

# Airlines Reporting Corp.

## Airlines Reporting Corporation Deploys Scalable, Customized Monitoring Solution and Improves User Experience

### Challenge

Airlines Reporting Corporation (ARC) needed a unified tool to monitor and ensure performance of its critical ticketing and settlement systems, serving more than 18,000 accredited points of sale. The ability to scale and customize the solution was important, and the solution needed to accommodate a mixed Windows and Unix environment.

### Solution

ARC deployed Nimsoft Monitor across three locations—a datacenter, support operations and corporate offices—to monitor all key servers and applications, as well as connectivity between locations.

### Results

- Reduced costs: Cut training and support costs, while eliminating the need for on-going consulting
- Improved user experience: Advanced monitoring capabilities provide greater visibility into applications and servers, enabling ARC to address problems quickly and ensure optimal performance
- Freed resources: Enables the IT team to spend more time on mission-critical tasks

### Large ticketing and settlement firm cuts costs and ensures peak performance of its servers and applications with Nimsoft Monitor

#### Background

Airline Reporting Corporation supports more than 180 airlines from around the world, distributing and settling their products with its pioneering e-ticket processing and settlement solution. An airline-owned company, ARC provides financial services, data products and services, ticket distribution, original travel solutions and settlement to travel companies in the United States, Puerto Rico, the U.S. Virgin Islands and American Samoa. With a reporting and settlement system that is fully electronic, ARC can accommodate every type of purchasing system, from the largest online distribution system to more traditional retail model travel agencies.

ARC's busy data warehouse stores details on more than 1.7 billion individual flight segments, nearly 150,000 unique origins and destinations, and 1,200 days of accumulated sales data. The company averages over \$6.6 billion per month in settled transactions.

With this much business, system performance and reliability are crucial. "Our customers need to be able to go online and review purchases for settlement to ensure the tickets are settled on time," said Michael D. Tarajos, CAS Application Engineer for ARC's Tampa Production Support team. "This requires the servers and applications to always operate at peak performance."

To ensure this level of reliability and performance, ARC needed a monitoring system that would help them mitigate potential issues and eliminate downtime.

#### Challenge

ARC had been using several homegrown applications across different groups throughout the organization. However, if there was a problem with one of the applications, such as slow response times or application outages, the lack of centralized management and recording capabilities inhibited the IT staff's ability to troubleshoot and fix the problem. "We had some external tools, but no internal troubleshooting capabilities to help us locate problems," said Tarajos. "We needed a solution that would pull information from the various systems and provide centralized management and analysis." This ability was particularly important as the company's infrastructure expanded to hundreds of servers. "We were also tasked with grading end-user simulations, and there was no way to do that with the current toolset," he said.



Tarajos and his team evaluated six solutions, and brought two in-house for a proof of concept. "We wanted a solution that could handle our immediate needs and provide us with a framework that would grow to meet our long-term needs as well," he said.

## Solution

Following the proof of concept, ARC's team selected Nimsoft Monitor. "Nimsoft provided a single tool for simulating user experiences on all our applications," said Tarajos. "The solution is highly scalable, and it gives us a framework for different types of monitoring. We knew we wouldn't find a solution that fit perfectly out of the box, but Nimsoft Monitor lets us customize probes for specific kinds of monitoring."

Currently, Nimsoft Monitor is deployed across three different ARC locations: the main datacenter in Kentucky; support operations in Tampa, FL; and corporate offices in Arlington, VA. Nimsoft Monitor monitors all of ARC's key servers and applications, as well as connectivity between locations. "We have great visibility with Nimsoft Monitor and can view system performance metrics that help us determine the cause of issues or potential problems quickly," said Tarajos.

Nimsoft Monitor addresses virtually any monitoring requirement including events, performance, availability, end-user response, SLAs and business services. Easy to use and deploy, the solution provides bi-directional data integration into related applications such as CMDB and service desk, delivering high levels of satisfaction and substantial ROI.

Additionally, Nimsoft transaction monitoring capabilities—which enable clients to understand how end users experience services and applications—are a strong selling point for IT Authorities, according to Beckman. "Our clients

Through the solution's flexible, customizable interface, ARC can create dashboards to provide agents in travel organizations a single view of the network, help desk call statistics, application performance metrics and IT resource utilization. Nimsoft Monitor dashboards provide complete and easy-to-analyze views into the real-time status of IT and critical business services and are Web-enabled for remote accessibility. Access control features ensure sensitive network information is only viewable by authorized users.

ARC uses Nimsoft Monitor to monitor all of its core production systems, a few development systems, and the Web servers. The environment is mixed, consisting of Windows and Unix machines and an IBM mainframe. Features including alerts, probes, process management, server utilization and log files have been useful in maintaining high levels of performance and reliability. ARC's IT team is looking to implement the Nimsoft service-level management product for automated SLAs and performance recording to replace manual tasks that can drain staff resources.



## Nimsoft Case Study

### Results

Since implementing Nimsoft Monitor, ARC has been able to reduce costs and eliminate the need for on-site consulting. "You don't need a lot of support and training to use the solution," said Tarajos. "When systems are monitored consistently, with the same type of recording and user simulation across the organization, it helps cut costs in terms of personnel, training and support. Nimsoft Monitor can even perform self-remedies, so that no time is spent mitigating issues. This enables the team to spend our time digging into more complicated, mission-critical tasks."

Tarajos, who sees Nimsoft Monitor as the enterprise standard for all application monitoring, has been more than pleased with how responsive Nimsoft has been to his team's needs, as well.

"Nimsoft support has been excellent," said Tarajos. "If something isn't working, or if we have a new requirement, they are right there. We have access to comprehensive online documentation and support, as well as new releases of the software. In fact, we've gone through three or four updates without issues."

### About Nimsoft

Nimsoft is a global leader in IT Management-as-a-Service. The company's lightweight ITMaaS solutions make it easy for enterprises and service providers to implement comprehensive, adaptable monitoring and service desk capabilities essential for managing today's dynamic computing environments. Learn more at [www.nimsoft.com](http://www.nimsoft.com).

#### North America

##### Headquarters

U.S. toll free:

1 877 SLA MGMT (752  
6468) 1 408 796 3400

Email: [info@nimsoft.com](mailto:info@nimsoft.com)

Web: [www.nimsoft.com](http://www.nimsoft.com)

#### United Kingdom

+44 (0) 845 456 7091

#### Norway & Northern Europe

+47 22 62 71 60

#### Germany

+49 (0)89 – 99 61 90 60

#### Australia

+61 (0)2 9236 7216

#### Brazil

+5511 5503 6243

#### Mexico City

**+52 (55) 5387 5406**

#### Singapore

+65 64328600

#### New Delhi

+(91 11) 6656 6667

#### Mumbai

+(91 22) 66413800