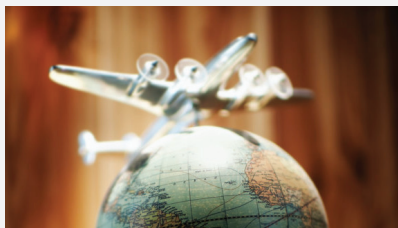


# AMADEUS DATA PROCESSING GMBH

## EMC Education Services helps optimize performance for a provider of mission-critical IT services



### ESSENTIALS

#### Challenge

To better address backup challenges

#### Solutions

- EMC Disk Library (EDL)
- EMC Education Services

#### Key benefits

- Ability to effectively manage EDL, optimize its performance, leverage advanced features, and troubleshoot when required

### BUSINESS OVERVIEW

Founded in 1990, Amadeus Data Processing GmbH is a subsidiary of Amadeus Technology Group SA, a leading transaction processor for the global travel and tourism industry. Processing more than 850 million billable travel transactions in 2010, the company's worldwide network connects travel providers and travel agencies for the distribution of travel products and services.

It also provides mission-critical IT solutions that support the key stages of domestic and international travel from itinerary planning and ticketing to passenger check-in and departure control.

### CHALLENGES

Amadeus Data Processing operates and maintains the systems and network for all Amadeus products and services from its data center in Erding-Aufhausen, Germany. That's where some 3.5 PB of disk storage and 3 PB of tape storage are housed, supporting around 50 mission-critical applications and Oracle databases. IT defines the business and provides a competitive advantage through its solutions, applications, hosting services, and IT services in general.

An EMC® customer for nearly 10 years, Amadeus trusts the majority of its storage and backup to high-end and mid-range EMC technology including EMC Symmetrix® and EMC CLARiiON® systems. Amadeus recently introduced EMC VMAX™ arrays and is planning to deploy EMC Data Domain® technology later in 2011.

"We do our best to provision the storage and serve customer requests as fast as we can," says Radu-Florin Manolescu, data management manager responsible for backup operations in the Storage Management Services department.

His biggest challenges include reducing downtime to near zero and always driving for higher I/O performance. While data growth of 40 to 50 percent or more per year is an ongoing challenge, it is also a fact of life.

To help meet its backup challenges, Amadeus deployed an EMC Disk Library (EDL) in 2010. Additionally, to ensure that the data management staff could optimize performance and exploit the advanced features and capabilities of the EDL, Amadeus invested in EMC Education Services training.

## EMC EDUCATION SERVICES

With the acquisition of the EDL, the Data Management team went through a two-phase training approach recommended by EMC Education Services.

The first phase was web-based to familiarize the team with the capabilities and features of the product. The second phase was held on-site with an EMC instructor, and provided a comprehensive study of configuration, performance tuning, and troubleshooting.

“At the start, my team didn’t have any experience with EDL,” says Manolescu. “Now we are able to manage it properly, optimize performance, utilize advanced features and troubleshoot when needed. The EDL works so nicely, though, we don’t have to troubleshoot much at all.”

“The quality of the training and the trainer were very good,” he adds. “The feedback from my staff was very positive and the day-to-day operations prove that as well.”

## SUMMARY

At Amadeus, training is mandatory before going into production with any new product. IT management wants to ensure that its staff has the skills to support and optimize the new technology. In addition to EDL training, the Amadeus IT staff has been trained on all EMC products in the data center including VMAX, Symmetrix, CLARiiON, and EMC Ionix™ ControlCenter.

“Training with EMC Education Services is very convenient,” states Manolescu. “We have found it easier to plan and budget for training with EMC than with other vendors. I would definitely recommend EMC technology and training to other organizations.”

“We also worked with the service and support teams from EMC Germany during the implementation of EDL,” he adds. “We are extremely satisfied with EMC Germany and its sales, service, support, and training teams. We have a very good working relationship with EMC.”

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RADU-FLORIN MANOLESCU  
DATA MANAGEMENT MANAGER  
AMADEUS DATA PROCESSING GMBH

## CONTACT US

To learn more about how EMC products, services, and solutions can help solve your business and IT challenges, contact your local representative or authorized reseller—or visit us at [www.EMC.com](http://www.EMC.com).

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