only to provide a platform for growth but also to on-board new suppliers and maintain business system availability.

Equally important was to ensure business continuity while the service was transitioned. The supplier management application needed to be highly available, and the company determined that an extended maintenance window of more than 30 minutes would not be acceptable. This requirement demanded dual systems with a phased migration of suppliers from existing to new systems to guarantee no impact on transactions or workflow in business operations.

“We understood that any disruption in service could have a major impact on our supplier relationships and therefore on future as well as current business. Providing a seamless transition for our users was the most challenging goal,” said the lead program manager.

Industry

Travel

Benefits

- Migration to the Cloud in Just 5 Months
- Scalable Solution for Future Growth
- No Disruption During Application Upgrade

Solutions

- Oracle Management Cloud
- IaaS & PaaS
- Oracle Database Backup Cloud Service
- Oracle Exadata Cloud Service
- Oracle FastConnect
- Oracle GoldenGate
- Oracle Corente VPN
- Data Intensity Discovery Services
- Data Intensity Migration Services
- Data Intensity Integration Services

Solutions

Meticulous Project Planning and Execution

The company first selected Data Intensity to build a private cloud for them in APAC, which was built on an Exalogic Elastic Cloud-engineered system. Based on the capability demonstrated in this project and Data Intensity's experience with other public cloud migrations, the company in turn asked them to lead the migration to Oracle Public Cloud in Europe.

The Data Intensity team worked closely with the travel company's technical and non-technical requirements from key stakeholders and third-party suppliers as well as the enterprise architecture, network, infrastructure, and database teams to develop a detailed implementation plan. Because of these strong relationships and its experience in the platform, Data Intensity was able to engineer a plan that addressed everyone's needs. The solution consisted of building out application and database clusters using a mixture of PaaS and IaaS platforms and configuring bidirectional data replication to their existing solution. As new suppliers were brought in, they were provisioned directly to the cloud environment, while the existing suppliers were migrated to the cloud instance over time for a seamless transition. Data Intensity's technical team also advised on the impact of various additional technical decisions to ensure the maximum value was gained from the platform in the short- and long-term.

Migration to the Oracle Public Cloud

The public cloud architecture was built on several IaaS and PaaS platforms with the following major elements:

- Implementation of Oracle Database Exadata Cloud Service to boost performance, increase flexibility, and benefit from its scalability.
- The supplier services, delivered from a custom application, were protected by and accessed by a cloud IAP proxy to increase security and control network authenticity in the Oracle Cloud.
- Infrastructure access went through Oracle FastConnect, allowing a secure exchange of data between private and public clouds, while Oracle CoreNet VPN was set up as the global connectivity IP network.
- Database backups were automated to Oracle's Database Backup Cloud Service.
- Oracle GoldenGate bidirectional data replication ensured real-time data was integrated and synchronized across databases.
- The Oracle Management Cloud monitored the entire Oracle stack from one central tool, which provided monitoring capabilities for applications and increased IT stability.

The new infrastructure was built and provisioned to the company's standards and applied Data Intensity's technical expertise to deliver the best solution. Data Intensity also trained other suppliers on the new infrastructure deployment by showing them how to troubleshoot connectivity issues.

Results

Seamless Migration to Public Cloud in Just Five Months

Despite the challenges inherent in such an aggressive migration, the new public cloud infrastructure was tested and fully functional within one month. The next four months focused on UAT and transitioning the service. The migration was seamless, allowing all of the existing suppliers to transition smoothly, with no change in operating processes and with no disruption to their business operations. As a result, the cloud implementation successfully replicated the legacy on-premises solution and delivered higher performance, improved resilience, scalability, and greater security.

"We came to Data Intensity with a tough challenge: a complex technical requirement, a demanding user base, and a short timeline," said the company's lead program manager. "Data Intensity measured up to this challenge in every respect, and I would strongly recommend them to others with similar needs."

