Jac Travel Delivers Higher Quality Customer Service with HyperCloud™

Virtual Desktop-as-a-Service accelerates SLAs and reduces cost

About Jac Travel

Jac Travel is a premier supplier of online hotel bookings and inbound travel services to the tourism sector by offering hotel search and booking services. Its headquarters are in London and it also operates from 14 offices worldwide, employing more than 500 members of staff with more than 2 million customers using its services every year.

Challenges

» Aging, complex infrastructure drove up costs for management, maintenance, power and cooling

» Inability to scale the infrastructure to meet increasing demands

» Difficulty supporting required uptime for a business-critical application

Solution

» Virtual Desktops-as-a-Service delivered on HyperCloud™ seamlessly supports the increasing number of VDI users with simple scalability

» Effectively manage costs with pay-as-you-use pricing and reduced power and cooling costs with a 75% reduction in physical footprint

» Reduce implementation time by 95%, accelerating time to value with less than a day to be up and running

> After conducting detailed research and initial evaluation into the best solutions available on the market, we met the HyperGrid team and its VDI solution immediately impressed us. Additionally, the way that the team worked with us on delivering the Proof of Concept that further impressed us. We were told we could operate the system for as long as we needed to feel comfortable with it. It all worked very well and in terms of the VDI needs, the HyperGrid solution has massively over-performed.
>
> – Corin Grieves,
>   Head of Infrastructure at
>   Jac Travel

Virtual Desktops-as-a-Service powered by HyperCloud™

» Rapid deployment with less than a day to be up and running

» Pay-as-you-use pricing lowers TCO

» QoS (Quality of Service) Controls on Every VM

» Simple management and maintenance

» Built for a DevOps Model

» Modular Scaling

Challenge: Replace an aging VDI Infrastructure with no disruption to end-users

Jac Travel was looking to conduct an infrastructure refresh and migrate to an alternative virtual desktop infrastructure (VDI) environment. They had recently acquired a company and now had 550 VDI users. Its legacy IT infrastructure was heavily predicated on a large scale Dell estate which had become outdated and given its footprint, was becoming cost prohibitive. It required significant resources for management and maintenance as well as power and cooling.

Jac Travel was previously running Citrix VDI on Dell servers, which caused the company considerable technical issues. The team was not able to scale easily, it was time-consuming and difficult to get new users online and the team was not able to respond to changing business requirements.

"VDI isn't easy to set up and deploy despite the clear benefits it can bring to an organisation. It can be complex, is often claimed to be expensive and if the back-end infrastructure suffers an outage, can profoundly impact end user productivity. As a result, your servers, storage and network infrastructure must be highly fault-tolerant. Add into that mix the fact that VDI is resource intensive in the data centre and you are then facing underlying calls for power, cooling and ever increasing levels of network capacity." said Corin.

The Solution: Virtual Desktops-as-a-Service on HyperGrid's HyperCloud™

The company wanted to find an alternative solution to its existing VDI estate, one that would ensure its back-end infrastructure was fully redundant, expandable and fault tolerant, while ensuring a rapid return on investment. Additionally, the central control and administration of the desktop environment delivers more security than traditional desktops.

"We originally looked at a number of cloud based options and even completely outsourcing the VDI but we realised pretty early in the scoping process

that we needed a quick solution that could phase in 550 deployments across our multi-tenancy platform," said Corin.

Jac Travel looked for alternative options including the likes of Amazon Web Service, however the company settled on HyperGrid. HyperGrid's VDIaaS powered by HyperCloud™ was deployed rapidly and can scale to thousands of desktops in one grid. It enabled centralized management and offers CIOs the opportunity to reduce total cost of ownership (TCO) through lower desktop infrastructure acquisition cost with the use of thin clients and bring your own resource/device (BYOR/BYOD) programs.

Results: Reduced costs, better performance

After switching to the HyperGrid platform, Jac Travel managed to cut its footprint significantly, moving from a full 42U rack of Citrix-related infrastructure, to 2U. This associated space saving has also delivered financial savings in terms of power consumption and cut carbon emissions when compared with the aging infrastructure in place beforehand.

Post migration the performance gain of each Virtual Desktop was significant. This coupled with the redundant nature of the solution led to increased productivity of Jac Travels users.

In addition to enabling Jac Travel to migrate its VDI, it is now in the process of moving its core commercial platform database onto HyperGrid. The company wanted agility - and the ability to control its own environment with on-premise virtualization was an important factor.

Jac Travel's VMware infrastructure is starting to come to the end of its service life and it's increasingly looking like it will move onto HyperGrid as well. When migrating to Microsoft's Hyper-V platform there were no extra costs during installation typically associated with VMware. This will continue throughout the systems lifespan as Hyper-V is free to run, compared with ongoing VMware licensing costs.

HYPERGRID™