

TRAVELPORT

COMPOSER CUSTOMER CASE STUDY

Travelport serves the global travel industry through several distinct lines of business and renowned travel brands. As the world's leading provider of informed travel choice, Travelport offers exceptional travel experiences demanded of the travel industry today, operating in 145 countries and providing services in 35 languages.

SITUATION

Travelport's acquisition of Worldspan led to a corporate mandate to sunset the Lotus Notes environment within four to six months.

Lotus Notes was the enterprise email, calendar, and collaboration environment for Worldspan, which was acquired by Travelport in 2007. Travelport's global environment was standardized on the Microsoft platform. Maintaining two platforms represented unnecessary operational and infrastructure costs, leading Travelport to mandate the sunset of Worldspan's Notes environment within an aggressive four to six month timeframe. A critical factor in removing the Notes environment included migrating select Notes applications to the Microsoft .NET environment.

Travelport's objective was to create a new set of applications on the .NET platform that retained a like-for-like functionality of the existing Lotus environment. This was crucial in order to minimize the disruption and costs associated with training the user community. Additionally, and of comparable importance, they sought a solution to quickly and effectively extend the reach of these mission critical Notes applications to all Travelport personnel worldwide.

Travelport set an aggressive timeline to complete the migration and implement the applications into production as expeditiously as possible, in order to be compliant with its messaging and collaboration infrastructure.

SOLUTION

Composer's value in facilitating a rapid adoption of the Microsoft platform with minimal end user disruption was a key factor to its selection.

Travelport's approach for rapidly moving the applications began with an assessment of its Notes application environment across all business units, to determine which applications were candidates for migration.

Travelport relied on its resident subject matter experts to conduct the comprehensive application assessment of the Worldspan Lotus environment. Their assessment reduced the total number of applications targeted for migration from 160 to 65, with approximately 25 percent of those 65 applications deemed as "complex" Notes applications.

Upon subsequent changes in business direction and strategy, the number of applications targeted for migration was further reduced to a total of 57 Notes applications. All of the applications were internal and supported various business and functional needs, including human resources, sales, project administration and more.

Unify then worked with Travelport on a detailed discovery of the targeted applications that included on-site interviews, resulting in an in-depth analysis of each application and identification of the target platform for the migrated applications.

Unify migrated the mission critical applications using its Composer for Lotus Notes migration solution. Composer decomposed the Notes applications and re-assembled

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"One of the primary factors leading to the decision to work with Unify was Composer's value in facilitating a rapid adoption of the Microsoft platform with minimal end user disruption."

"We met with Unify as part of their discovery process and were impressed with Unify's commitment, professionalism and readiness to collaborate."

— MARK ALLEN
BUSINESS
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them in .NET while preserving the User Interface (UI), all security roles and authorizations, as well as the custom workflow and business logic, resulting in a like-for-like migration. The Composer Data Pump was used to synchronize the data from the Notes application database to Microsoft SQL Server 2005. The Composer Data Pump verified, validated, and mapped data structures for the final data transformation.

However, during the migration project, a challenge arose related to the infrastructure integration. This challenge involved the unique method in which Travelport integrated the Active Directory (AD) domains between the two companies. This unique AD integration had not been identified by either Travelport or Unify during the initial discovery process and contributed to a delay in implementation.

The AD environment included two distinct AD forests with full trust between the domains. Worldspan had utilized the global catalog to make the directory structure within a forest transparent to users. This global catalog provided a central repository of domain information for the forest. The user profile stored within each of these domains had incomplete information pertaining to certain critical AD attributes that the Composer solution was relying upon for lookups and group membership for users.

An additional challenge included the retrieval of organizational hierarchy information for various workflow processes supported by the business applications. This included approvals and escalation processes for transactions routed through these applications and support for a multi-level organizational hierarchy. Travelport's corporate mainframe database on DB2 was the source for all this information. This integration was critical in getting all the business logic migrated to the new environment. Application agents also handled interaction with mainframe data.

Unify addressed these challenges by writing an "identity and mainframe data integration module" that handled the user identity and DB2 data retrieval. This module also incorporated caching mechanisms to manage performance and storage of data for user sessions.

RESULTS

Composer enabled Travelport to transition and deploy their Lotus Notes applications onto their production Microsoft platform and positioned Travelport to TURN OFF their Lotus Servers. Project Completed on Budget.

"The conversions went well and historic data from the Notes applications is accessible with the new applications," said Lori Zenkovich, director, Internal Business Systems for Travelport. "The project was completed within budget; however due to the issue with Active Directory, the delivery timeline was delayed. Composer delivered as promised as our migrated .NET applications function similarly to the former Lotus applications."

Unify's migration of Lotus Notes applications to the Microsoft .NET platform benefited Travelport by achieving like-for-like migration of their Notes applications, enabling application optimization by leveraging the capabilities of the new platform as well as providing Travelport the ability to assume total responsibility of these applications once the migration engagement was completed.

As a result of Composer's ability to migrate the Notes application business logic and workflow to a C# code base, Travelport is able to optimize and extend the migrated applications to maximize their investment in the Microsoft platform incrementally.

"We achieved the goal of a new .NET forms environment, which will serve as a strong foundation going forward for other forms' processes and applications."

"Our experience working with Unify was very positive. All Unify staff was very professional and readily available to assist and collaborate. After implementation, the knowledge transfer and training Unify provided to Travelport supported the smooth transition to the Microsoft platform."

— LORI ZENKOVICH
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