



## CASE STUDY

# AMADEUS®

### COMPANY

**NAME:** Amadeus IT Group S.A.

**HEADQUARTERS:** Madrid, Spain

**INDUSTRY:** Travel Technology

**PRODUCTS AND SERVICES:** Amadeus provides search, pricing, booking, ticketing and other processing services in real-time to travel providers and travel agencies. It also offers travel companies software systems to automate processes, such as reservations, inventory management and departure control.

**REVENUE:** €3.1 Billion

**EMPLOYEES:** 10,000 (worldwide)

**WEBSITE:** [www.amadeus.com](http://www.amadeus.com)

### DATA CENTER ENVIRONMENT

Amadeus, the travel reservation system leader in Europe founded by Lufthansa, Air France, Iberia and SAS, has two main data centers in Munich, Germany, each totaling over 1,000 square meters, as well as a disaster recovery site and six computer rooms in Erding, Germany. Amadeus was installing 1,500 servers and removing 500-600 servers across 1,000 racks each year. The company's data centers have not materially changed since they were built in the 1980s. According to the hardware planning team, the Amadeus data center environment was running out of space, making it increasingly difficult to install additional hardware. The team's challenge was threefold—to avoid building a new data center, to save costs in power and cooling, and to identify a tool that could make the most of their current infrastructure.

*“With the help of Nlyte, we could better allocate our power racks, raise the inlet temperatures on our racks from 17 degrees (Celsius) to 20 degrees, saving €500,000 per year. The hardware planning team earned the ‘Amadeus Excellence Award’ for the project.”*

**Christian Kaess**

Senior Hardware Planner, Amadeus Data Processing GmbH

### PRE-EXISTING TOOLS AND CHALLENGES

The Amadeus hardware planning team is responsible for installing all the hardware in Amadeus's data centers, including servers, networking, storage and switches, and for interfacing with the internal teams making the requests. Before deploying Nlyte, the team was using Microsoft Excel spreadsheets in an attempt to coordinate their processes, equipment location and asset lifecycle statuses. They were also drawing racks in Excel, and manually filling in serial numbers and names. For decommissioned or repurposed servers, they would then have to manipulate all this information in Excel—renaming the asset, and cutting and pasting the drawing to its new location. The team had to manually check if the Excel drawings and information were correct—a huge effort for 1,000 racks. As a result, they could not keep up with changes and had problems accounting for equipment.

Internal IT teams and departments within Amadeus conducted capacity planning at the application and compute levels. They would simply procure and send new lots of hardware, forcing the hardware planning team to deal with the consequences. After hardware was eventually installed, a cabling plan would need to be created, documented, conveyed and planned for, typically requiring the services of an external company.



## BENEFITS OF THE NLYTE SOLUTION

Once the hardware planning team started to use Nlyte, they could place hardware with previously unavailable information—such as capacity, and power and space consumption. Before Nlyte, both underfloor and ceiling-located power sources (previously just documented in Excel) and their loads were not visible. Nlyte provides Amadeus power-loading reports, and the ability to trace power sources, as well as upstream and downstream equipment. If too much load is placed on a line, Nlyte not only helps detect this, but also facilitates equipment reallocation elsewhere in the data center. As a result of this visibility, daily work became much better organized.

Previously, the hardware planning team didn't see any value in the companywide configuration management database (CMDB) (BMC Atrium) as it didn't have the functionality they needed (e.g. rack visualization). Nlyte's integration with Atrium changed that. As soon as a server is set to be decommissioned in Atrium, the information is relayed into Nlyte, eliminating any room for human error. Information on planned equipment is received at the time of inception, perfectly aligning with the hardware planning team's mission. Additionally, the Nlyte Bulk Data Management capability provides information not available through Atrium, such as patch panel interconnects, rack detail and power management from PDUs.

***“We used to feel we were running out of space in the data center. But running Nlyte over the past two years, we now know where all our hardware is, down to the cabling detail. We are able to intelligently place hardware to avoid hotspots. With Nlyte, we have now extended the life of our data center by at least five years.”***

Christian Kaess

## THE NLYTE SOLUTION

The Amadeus hardware planning team can now do tasks that were simply impossible before. They can run reports in a repeatable, automated and pain-free manner.

## FOR MORE INFORMATION

- Contact Us: [info@nlyte.com](mailto:info@nlyte.com)
- Visit Us: [www.nlyte.com](http://www.nlyte.com)

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For example, they can provide management reports on available U-space in a highly visual manner depicting resource consumption. Simply put, decisions can be made on when to order new racks based on the information Nlyte presents. And informed cabling decisions can be made without the need for an external vendor because Nlyte provides a de facto cabling database (as part of the Nlyte Central Database) for more than 6,000 servers, each with six to eight cables.

The team likes the Nlyte graphical interface, finding it easy to use and much more intuitive than other DCIM vendors they evaluated. The team leverages the Nlyte auto allocation capability on a regular basis.

***“What used to take an entire day we can now do in 30 minutes when it comes to allocating space for servers. Given that we install over 1,500 servers per year, that works out to over a month and a half of a worker's time per year saved with Nlyte.”***

Christian Kaess

Nlyte also has helped the Amadeus team speed up the server install process by tying the change request to the server order ticket number. This information is tied into the Nlyte system, reserving the space (and associated power and cooling capacity) while still being connected to the BMC Atrium CMDB. No time is lost either receiving into the team's SAP system or waiting for the team to determine where to place the assets. The Nlyte system does it for them up front.

## NLYTE AS A PARTNER

The Amadeus team also greatly enjoys Nlyte's efficient service, which includes same-day response and often same-day issue resolution.

***“To improve quality of work, reduce human errors and extend the lifetime of your data center, you should have Nlyte from day one to help with your planning.”***

Christian Kaess

## About Nlyte

Founded in 2004, Nlyte Software is recognized as the industry leading data center infrastructure management (DCIM) solution provider. Nlyte's DCIM provides unmatched functionality that supports all data center processes across the entire “dock to decom” lifecycle. With a 98% customer retention rate, Nlyte's DCIM solution is used by many of the world's largest and most sophisticated data centers, as well as many small and medium sized organizations. Customers can quickly deploy the Nlyte DCIM solution and begin to immediately enjoy reduced costs and increased efficiency across all data center processes. For more information, visit [www.nlyte.com](http://www.nlyte.com) or follow [@nlyte](https://twitter.com/nlyte) on Twitter.