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Thomas Cook India collaborates with NTT-Netmagic for reliable Data Center Services

Business Overview

Set up in 1881, Thomas Cook (India) Ltd. is a leading integrated travel and travel related financial services company in the country offering a broad spectrum of services that include Foreign Exchange, Corporate Travel, MICE, Leisure Travel, Value Added Services, Visa & Passport services and E-Business. It operates leading B2C and B2B brands including Thomas Cook, SOTC, TCI, SITA, Asian Trails, Allied T Pro, Australian Tours Management, Desert Adventures, Luxe Asia, Kuoni Hong Kong, Sterling Holiday Resorts Limited, TC Forex, Distant Frontiers, TC Tours, TC Visa, Travel Circle International Limited, Ithaka, Digiphoto Entertainment Imaging (DEI), Private Safaris East & South Africa.

As one of the largest travel service provider networks headquartered in the Asia-Pacific region, Thomas Cook India Group spans 25 countries across 5 continents, a team of over 8388 and a combined revenue in excess of Rs. 6948.3 Cr. (over $ 0.93 Bn.) for the financial year ended March 31, 2020.

Challenges

- Need for quick transition due to continued degradation of service

- Poor uptime and performance of existing infrastructure

Solution

- Partner with a strategic and reliable cloud computing partner to help Thomas Cook scale, optimize and manage its technology environment in real-time

- To ensure redundancy, Thomas Cook wanted to partner with a data center provider who had a Tier 3 data center

Benefits

- Stable and reliable partner with decades of experience and expertise

- Guaranteed uptime with improved support, availability and performance

- Ability to scale, optimize and manage its technology environment in real-time

Challenges

As a company with a huge number of integrated travel and travel related financial services, Thomas Cook India relied heavily on its IT infrastructure to provide quality services. However, it faced a major issue in ensuring uptime.

"Apart from issues of uptime, we faced continued degradation in the quality of services provided by our earlier data center provider. We were also facing huge challenges in issue resolution," states Amandeep Singh, Vice President - Information Technology, Thomas Cook (India) Ltd. To mitigate these challenges, the company wanted to seek the services of a reliable and stable data center service provider who had the financial stability and proven technological expertise. The goal was to shift to a stable data center provider with minimum disruption.

"Through its assured and stable data center services, NTT-Netmagic fulfills our need for a reliable and solid data center partner. NTT-Netmagic's ability to customize their offerings to suit our specific requirements has helped us in ensuring optimum performance and scalability of our data center"

- Amandeep Singh,
Vice President - Information Technology,
Thomas Cook (India) Ltd.

Solution

After rigorously evaluating a host of data center providers, Thomas Cook India zeroed in on NTT-Netmagic. "We wanted a strong data center provider with our required standards of uptime and minimum Tier 3 certification. NTT-Netmagic stood out on financial and technical terms as compared to other service providers. As our group company, SOTC India, was also hosted with NTT, it made our choice easier. At a group level, it would help us consolidate data center related services. Further, as the data center was located in Mumbai, it was in close proximity to our head office," explains Amandeep Singh.

The Tier 3 data center assures Thomas Cook of the required redundancy and stability with redundant and dual-powered servers, storage, network links and other IT components. Further, in a Tier 3 data center, IT components are powered with multiple independent sources of power and cooling resources.

Benefits

By partnering with NTT-Netmagic, today, the infrastructure can scale automatically to match the peaks caused by end user demands. Transitioning to NTT-Netmagic's data center has helped the firm support continuous growth initiatives without significant cost escalations.

The performance, availability and scalability of the IT infrastructure today is much better today. Thanks to NTT-Netmagic's proactive support, the firm has not faced any uptime related issues.

Together we do great things