DELLEMC

AMADEUS IT GROUP SA

Global distribution and IT solutions business relies on Dell EMC Support

Founded in 1987 and based in Madrid, Amadeus IT Group SA has two areas of focus: a global distribution system and IT solutions. Acting as an international distribution network, Amadeus provides search, pricing, booking, ticketing and other processing services in real-time to a range of customers from airlines and travel agencies to car rental companies and cruise lines. Its IT Solutions business offers travel companies software systems that automate processes such as reservations, inventory management, and departure control. The Amadeus team of some 14,000 people operates in more than 190 markets worldwide.

CRITICAL INFRASTRUCTURE RELATIONSHIP

With more than 49 PB of storage, the Amadeus IT infrastructure handles more than 3.8 billion transactions per day and—at peak—more than 55,000 transactions per second. With thousands of businesses relying on it, Amadeus must keep its critical IT infrastructure up and running smoothly.

To illustrate the point, Christophe Lacombe, systems infrastructure manager, describes a segment of the Amadeus infrastructure that supports roughly 5,000 developers. "If the system is down, they aren't able to work; and we can't afford to be down for an entire day. This is a very critical infrastructure for us," says Christophe. "We need a strong relationship with a vendor we trust to help us keep our environment running smoothly. And that's what we have with Dell EMC."

Amadeus has been a Dell EMC customer since 2000 and today uses Dell EMC Isilon and Dell EMC VNX platforms. In addition, the company has engaged a Dell EMC Technical Account Manager (TAM) from Dell EMC Services. The TAM is an experienced technically-oriented contact, focused on a specific technology area within the Dell EMC portfolio.

PROACTIVE SUPPORT

When purchasing a solution, support was a major consideration for Amadeus and Dell EMC's reputation as a service leader in the industry made the choice to select Premium Support clear. "We appreciated the quality of support," says Christophe, "and the fact that it is suitable for our mission critical environment, and the many proactive service capabilities such as Secure Remote Services (ESRS), available through Dell EMC Premium Support."

Amadeus initially engaged the TAM service in 2015 to round out Isilon support and meet the availability needs of the business. "We understood the best approach was to engage a Dell EMC Isilon TAM to help us streamline the day-to-day management and support requirements for our Dell EMC environment. The goal is to prevent problems before they occur," says Christophe.

The TAM service includes personalized and proactive support with a direct link to the broader Dell EMC support team's technical expertise and capabilities. For example, the

TAM plans and tracks technology upgrades, applies Dell EMC best practices to improve the technical environment, and shares important information such as new technology features along with an adoption plan.

"We trust our TAM and the Dell EMC team that backs him," Christophe says. "We rely on his first-hand knowledge of our environment and technical expertise. He takes steps to help us avoid issues, and can immediately engage additional Dell EMC resources when needed."

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Christophe Lacombe, Systems Infrastructure Manager

BACKGROUND AND EXPERIENCE

The Dell EMC TAM initially supported two Isilon clusters in Nice. Amadeus subsequently added new Dell EMC Isilon clusters in Boston, Bangalore and Sydney, a total of five production clusters. At the same time the TAM took on a new responsibility—managing a total of seven existing VNX unified systems around the world.

According to Christophe, the TAM's background and experience enabled him to manage the new Isilon systems as well as the existing VNX systems. He designed everything needed to monitor the VNX platform to the same standards as the Isilon platform by creating reports from the weekly log collection. The TAM uses ESRS system-monitoring data to produce easily accessible and relevant reports on capacity planning/storage utilization; release management (target code and patch adoption planning); and Support Service Request follow up. With these reports, the Amadeus team is able to make informed decisions on how best to maintain optimum uptime and performance levels.

SUPPORT ON A DAILY BASIS

The TAM meets in person with his Amadeus contacts at least quarterly; holds scheduled conference calls with the global Amadeus team monthly; and communicates through calls and emails on a weekly and daily basis. Much of the communication revolves around current operating conditions, best practices, issue resolution, and platform evolution.

The Amadeus team is working with the TAM on the evolution of its storage platforms and it values his outlook and perspective. "In addition to handling day-to-day support management activities, our TAM conducts periodic business reviews to ensure longer-term planning," says Christophe. "When we talk about platform evolution, our TAM has an open mind, a larger vision based on his experience with both VNX and Isilon."

AN EXTENSION OF THE TEAM

The Amadeus team spans the globe with operations in Sydney, Bangkok, Bangalore, Nice, Madrid, London, Boston, and Atlanta. "When you purchase a service you expect responsiveness, and that's what we get with the TAM," says Christophe. "He takes calls at any time, even on weekends in case of a crisis. He is always there for us."

While the focus is on proactively avoiding issues, when an issue does arise, the TAM responds quickly with fast access to the technical experts he needs to promptly resolve

the problem. Christophe recalls a recent VNX Severity Level-1 with the potential for major implications for the 300 to 400 developers affected, but "the TAM and Dell EMC support resolved the incident within an hour."

Christophe considers the TAM to be an extension of the Amadeus team. "Our TAM isn't someone to contact just when there's an incident," he says. "We have ongoing communications about operations, and regular discussions about evolution and design. He knows our environment, helps us stay up and running on a daily basis, and delivers flexibility to our support model with both timing and technical expertise. We now have two platforms managed by just one person. Our TAM is our main contact with Dell EMC Services."