



CASE STUDY Moving a Global Airline Alliance From a Fixed Server to a Virtualised Solution



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**Bob McNair, Vice President
Information Technology, oneworld**

CUSTOMER: oneworld

SOLUTION: VMware virtualised hosting solution

BENEFITS: Greater availability, great cost savings

SITUATION

oneworld is a global airline alliance that offers a range of air travel options, rewards and benefits across 10 of the world's biggest and best airlines, including American Airlines, British Airways, Cathay Pacific, Finnair, Iberia, Japan Airlines, LAN, Malév Hungarian Airlines, Qantas and Royal Jordanian, plus around 20 affiliate carriers.

Blue Sky had provided Lotus Domino hosting services for oneworld since 2004. In 2008, oneworld asked Blue Sky to provide secure, reliable hosting for two distinct sites that make up an essential part of how the alliance operates.

The first was eRooms, an internal document management and project room service that allows for internal communications between the various participants in the alliance. The second was **businessflyer**, a corporate travel programme and online booking tool for small and medium enterprises.

The success of both sites would rely on 24/7 availability, transactional reliability and speed and, of course, complete security.

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SOLUTION

To meet this new brief and the changing needs and infrastructure of the **oneworld** business, Blue Sky refreshed their hosting solution onto two servers, with the production server running VMware ESX, a virtualised hosting solution.

Virtualised hosting allows **oneworld** to run two distinct applications – eRooms, the internal service and **businessflyer**, which is customer-facing – from one server, by splitting their server in two. So the company enjoys greater availability and higher performance, while enjoying cost savings at the same time.

RESULTS

Virtualisation is already proving reliable and cost-efficient for oneworld. For a start, because Blue Sky hosts the solution in 'cyberspace', there is no need for a fixed server location somewhere in the world. This is ideal for a global operation like oneworld, and allows for centralised control and maintenance.

Also, if any component of the system fails, VMware simply moves the system to another Blue Sky webspace, so the service remains constantly available to the many oneworld members around the globe, ensuring a reliable, enjoyable customer experience.

Of course, the cost efficiencies are enormous. No physical real estate is required to host the system and resources like support and security are shared with other virtualised hosting clients.

As a result, oneworld is able to offer a better service to both customers and staff – and maintain cost efficiencies in the highly competitive air travel arena.