

International Hotel Chain Bridges Global Boundaries with Corente

Customer Challenge:

Secure, Reliable Global Delivery of Critical Business Applications

One of the world's leading operators of luxury hotels and resorts uses Corente to deliver its critical, customer-facing applications to all its properties. This firm has two distributed applications that differentiate it from the competition: a reservation system that reservation agents or customers use to inquire about services, reservations and rates for any location worldwide; and a customer database where information about each customer is maintained to assure the highest level of personalized service.

Before Corente, these applications were accessed by the hotel's worldwide locations via expensive leased line connections between the individual properties and headquarters' data center.

Corporate decision makers desired an alternative solution, but traditional solutions that they researched were complicated and required considerable technical resources to install and manage.

The hotel maintains a small, decentralized IT structure with few staff members at headquarters. Moreover, many hotels are located in rather remote places, each with a unique service provider.

The hotel required a solution that could integrate with its business policies, processes and applications and also meet each of its specific requirements:

- Rapid deployment
- Remote installation to global locations
- Ability to work with any service provider transport and access
- Easy to manage and maintain with minimal IT staff
- No large capital expenditures
- No proprietary equipment
- Best-in-class security

- High performance to ensure low latency reservation access
- A federated security model that supported both company-owned and franchise properties
- Service Provider SLA Management

Solution:

Corente Provides Integrated, Automated Applications Delivery

The hotel now uses Corente's Virtual Services Exchange (VSE) solution for all company-owned and franchise properties, employing a Corente Services Gateway at each location. For each site, the Corente software was installed and configured remotely, so the hotel's IT staff could easily implement gateways without losing time and focus on core activities.

Because each gateway was deployable in under an hour, the hotel was able to realize immediate cost savings that transferred right to its bottom line.

Within 30 days, all sites had migrated to the new service without disruptions to the network or customer systems. In addition, the remote installation capability provided considerable costs savings.

Corente's VSE offers carrier class reliability and performance for the hotel's reservation and customer systems so customers have a first class experience from their initial contact with the hotel through the end of their stay.

The hotel also plans to roll out additional applications over the global, high performance and secure business network Corente enables.

In an industry where customer experience truly drives business success, Corente enables this global luxury hotel chain to achieve high levels of customer satisfaction and gain an advantage over the competition without increasing the cost of doing business.

Company

International Luxury Hotel Chain

Industry

Hospitality

Challenge

Connect properties from Paris to Beijing with a North American-based reservation system and customer database. The secure, highly available applications network must:

- Handle a variety of service providers
- Support a mix of Internet access technologies
- Deploy remotely world-wide
- Allow centralized management
- Remain unaffected by export restrictions

Solution

Corente's distributed application network service, VSE, enabled the hotel chain to deliver high performance applications globally, with central control and monitoring, at a low TCO.

Results

Corente's VSE provides a uniform security and networking infrastructure that spans multiple carriers, allowing the customer to select best-in-class service providers by territory and to attain global coverage and management.

Corente provides a scaleable, distributed applications networking platform that can be deployed remotely in under an hour per site and managed remotely by headquarters' IT staff.

The hotel now saves from 50-70% over its previous leased-line solution.

Corente's Virtual Services Exchange Unique Capabilities

<p>Corente VSE Services Virtualization</p>	<ul style="list-style-type: none"> • Multi-Tenant, Multi-Partner at Carrier Grade Scale • Hierarchical Model For Partners and Customers • Secure Service Brokering Interconnects Partner Security Domains While Preserving Sovereign Control Over Apps and Assets • Dynamic Business Partner Relationship Management Through Secure Service Brokering • On-Demand Cycle Times
<p>Corente VSE Active Policy Directory & CMDB</p>	<ul style="list-style-type: none"> • Global Policy Enforcement With Fine Grained Control Based On User and Site Profiles • Automated Policy Verification and Distribution Control- No Unintentional Policy Mismatches • Configuration Automatically Generated Based On Service Definitions • Business Rule Driven Work Flow and Configuration Automation • The Virtual Services Network Only Runs What Is In the VSE CMDB
<p>Corente VSE Global Control & Surveillance</p>	<ul style="list-style-type: none"> • Total Situational Awareness(TSA) Of Service Quality At All Points of Service • Automated Real-Time Application Services Fail-Over for Data Center and Network • Best In Class Security With AES or SSL Encryption; Multi-Factor User Authentication • Fully Automated PKI For Digital Certificates With Creation, Distribution and Revocation of Certificates • End to End Custody and Compliance Services – Employ The Same Security Model Globally
<p>Corente VSE Embedded Instrumentation</p>	<ul style="list-style-type: none"> • Total Situational Awareness(TSA) of Service Quality At All Points of Service • Proactive, Event Driven and Threshold Based Monitoring and Alerting On Security and Service • Composite Service Level Monitoring For Application, Server and Network • Continuously Monitors Backup/Recovery Readiness
<p>Corente VSE Network Virtualization</p>	<ul style="list-style-type: none"> • Corente VSE Abstraction Layer Enables Complete Service Automation • Policy Defined Automated Provisioning and Configuration • Any IP Network, Anywhere - Private, Public, Hybrid or Any Combination • Automated Address and Connection Management • Integrates With Existing Network & Data Center Infrastructures Without Network or App Modification

Corente Virtual Services Gateway(VSG): On Demand, Downloadable, Service Enabled Edge

<p>VSG: Classic, VM, & VE</p>	<ul style="list-style-type: none"> • Flexible Deployment Model –Virtual Services Appliance, x86 Architecture • Central Configuration and Performance Management For All Services • Automated Policy Checking And Distribution • Automated Software Updates and Upgrades • Authenticated Self Registration On Installation and Site Mobility
<p>VSG-VM</p>	<ul style="list-style-type: none"> • Corente Virtual Services Appliance Operates in Industry Leading Hypervisor Environments: <ul style="list-style-type: none"> • VMWare • Xen • HyperV • Virtual Box
<p>VSG-VE</p>	<ul style="list-style-type: none"> • Corente Virtual Services Appliance with Fully Managed VM Environment For Local Apps: <ul style="list-style-type: none"> • Central Configuration and Performance Management • Automated Installation and Version Management • DNS Services • Guest OS Support: Windows, Solaris x86, Linux

About Corente

Corente enables the enterprise to have full control and optimization of their services delivery networks regardless of the underlying public and/or private IP network. The Corente Virtual Services Exchange is an integrated scalable multi-tenant suite of services that secure and simplify the delivery and management of applications and services to the extended enterprise. Corente's services management, fine grained control, and automated policy configuration based on service definitions are used globally by enterprises in over 63 countries to dramatically improve price performance and transform their IP networks into IT service exchanges.

