



The Challenge

Schmetterling operates Europe's largest independent mid-size travel agents' cooperative. The 3500 associated travel agencies and tour operators can rely on Schmetterling's services for developing and operating their IT solutions, among other things. This implies that the full-service provider can make a growing number of most diverse solutions available offering consistently high performance, reliability, security, and efficiency.

The Solution

To enable its own IT experts to focus on the development and maintenance of its applications in future, the tourism service provider decided to let noris network host all its server and storage systems. The outsourcing partner arranges for comprehensive 24/7 monitoring of the hardware and the applications running on it, operates the entire network infrastructure, and ensures reliable protection against internet-borne threats.

The successful project

Schmetterling's and their linked-up associated partners' IT applications were migrated to the modern-day IT equipment in noris network's data centres while running uninterrupted. Employing state-of-the-art virtualisation technology enables multiple self-contained systems to run efficiently on one physical server. Resources can be used to their full capacity, and the infrastructure can be adjusted to new requirements any time in a flexible way.

Virtual Server and Storage Systems for 3500 Travel Agencies



"As Schmetterling has grown, so have the demands we place on our IT service provider. noris network fulfilled all items of our list of requirements and delivered state-of-the-art quality in each and every respect. Furthermore, as we worked together, it turned out that noris network responded to our needs in a timely and flexible fashion at all times. That is first class service," states Willi Müller, managing director of Schmetterling.

IT for travel agencies

As a full-service provider, Schmetterling, a tour operator with international activities, provides their associate partners – these include around 1500 travel agencies in Germany as well as another 1000 partners across the EU – with appropriate services for all their IT needs. To do this, Schmetterling needs to be able to deliver their services professionally while meeting the highest quality standards.

A single contact for decentralised hosting

Nico Hofmann, head of the IT service division at Schmetterling and responsible for the project, emphasises that noris network has set themselves apart from larger suppliers: "With the mid-size company, noris network, we are not just a contract number but rather have a single contact person for all our IT concerns. Only by working seamlessly with noris can we offer our customers end-to-end, one-piece solutions. The "all-included-service" that the Nuremberg outsourcer has to offer was another crucial reason for selecting it. "The expertise and capacities noris network has to show clear the path for us to offload additional task to noris network in the future. Our IT activities can continue to grow efficiently", Hofman states.

Virtual servers

Certified according to ISO/IEC 27001:2005 for their information security management, noris network operates

the IT solutions for Schmetterling in two data centres at different locations. In this way, the applications and data are optimally protected against physical hazards as well. A modern day hardware pool enables the use of virtualisation technology: Schmetterling can run multiple customer systems or applications, for each of which a dedicated server would be oversized, safely in separate runtime environments on one physical server. The installed hardware is used to its full capacity while all service levels are met; individual services can be scaled or moved within the server pool in a flexible fashion.

Data & facts

- Server hosting (web, mail, and application servers, data bases, storage, etc.) in two data centres
- Optimised resource utilisation and performance through server virtualisation
- Redundant MPLS backbone spanning across Germany, 99.9 per cent warranted availability
- Security infrastructure provision (unified threat management security system) including backup storage located separately
- IT outsourcing according to the ITIL standard, security scheme certified according to ISO/IEC 27001:2005
- 24/7 monitoring performed by noris network engineers and automatic systems
- Outsourcing since October 2008

Schmetterling

Schmetterling GmbH & Co. KG is Germany's largest independent mid-size travel sales organisation. The company comprises the largest tour operator independent travel agents' cooperative with more than 3500 travel agents in Europe, the tour operator, Schmetterling Reisen, the only travel business operating Germany-wide, and a technology division offering the first specific full-service technology package for travel agents in Europe. This offering is complemented by a group tour operator. The family-owned business was founded by Willi Müller in 1970 and is managed by him to the present day. Around 400 employees work at the company headquarters in Geschwand.

noris network AG

Nuremberg-based noris network AG offers enterprise customers tailor-made ICT solutions in the areas of IT outsourcing, cloud services and network & security. Technological basis of these services is a powerful IT infrastructure that relies on noris network's own high-performance backbone and multiple high-security data centers. noris network AG is fully certified according to ISO/IEC 27001 and ISO/IEC 20000 and has a BSI certification for its own data centers. The data centers have been awarded the maximum rating of five stars in the eco Datacenter Star Audit conducted by eco (Association of the German Internet Industry).

noris network

noris network AG • Thomas-Mann-Strasse 16 - 20 • 90471 Nuremberg • Germany
Phone +49 911 9352-160 • Fax +49 911 9352-100
www.noris.de • vertrieb@noris.de