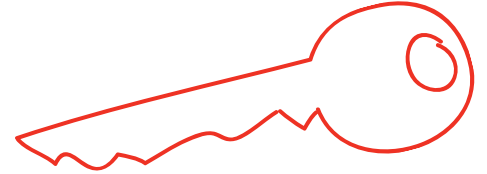


Logicalis Books a Smooth Infrastructure Migration from Sun to HP for Online Reservations Leader Passkey International, Inc.



Passkey International Inc. is the worldwide leader in online group reservations. The Waltham, Massachusetts-based technology company offers meeting destinations, hotels, and planners via a powerful web-based solution for managing group hotel reservations.

The heart of the Passkey system is an innovative online booking engine that lets group attendees make their hotel reservations online in the contracted group block, while allowing event planners and hotels to access real-time reports and event information. The Passkey-enabled global network includes more than 85 percent of major U.S. Convention and Visitors Bureaus (CVBs), as well as thousands of hotels, trade associations, meeting planners, and meeting management companies.

The IT environment that supported Passkey's technology-driven business model in 2007 was composed of Sun servers running Linux. However, this system was becoming increasingly unstable. The Passkey Director of IT, Jim Hanrahan, says it took very little time after he started work at Passkey to see there were problems. "The technology was aging, and it wasn't going to meet our performance demands," he recalls. "It wasn't going to meet our projected growth, nor was it going to meet the stability and uptime requirements we had set for ourselves. It was a three-way failure."

Platform for Continued Growth

Founded in 1996, Passkey had reached an enviable point in its maturity and had market dominance in a robust market. The company was planning to move into a new data center. The IT strategy was to design and implement a new IT environment at the new data center to provide a platform for continued growth and expansion.

To help him research, design, and implement the environment of Passkey's future, Hanrahan reached out to Logicalis Account Executive Phil Sharpe, whom Hanrahan had worked with frequently during his career. They began bouncing ideas off each other in a dialogue that led to the decision to replace Passkey's existing Sun/Linux infrastructure with HP Integrity servers running HP UX, Proliant blades, and HP Data Protector for backup on HP StorageWorks MSL tape libraries. HP OpenView was installed for system management. Logicalis also designed and implemented the Cisco IP telephony system in the new headquarters.

"It's not like we just switched out products," Hanrahan notes. "We updated the entire infrastructure: the servers, the storage, the architecture, the network...we changed it all." A bet-the-business undertaking, there was no room for error. Hanrahan's due diligence was broad and deep and encompassed competing technology products as well as different service providers.

"One of the strong points for working with Logicalis was that we were able to get questions answered quickly," Hanrahan says. "Phil would facilitate the communication I needed with the people in the appropriate organizations we were dealing with. There were several joint events set up by Logicalis where we were able to meet with people at HP who do all the testing and performance analysis. That made it very nice. That made me feel comfortable. This was a big project, and it had to work."

New Environment

Hanrahan and his team worked closely with Logicalis Delivery Consultants to implement and test the new systems incrementally—progressing from the development and staging

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Jim Hanrahan, Director of IT, Passkey

platforms to production and disaster recovery, until a completely new working environment was established and ready to replace the old one.

“One night we shut everything down. We did one more backup of the data; we changed the address records, synced some specific files, and brought it all up at the new data center,” Hanrahan says. “We tested it for a few hours, and then we went live. The whole process was flawless. It involved a lot of preparation, but the only thing we brought from one building over to the other was one tape. We moved into our data center. Then we moved our whole company three months later to a new headquarters.”

The new IT environment has lived up to its expectations. Hanrahan adds, “We have a much more modern environment, and our ability to manage our environment has greatly improved. We’re continuing to build on that. The expansion capabilities of the new environment mean that it can evolve and grow with us as we grow. We’ve already added more servers and more storage. HP’s products have been fantastic. They live up to what they are supposed to do, and uptime and performance have increased tremendously.”

Once the transition was complete, Logicalis also provided thin-client technology and implemented a training center for customers at Passkey’s new headquarters. The training center serves as a showcase for Passkey’s online reservation services.

“Through it all, Logicalis was a partner that had the ability to help us across the board and to stay with us,” Hanrahan says. “They weren’t just somebody who sold us the hardware and

walked away. Whether it was servers or storage, or networking or security or phone systems or virtualization technology, they could really make sure that the overall solution worked. Their skills were far-reaching. And they stayed committed to us. They stayed committed to the relationship.”

About Logicalis

Logicalis is an international provider of integrated information and communications technology (ICT) solutions and services founded on a superior breadth of knowledge and expertise in communications and collaboration, data center, and professional and managed services.

Logicalis Group employs over 1,900 people worldwide, including highly trained service specialists who design, specify, deploy and manage complex ICT infrastructures to meet the needs of over 5,000 corporate and public sector customers. To achieve this, Logicalis maintains strong partnerships with technology leaders such as Cisco, HP, IBM and Microsoft.

The Logicalis Group has annualized revenues of \$1 billion, from operations in the UK, US, Germany, South America and Asia Pacific, and is fast establishing itself as one of the leading IT and Communications solution integrators, specializing in the areas of advanced technologies and services.

The Logicalis Group is a division of Datatec Limited, listed on the Johannesburg and London AIM Stock Exchanges, with revenues in excess of \$4 billion.

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