

# CASE STUDY

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## Direct Travel

Travel Management Company

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## Client: Direct Travel

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Direct Travel is one of the top three travel management companies in the U.S. They provide their customers with significant cost savings programs, innovative technology solutions and a world-class level of service.

Headquartered in New Jersey, Direct Travel has more than 20 locations across the country with 1,000+ employees. Over and above their physical locations, they directly employ hundreds of remote workers, who need to access company resources daily.

*“Our success in the travel industry comes down to our ability to leverage technology and put it to work for our customers. IronOrbit helps us keep that competitive edge.”*

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Darryl Hoover, Chief Technology Officer

## Challenges & Requirements

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Direct Travel was operating on an aging terminal services infrastructure, which was operationally overloaded and in need of an urgent hardware, software and security upgrade to bring their IT up to best practice.

Our challenge was to take over the active management of Direct Travel’s IT, build a dedicated, fully hosted platform that could scale in line with Direct Travel’s ambitions.

We collaborated at every step with Direct Travel’s deeply experienced in-house IT department to design and build a private cloud hosted desktop infrastructure.

An additional challenge was to migrate the entire IT infrastructure and a number of custom legacy applications across to the new platform, without causing any operational disruption to the daily workflow of their users.

# Customer Deployment Achievements & Milestones

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**Infrastructure:** We built a fully hosted, private cloud platform to their specific requirements, which leverages Microsoft Server 2012 and VMware hypervisor technologies.

**Migration:** The migration of more than 900 desktop users and their applications from the old IT infrastructure onto the new platform was a textbook frictionless migration.

**PCI/SSAE16 Hosted Platform:** We centralized all of Direct Travel's IT infrastructure from a management perspective and now deliver their IT to them as a service, helping them remain compliant with governing regulations.

**Back Up & DR:** We implemented an offsite backup and disaster recovery strategy for business continuity, with replication across multiple data centers and redundant connectivity to provide 100% uptime.

## Deployment Specifics

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- 1 Custom built private cloud solution, for desktops, servers and applications.
- 2 Implementation of rigorous security systems and processes.
- 3 Fully managed network, firewall, switch and IDS management across all branches.
- 4 Fully managed network antivirus, spyware and phishing protection for 900 users.
- 5 24/7 real-time, non-intrusive network and security monitoring and alerting.
- 6 Fully managed, outsourced IT solution tailored to Direct Travel's requirements.
- 7 Custom help desk solution with trouble ticket system and 24/7 live support.

## About Us

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IronOrbit is part of the SACA Technologies group of companies, a family of IT businesses specializing in cloud computing, networking, virtualization and managed IT.

In 2003, SACA's leadership noticed an increase in demand for cloud-hosted desktops, servers and applications. Recognizing the importance that cloud computing would play in the future, our leadership founded a new enterprise dedicated exclusively to cloud services. That enterprise was IronOrbit, one of the world's premier suppliers of cloud-hosted IT infrastructure.

At IronOrbit, we're committed to delivering cloud services that go above and beyond. We aim to take your IT beyond the cloud and into orbit, with the most powerful, comprehensive and flexible services in the industry. This ethos is reflected in our business name, which was inspired by our commitment to truly "out of this world" service. From services to support, everything we do revolves around you, the client.

## Contact Us

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