



MANAGED SERVICES CASE STUDY

Travelling Light

Sonata helps European travel giant get rid of excess baggage by taking over its IT infrastructure management

Client Overview

The client, Europe’s largest multinational leisure, travel, and tourism company, operates over 150 aircraft, 16 cruise ships, and 381 hotels. With a market capitalization of €10B, the company sought to expand rapidly in multiple new geographies. It needed a partner who could help it manage its massive IT infrastructure, a sprawling set of applications, control costs and improve reliability.

Revenue	Customers
\$18.53 B	>20M
Lines of business	Destinations
6	180

The Pressure Points

Like many others in the travel industry, the company had accrued significant technological debt, which required huge spends and resources to manage and operate.

- ▮ Limited resources to manage and maintain complex IT systems.
- ▮ Hiring, training, and retaining IT staff was expensive
- ▮ Difficulty staying current with the latest technologies and best practices in IT infrastructure management.
- ▮ Compliance and security requirements for sensitive data and systems.
- ▮ Suboptimal system performance due to maintenance and support limitations.
- ▮ Difficulty scaling IT infrastructure to support business growth and changing needs.
- ▮ Lack of flexibility and agility to respond to changing business needs and requirements.
- ▮ Need to provide reliable and consistent IT services to employees and customers.

200 Mission Critical Applications	Around 1500 Window servers	Around 1900 Unix Servers	2.0 PB/month of Backup
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Solutions

Sonata’s dedicated team of experts took over the end-to-end management of the client’s infrastructure, from offshore.

Server Management (Windows, Solaris, AIX, HP-UX, Linux)	Database Management (Oracle, DB2, MS SQL)	Oracle Apps Database
Storage – Backup and SAN maintenance	Service Desk: User Credentials Management	

Results that Speak Volumes

Business Benefits

Reduced costs	Unlocked resources to support core business	Improved productivity
Fewer hassles related to IT hires, training and retaining		

By The Numbers

IT infrastructure cost reduction	Average incidents handled daily	Average service requests handled annually
50%	46	6,600