



FlightNetwork.com

▲ CTO Srinivasan Krishnan

Technology solution:

- Dell™ EqualLogic PS6000e Storage Area Network (SAN)
- Microsoft Terminal Services (TS) technology

Sophisticated technology helps online travel agency achieve soaring success

In just three and a half years, FlightNetwork.com has grown from just three employees to over 120 and has sold over two million airline tickets. These and other achievements have helped land FlightNetwork.com a coveted position among Canada's top three online travel agencies.

Naturally, generating that level of growth in the hotly competitive online travel agency business required sophisticated technology. "Almost all our business is transacted online. The web is our distribution centre," explained company CTO Srinivasan Krishnan.

"We needed technology that was scalable, reliable and robust. Using Dell allowed us to scale upwards and outwards, which helped us to get to number two in Canada."

Since 2006, the company has gone from using two servers to 45. "We started with a couple of hand-built servers. Now we use exclusively Dell servers, PCs and monitors. We tried other vendors, but Dell has superior service and support – more proactive," Mr. Krishnan remarked.

Currently his department is taking storage to the next level, with a Dell™ EqualLogic™ PS6000e Storage Area Network (SAN).

"The reason for buying the SAN is to centralize data storage. Our information is scattered – little chunks on a large number of servers. The PS6000e will help us consoli-

date to a full-fledged storage system that's faster and more reliable," Mr. Krishnan said. "It uses up to 16 spindles – writing little packets to a lot of drives – and has built-in software to monitor reliability."

Typically implemented for mission-critical applications, the PS6000e will further ensure FlightNetwork.com customers worldwide will have near-instant access to their reservations 24/7.

Because the new PS6000e SAN allows "snapshots" to be taken regularly for back-up

and link the two SANs fibre-optically. "We want both offices to have the same information – continuous replication," he explains. This will give FlightNetwork.com superior recovery capabilities."

FlightNetwork.com further ensures security by using Microsoft Windows Server® 2008 Enterprise Edition for domain authentication control. "No one logs in without proper credentials," Mr. Krishnan explained.

The company also utilizes Windows Server® 2008 Terminal Services (TS) technol-

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purposes, it also makes FlightNetwork.com operations more secure.

"With Dell, 'snapshotting' is built in – no hidden or after-market costs," Mr. Krishnan added. "There are other manufacturers, but with EqualLogic, we're getting enterprise-class quality at a low price. Also, Dell uses a copper-based iSCSI connection (not fibre), making it easier to manage."

Once the first PS6000e is fully operational, Mr. Krishnan plans to purchase another for FlightNetwork's secondary loca-

ogy. "We have a lot of road warriors. The SSL gateway allows them to connect as if they were in the office," he added.

Mr. Krishnan concludes, "We offer competitive airfares, but even with the best fares, the channel matters. The web is our channel, and we've implemented technology to use it well."

Judging by the company's soaring growth and smart use of technology, FlightNetwork.com appears set on a steady course for continuing success. ■