iTera's Echo2 Cost-Efficient High Availability Solution Allows Creation of Duplicate MIS Environment

Problem: In today's global economy, companies are rethinking travel philosophies and procedures – and often look to strategic partners to provide cost saving, innovative solutions for the travel management process. With an array of services and technologies fitting the unique needs of business travelers and corporate travel departments, WorldTravel BTI has achieved significant growth over the past few years and has become one of the nation's largest and most progressive travel management firms. But such success does not come without challenges.

Success requires commitment to responsiveness, accuracy and speed. Operating from its headquarters in Atlanta, Georgia, WorldTravel BTI relies on its IBM iSeries Model 820 based network to communicate with customers and employees around the world. The company is always alert to ways in which it can use technology to sharpen its focus on customer service. Recently, WorldTravel BTI decided it could enhance the availability of data and reports, while saving time and money in its internal operations, by automating its data query and reporting functions – areas that are critical to the corporate travel decision-making process.

Solution: WorldTravel BTI analyzed high availability software solutions from three developers. They decided on the Echo2 high availability solution from iTera, Inc., an IBM Tools business partner developing continuous availability solutions for IBM iSeries systems. In the words of WorldTravel BTI's Joe Bastarache, Data Center Director, "The iTera solution was affordable – and it works. We created a second MIS environment that provides users with the timeliest information available when they need it. With this solution, we remain focused on our customers and are responsive to their needs." Echo2 represents the new generation of continuous availability solutions taking advantage of the remote journaling capability of the iSeries operating system. Using remote journaling substantially reduces latency and ensures minimizing lost data. Remote journaling also decreases the overhead of the replication process, providing a more efficient means of information transfer.

> *"The Echo solution was affordable and it works…iTera has continuously worked with us to assure 100% satisfaction"*
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> —Joe Bastarache, Data Center Director, WorldTravel BTI

The remote journaling capability provided a true solution for WorldTravel BTI. With Echo2, all journal entries for the WorldTravel BTI production system are sent via remote journaling to a second iSeries. The journal entries are captured and applied every night at a specific time. Users know that reports and queries can be run from the second system each day, and will include the most timely data available.

With Echo2, WorldTravel BTI is assured that there is no lost data, since every journal entry is sent to the second system for a zero latency environment. A graphical user interface makes daily operations simple and trouble free, while the solution's built-in "intelligence" permits automatic recovery from program and processing errors that may occur during replication.

About iTera

Headquartered in Salt Lake City, Utah, iTera is a leading developer and integrator of iSeries high availability and continuous availability solutions including Echo² ™ High Availability, Reorganize While Active™, Purge & Archive™, GuardianSave™, Upgrade While Active™ and Convert While Active™.

About WorldTravel BTI

WorldTravel BTI, headquartered in Atlanta, GA, is one of the largest and most progressive travel management firms in the United States. With more than 4,500 employees across the country and 45 affiliate agencies in the United States, the company supports more than $3.6 billion in annual sales for Fortune 500 and mid-sized companies. WorldTravel BTI provides cost saving, innovative travel management solutions tailored to their clients' local and global travel needs. WorldTravel BTI's global services include traditional and online corporate travel services, group travel management, meetings and incentives, leisure services for corporate travelers, as well as consulting and corporate fulfillment services.

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