

## DATA CENTER HEALTH CHECKUP DIAGNOSES & CURES WHAT AILS AIRLINE TECHNOLOGY SOLUTION PROVIDER

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**N'COMPASS CLIENT / DIRECTOR OF TECHNOLOGY**



Plagued by rising fuel prices and a slowing economy, a staggering 24 airlines went bankrupt in the first half of 2008. Yet a Minneapolis-based client of N'compass who provides technology solution to airlines worldwide, has managed double-digit growth.

Over 85 airlines depend on this provider's hardware, software, networking and communications solution every day. If their data center experiences a problem, hundreds of thousands of travelers stand to be negatively affected.

Staying ahead of the data center demands is the responsibility of the N'compass client's Director of Technology. Recently, he was faced with an unexpected hurdle when three large clients were slated for implementation—and they lacked the necessary power. “Delaying the implementation was unacceptable,” says the Director of Technology. “Our reputation and revenues were at stake. We needed a dependable solution, and we needed it fast.”

### BRINGING VALUE TO THE TABLE

The N'compass Data Center Health Checkup solution prompted them to take a more global look at their needs. The end result: a plan that justified a redesigned data center to accommodate future growth.

Pleased with the progress to date, N'compass has been retained to manage the data center rebuild. “I knew I could trust their technical skills but, more importantly, I saw that their efforts were truly motivated by my business goals.” explains the Director of Technology. “Other vendors don't necessarily consider the strategy, but N'compass does.”

Based on a firm understanding of their client's continuing IT demands, N'compass supported a virtualization model that would allow them to better manage it servers. “There is increased pressure for better control of infrastructure management costs,” explains N'compass President Chris Flaherty. “IT organizations are being encouraged to reduce the volume of hardware required to support their organizations.”

N'compass provided a total cost of ownership, vendor analysis, server recommendations and projections

regarding budget and timelines. New servers from Sun Microsystems were a key component of those recommendations.

When the project began, the client had 1,700 servers from another major manufacturer. By moving to a virtualization model powered by Sun servers, N'compass knew that number could be decreased up to 90 percent. “Sun's high-performance servers are among the most efficient and energy-sensitive in the industry,” explains Flaherty. “We're confident that their servers will help our client reduce processing times, streamline backup processes and improve performance.”

### MOVING FORWARD: THE PROMISE OF VIRTUALIZATION

Determined to maintain a high availability rate and improve speed-to-market, everyone is encouraged by early results. Clients are now up and running nearly twice as quickly, which means faster revenue recognition and a competitive advantage.

In addition, the client can more readily respond to client needs. For instance, the airline client runs promotions that can result in over 800,000 hits to their website in a given hour. Virtualization easily accommodates those spikes in usage. They can spin up a new system in minutes - and then shut it down when it's no longer needed.

Other benefits to the N'compass Data Center Health Checkup solution and resulting virtualization model include:

- ✦ **Decreased number of servers (ratio will be approximately 25 to 1)**
- ✦ **Reduced power and cooling costs (from \$320,000 annually to \$90,000)**
- ✦ **Improved server utilization**
- ✦ **Reduced equipment procurement times**

While the virtualization project is still in process, all parties are confident that virtualization was the right move. Thanks to the partnership between the client, N'compass, and Sun, a very effective model was created for a very healthy data center.