



Case Study

Travel and Transportation



Application Driven Data Centre Migration

Client Overview

One of the leading Airline

Business Need

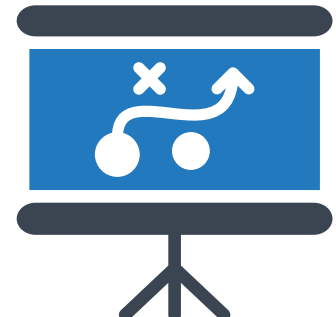
- Migrate 176 applications across multiple environments from the legacy data center to the state-of-the-art data centre, these applications span across the whole airline business from internal systems to client facing applications (Cargo, Flight Ops, Engineering)
- Discover, Planning, Design, Migration (including database, storage, file system), Testing, DR Testing, Security Testing, OAT, Warranty Support
- OS covered: Linux, Windows, AIX
- DB covered: Oracle (different ver; includes migration to Oracle SuperCluster), MS-SQL (different ver, always-on), DB2, Ingres, MS-Access
- Middleware: Apache, IIS, IBM HTTP server, WAS Web Plugin, WebSphere, TomCat, WildFly, JBoss, IBM License Metric Tool, MQ, IIB Message Broker, WorkSite MP, SiteMinder, SharePoint

Business Challenge

- Minimal information for Legacy applications some dating back couple of decades before, and some unsupported technology / architecture.
- Varying number of applications developed in house with minimal documentation.
- Multiple stakeholders (internal /external) for applications resulted in more intensive stakeholder management.
- "Life Blood" applications meant zero downtime for migration as it could impact flight departures.

Hexaware Approach

- **Discovery & Planning**
 - Assessment of current environment and discovery of relevant details of applications.
 - Finalize migration strategy,
 - Create migration wave groups based on complexity, types of migration, and App-App dependency,
 - Plan POCs, derive timelines and conduct workshops with customer stakeholders to finalize on the overall plan



- **Design**

- Create / update infrastructure design documents.
- Finalize on the infra config parameters,
- Finalize the migration wave groups,
- Pre-migration testing (SIT, Security, OAT, DR)

- **Build, Remediate & Test**

- Build infrastructure as required
- Migrate using the finalized migration approach (P2P, P2V, V2V, LPAR, Always-on, migrate to Oracle Supercluster)
- Conduct the various testing post migration (SIT, Security, OAT, DR).
- Create / update solution design docs, application information document, operations manual, etc.
- Automated migration for V2V & P2V and also online migration using an agentless migration tool.



- **Rollout, Transition & Support**

- Cutover to new data center with minimal to zero downtime
- 90 days of warranty support

- **Value Additions**

- Evolved the approach one of large size DB Migration to Oracle Supercluster.
- MS-SQL DR DBs built into Windows cluster (with always-on)
- Cleaner CMDB records (from 30% to near 100%) and also ensuring the information is latest
- Used Lean principles to streamline the processes
- Created new docs where required and updated existing docs with correct and latest information
- Successful RHEL-7 clustering done (first time in the environment)



Business Benefits

- Go to market – Streamlining of processes, automated migrations, resulted in faster GTM
- Minimal or Zero downtime – Identifying the right approach ensured either minimal or zero downtime thereby not impacting day-to-day business
- Zero Sev-1 or Sev-2 incidents reported during and post migration
- No risk – Using agentless tool ensured network was never impacted
- No additional cost – Seamless migrations to ensure no additional cost for licenses (e.g. MS-SQL DR DBs built into Windows cluster (with always-on))
- Documentation – Updated all documents including CMDB (accuracy improved from 30% to 100%) to have latest information and existing mistakes were corrected.
- Quick Resolution – Though incidents were less and of lower criticality (S3 & S4), they were fixed in quick and efficient manner



About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything, Cloudify Everything, Transform Customer Experiences.'

We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.

Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

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