



Equinix supports SunExpress on its digital journey

SunExpress partners with Equinix to implement new solutions and increase customer satisfaction

Case Study



Established in 1989 as a joint venture of Turkish Airlines and Lufthansa, SunExpress acts as a tourism ambassador between Türkiye and Europe with 35 years of experience and leisure airline expertise. SunExpress relies on Equinix to create and manage a strong infrastructure to provide the best service.

Challenge

Purchasing a closed line or circuit between Türkiye and Europe from multiple service providers resulted in higher costs and longer problem resolution times.

One of the main challenges in the project was the increasing demand of the aviation industry for connection to ecosystem partners such as Amadeus, IBS and Amazon Web Services (AWS). The company also faced additional challenges in building digital resiliency, decreasing time-to-market, eliminating dependencies and focusing on neutrality.

Solution

SunExpress partnered with Equinix to join a powerful ecosystem in March 2023. Once the partnership began, SunExpress managed its IT infrastructure on Platform Equinix® in the FR4 Frankfurt and IL2 Istanbul International Business Exchange™ (IBX®) data centers.

The complete solution required Equinix and one of its local partners to work together. Equinix's system integrator partner, KoçSistem, provided colocation services for SunExpress in the IL2 IBX.

Equinix helped SunExpress to interconnect securely and directly with customers, value-chain partners in the aviation industry, and Equinix's Infrastructure as a Service (IaaS) capabilities—while enabling access to IBS, Amadeus, Microsoft Azure and AWS via the Equinix Fabric® global backbone. By deploying Equinix Fabric and Network Edge as digital services, the airline also empowered its digital journey with high-level scalability for rapid growth.

“Equinix was an ideal digital infrastructure provider due to its powerful ecosystem, better cost and consumption model compared to its alternatives.”

Kubilay Önder, IT Infrastructure and Operations Senior Manager, SunExpress

Benefits

With Equinix services, SunExpress gained several integrated solution advantages:

- As a part of a strong aviation ecosystem, SunExpress maintains the essential infrastructure to reach business partners and offer new solutions.
- Flexible and virtual interconnection provided by Equinix ensures secure access to aviation ecosystem partners and all cloud environments.
- Integrated solutions with Equinix Fabric remove physical dependencies such as hardware, logistics and vendor management.
- Equinix facilitates cost-effective operations with its power-efficient, I-REC-certified data centers covered by renewable energy.
- With enhanced, seamless, low-latency connectivity, SunExpress has the agility to access all cloud environments, aviation ecosystem partners and internet service providers—while achieving quick time-to-market.
- Equinix Network Edge optimizes hybrid multicloud networks, increasing business agility and continuity.

Results

Enhanced network performance

Before using Equinix solutions, access time was 75–85 ms with 1–4 ms jitter from Antalya to Azure® internal services and systems. Thanks to the Equinix platform and its services, this period decreased to 62–67 ms and jitter levels of 0–2 ms. This solution achieved packet transfer with a more stable line.

Increased flexibility

Deploying Equinix's interconnection services in operational processes and troubleshooting—instead of multiple service providers—not only made a difference in costs but also shortened problem resolution times.

Improved flight operations efficiency

SunExpress carried more than 12 million passengers in 2023. Thanks to the services received from Equinix's digital infrastructure to ensure the continuity of flight operations, critical service interruption decreased by 6.5 hours compared to 2022. With decreased expense factors affecting flight operations—such as delays, gate changes and flight order issues—SunExpress has also reduced revenue loss.

More dependable service

Equinix ensures that operational requirements and technical data are delivered to the relevant systems smoothly and on time, serving as the bridge between Türkiye and Europe for the SunExpress network infrastructure.

Solution components

Equinix interconnection solutions

With Fabric and interconnection services, Equinix delivers access to IBS, Amadeus, Azure and AWS. This enables fast, secure, private interconnection between SunExpress and its partners, customers and cloud providers.

Equinix Fabric

With Equinix Fabric, SunExpress has optimized its multicloud strategies to get best-of-breed services, lower costs and greater resiliency across its distributed operations, all without growing overwhelmed by the complexity of hybrid multicloud networking.

Equinix Network Edge

SunExpress deploys Equinix Network Edge on network optimization and visualization cases.

KoçSistem value-added services

With KoçSistem's expertise in the system integrator market, SunExpress strengthened its digital infrastructure by leveraging colocation services at the Istanbul IL2 IBX data center. This enabled SunExpress to achieve greater operational efficiency while ensuring secure, low-latency access to critical aviation systems such as Amadeus, IBS, Azure and AWS. Additionally, thanks to KoçSistem's local expertise, uninterrupted connectivity and proactive management led to in-flight operations, enhancing passenger satisfaction.

“Equinix’s broad global footprint that can support our growth plans was one of the key reasons for our partnership. SunExpress will benefit from the Equinix infrastructure to provide a more efficient and faster network infrastructure for new destinations.”

Kubilay Önder, IT Infrastructure and Operations Senior Manager, SunExpress



About SunExpress

Established in 1989 as a joint venture of Turkish Airlines and Lufthansa, SunExpress acts as a tourism ambassador between Türkiye and Europe with 35 years of experience and leisure airline expertise. SunExpress flies on 200 routes to 35 countries and carries more than 12 million passengers every year. With its headquarters in Antalya and Frankfurt and bases in Izmir and Ankara, SunExpress has more than 4000 employees.

SunExpress.com



About KoçSistem

As a member of Koç Group of Companies, KoçSistem is a long-established and leading information technology company, presenting technology to the business world for over 75 years. Offering a competitive edge and productivity to companies with its innovative products and services, KoçSistem maintains its leading position in the industry, with its vision, modes of operation, and the value it attaches to its stakeholders.

Kocsistem.com.tr/en

About Equinix

Equinix (Nasdaq: EQIX) is the world's digital infrastructure company[®]. Digital leaders harness Equinix's trusted platform to bring together and interconnect foundational infrastructure at software speed. Equinix enables organizations to access all the right places, partners and possibilities to scale with agility, speed the launch of digital services, deliver world-class experiences and multiply their value, while supporting their sustainability goals.

Equinix.com

Drive your future forward on Platform Equinix[®]

Platform Equinix is where digital businesses bring together all the right places, partners and possibilities to create the digital infrastructure they need to succeed. It's the trusted foundation for digital infrastructure, enabling businesses to innovate and create value through our digital ecosystem of tools, technologies and capabilities from the most valuable partners and communities in the world.

