

hp success story



ITRC is just the ticket for
Avro's mission critical needs

Part of the Globus travel group, Avro was the first UK company dedicated to offering (flight) seat only charter bookings including holiday insurance, car hire and airport parking.

With many Industry awards to its credit, it is now the UK's number one provider of charter flights to the travel trade and in the last 15 years has flown 11 million people from 11 UK airports to Europe's most popular holiday destinations.

Its reputation and success hinge on providing a reliable 24x7x365 service and for Avro, 'always-on' means Hewlett-Packard.

constant accessibility

"We have connections to all our departure UK airports and destinations and if a passenger arrives at an airport desk at 3am wanting a ticket, our servers have got to be there to deal with it," said Avro's Unix systems administrator Paula Fraser-Campbell.

High street travel agents can connect to Avro through ViewData – the network that is the backbone of the travel industry and in one day,

Avro can receive 14,000 ViewData connections, 5 per cent of which result in bookings.

Avro also has its own travel extranet, which provides dedicated connectivity to over 50 major travel agents.

With billing, invoicing and accounting all running from the main customer database, constant accessibility is vital.

Previously running on Sequoia systems, Avro found that it was not coping with its 16 per cent year on year business growth. Avro decided to migrate to HP and found the solution with HP partner Preferred Computers and Networks of Manchester, UK.

Now two HP 9000 N-class servers are used for business applications, one K-class and one N-class are used for disaster recovery and one L-class and one K-class are development servers.

sharing knowledge

To support the 'always-on' needs of its HP-UX environment, Avro is one of the biggest UK companies to use the HP IT Resource Centre (ITRC) service, the on-line source of expert support in maintaining systems, learning about new technologies, collaborating with other users and planning IT changes.

It is the sharing of knowledge in the ITRC that is the main attraction for Avro.

"If you have a problem with your servers, nine times out of ten someone else has experienced the same problem," said Fraser-Campbell. "The huge database of questions and answers provided through ITRC is an invaluable on-line worldwide fund of knowledge for you to draw upon.

learning tool

"I research many questions, learning about problems and watching the answers. It is very much a learning tool."

Any HP users providing technology solutions to the ITRC is awarded points and Fraser-Campbell currently ranks 25th in the world on the points system.

"We moved to HP because of the reliability of its servers and operating

challenge

- Avro customers expect to book airline tickets at any time from anywhere
- The company's billing systems runs from its central customer database
- It is vital that its servers are 'always-on' for customers and staff alike
- In the fast moving travel industry, it needs the infrastructure to plan three years ahead

solution

- Avro migrated from its Sequoia platform to hp Unix servers
- It supports its mission critical needs through hp's IT Resource Centre (ITRC)

results

- Through the ITRC it has access to a huge on-line database of Unix server solutions
- This helps with maintaining and running its mission critical systems
- The reliability of Avro's service supports and promotes year-on-year business growth of 16 per cent

why hp?

- hp systems, services and software provide the reliability and scalability the company needs
- hp ITRC provides a valuable on-line fund of knowledge to help ensure computing efficiency

systems. If you are running business critical applications you really have to have a sound base and for us, that is HP," she added.

"I have to provide a reliable service that supports the success of our business. I have to give the company the best that I can and that means HP machines, HP services and HP software backed up by the ITRC."

For more information IT Resource Centre please visit <http://www.itrc.hp.com>.

For more information on how working with Hewlett-Packard can benefit you, please contact your local HP sales representative or reseller, or visit: <http://www.hp.com>

customer at a glance:



industry sector: Travel

name: Avro plc

headquarters: Bromley, UK

founded: 1984

telephone: +44 (0) 208 695 4321

number of employees: 450

Last year's revenue (also in Euros €):

£135 million. €222.8 million

URL: www.avro.co.uk

technology highlights:

- hp IT Resource Centre (ITRC) for always-on services and support
- used to support 3 hp 9000 N-class, 2 hp 9000 K-class and one hp9000 L-class Unix servers

partner:



company: Preferred Computers and Networks

headquarter: Manchester, UK

founded: 1994

telephone: +44 (0)161 877 7878

number of employees: 9

annual revenues (also in Euros €):

£5 million. €8.3 million

URL: www.preferred.co.uk

business: Infrastructure provider

products: Unix and NT systems

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