

CASE STUDY
MANAGED HOSTING
SERVICE WITH
IZO™ PRIVATE CLOUD
RUNS ULTRA-RELIABLE
BUSINESS CRITICAL APPS
FOR LOW-COST AIRLINE

THE SMART PEOPLE'S AIRLINE LEARNS ABOUT HYBRID CLOUD BEST PRACTICE FROM TATA COMMUNICATIONS

BUSINESS CHALLENGE

Business expansion plans were threatened by obsolete on-premise hardware and software, along with the need to upgrade a SAP system and put disaster recovery provisions in place. That meant GoAir had no option but to reinvent its systems landscape. The upside was the right commercial model would escape the need to spend vast CapEx on new facilities.

SOLUTION AND BENEFITS

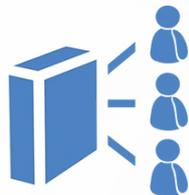
A Tata Communications hybrid cloud solution located in Mumbai comprises a Managed Hosting Service to accommodate a new SAP S/4 HANA system, with IZO™ Private Cloud to assure compliance for other mission-critical applications. Meanwhile, a DR capability has been established in Bengaluru. Upgraded connectivity keeps everything operating together.



Double-digit relentless growth in passenger numbers



USD millions of CapEx avoided



\$80,000 software licence savings



100% availability against 99.95% SLA

ABOUT GOAIR

GoAir is a low-cost carrier based in Mumbai. Owned by the Indian business conglomerate, Wadia Group, it started its operations in November 2005 and currently runs a fleet of 32 Airbus A320 aircraft in economy plus business configurations. Growth in that fleet is planned, with firm orders to take it up to 144 planes. As of March 2018, it operates over 200 daily flights to 23 cities.

For more information go to: www.goair.in

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VP INFORMATION TECHNOLOGY, GOAIR

SEAMLESS SYSTEMS ENSURE SUPER EXPERIENCES

Naturally, low-cost carriers like GoAir don't scrimp when it comes to safety and regulatory compliance. Far from it. Their standards have to be right up there alongside airlines that charge travellers much, much more for their flights.

It's the same with IT. Top-flight systems are crucial for customer experiences that feel like first-class, from advanced ticketing to embarkation to arrival at their destinations. In fact, for GoAir, nothing less than the best will do when it comes to caring for its passengers and its people. That's why it positions itself as The Smart People's Airline.

Sajid Sayed, VP for Information Technology at GoAir, says: "Our systems must always work seamlessly and faultlessly, but that doesn't mean they have to cost a lot. At the same time, low cost cannot mean low quality of services."

CLOUD SPREADS COST TO CONSERVE CASHFLOW

When the company's legacy infrastructure started showing the strains of relentless double-digit growth in passenger numbers, it was time for GoAir to rethink its systems strategy.

"We were running obsolete on-premise hardware and software, most of which was no longer supported by suppliers," says Sajid. "We needed to upgrade to SAP S/4 HANA, too, as the Oracle database we were using was also out of support. Worse, business continuity and disaster recovery measures were non-existent. Our expansion plans dictated urgent action."

Looking for a commercial model that would escape the need to spend millions of dollars-worth of CapEx on fitting out new data centre and disaster recovery facilities, GoAir conducted a detailed market analysis of cloud-based options.

"In the airline industry we're not afraid of the cloud, as systems like reservations and ticketing have been running in remote data centres for a long while. By opting for an OpEx model we could spread the cost over at least five years," adds Sajid. "We soon got down to a shortlist of three, which included Tata Communications."

"Top executives from Tata Communications turned up on our doorstep to show how important our company was to them. That was very reassuring."

SAJID SAYED
VP INFORMATION TECHNOLOGY, GOAIR



INNOVATIVE SAVING SUGGESTIONS

As the selection process progressed, Tata Communications moved ahead. Its understanding of the need for a hybrid public/private cloud architecture along with innovative cost saving suggestions proved influential. For example, Tata Communications was alone in showing how GoAir could save \$80,000 by reusing existing software licenses in the IZO™ Private Cloud environment.

“The Tata Communications approach stood head-and-shoulders above its competitors. The team working on the account was very proactive and hands-on when it came to technical solution designing,” Sajid says. “Top executives from Tata Communications turned up on our doorstep to show how important our company was to them. That was very reassuring. Taken together, that gave us a lot of confidence.”

When it came down to the wire, pricing was important too, and Tata Communications proved its commercial flexibility. “I had a number in mind beyond which I wouldn’t move,” recalls Sajid. “When that became clear between us we shook hands on the deal within 30 minutes. That process was helped by the lean architecture Tata Communications had designed.”

IZO™ PRIVATE CLOUD ASSURES COMPLIANCE

The Tata Communications hybrid solution includes a Managed Hosting Service with dedicated physical servers running in its data centre in Mumbai to accommodate an upgrade from the airline’s legacy SAP ECC 6.0 system to SAP S/4 HANA 1610.

Meanwhile, IZO™ Private Cloud was used for other mission-critical applications, which include the Engineering and Maintenance System. Other commercially critical systems also run in the IZO™ Private Cloud.

Sajid says: “We were impressed that Tata Communications understood the security imperative of avoiding shared systems, and suggested IZO™ Private Cloud. That in-depth knowledge of cloud architecture compliance issues was very reassuring.”

A full DR capability has been established in a Tata Communications data centre in Bengaluru for SAP S/4 HANA, Engineering and Maintenance System and other commercially critical systems.

Upgraded connectivity sees Tata Communications Internet Service running at 15Mbps and 10Mbps for the production and DR data centres respectively, while an 8Mbps point-to-point circuit enables data replication between those data centres. Meanwhile, a Tata Communications Global VPN interconnects all airport hubs with the Mumbai data centre, from which a Tata Communications Internet Service offers connectivity to the UK-hosted Reservation and Departure Control System.



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MANAGED SERVICE KEEPS IN-HOUSE TEAM LEAN

The choice of Tata Communications by GoAir was further vindicated when it came to the migration to the new hybrid cloud infrastructure, which, again, reflected the subject matter expertise of the people involved. “The engineers in the Tata Communications team were highly capable and their solution designing and deployment was very thorough. That was a significant factor in our success.”

Beyond the migration, the 24/7/365 support from the team in the Tata Communications global service management centre (GSMC) has proved invaluable for GoAir. “Without the managed service we would have had to grow our IT team to many times its current number,” says Sajid. “It also saved the cost of reskilling our people. Now they can focus on more strategic issues.”

Since the hybrid cloud solution has been in service there hasn't been a single outage. That compares extremely favourably with its 99.95 per cent availability SLA.

Sajid sums up: “Feedback from our internal users on the hybrid cloud platform's performance has been extremely positive. We now regard Tata Communications as a strategic partner and we always approach them first for any infrastructure related requirement.”

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ABOUT MANAGED HOSTING SERVICE AND IZO™ PRIVATE CLOUD

Encompassing both physical and virtual computing, the Tata Communications cloud portfolio is transformation-ready and future-proof. Any company can use it to build a bespoke, fully managed cloud environment for on-demand scalability.

Managed Hosting Services can be tailored to meet exact needs, whatever an organisation's size, infrastructure, or growth ambitions. Infrastructures are hosted in state-of-the-art data centres built to TIA 942 Tier-3 standards for enhanced performance and reliability. Tata Communications takes care of everything to ensure smooth, always-successful hosting. The managed services operations centre (MSOC) offers 24/7/365 support, while delivery and management processes adhere to ITIL service delivery guidelines. Find out more at <https://www.tatacommunications.com/services/cloud/infrastructure/hosting>

IZO™ Private Cloud is the hybrid platform needed for borderless growth in today's digital world. The service helps transform the infrastructure, so you can grow business across the globe and scale resources up and down and use when needed. Integrate and control distributed IT environments using a single orchestration platform with 24/7 support backed by SLAs. An open and flexible platform gives choice of hypervisors, operating systems and storage. Find out more at <https://www.tatacommunications.com/services/cloud/cloud-platforms/izo-private-cloud>

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