

# 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 Applications without Boundaries™ (AWB) 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.

The Corente AWB solution 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 solution enabled the hotel chain to deliver high performance applications globally, with central control and monitoring, at a low TCO.

## Results

The Corente solution 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 solution 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 Distinctive Capabilities

Some of the key benefits that Corente offers customers include:

### Automated Installation and Configuration

- Automatic discovery of addresses, ports and local configurations
- Automatic software updates

### Security Management

- Each connection authenticated
- User authorization
- Built-in Firewall

### Integration with Leading Directory Services

### Network, Server and Application Monitoring, Alerting and Reporting in Real Time

### Business Continuity through Automated Access, Datacenter and Server Failover

### Central Control with Local Execution

### Federated Extranet Creation

- Each business unit controls its own connections
- Only mutually agreed-upon traffic exchanged
- Business units cannot override each other's security policies
- No additional firewalls required
- No visibility into other business unit networks
- Security not dependant on physical or logical integrity of remote devices

### Application Traffic Prioritization and Compression

### Unified Web-based Administration Portal

- Graphical network topology
- Drag and drop administration

### High Availability

### Global Central Policy Directory

## About the International Luxury Hotel Chain

The company is a leading operator of luxury hotels and resorts. It manages properties in dozens of countries and each one offers and experience of exceptional quality. Their objective is to be recognized as the company that manages the finest hotels and resorts, wherever they are located.

## About Corente

Corente provides businesses an integrated software-based service for securely connecting and monitoring branch and partner applications and networks. Corente is a leader and innovator in providing a policy-driven software platform for the real-time control of distributed IP application networks. Corente is able to deliver an integrated and automated approach by embedding application session instrumentation into the IP network fabric.

Corente's solution removes traditional boundaries between application and network, improves the security of networks and the performance of application traffic and considerably reduces both capital and ongoing operating costs compared to traditional solutions.

With customer locations in over 55 countries, Corente changes the way enterprises deploy applications to branches, partners and customers by using policy-based methods to centrally monitor and control application networks in real-time.

