

UNISYS
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case study

Breakthrough:

Carnival Cruise Lines Maximizes Availability and Security with a Modern Technology Environment.

Imagine It

Create a modern, scalable technology environment designed to optimize performance, minimize downtime, and establish a foundation for future growth.

Done

Carnival Cruise Lines chose Unisys ClearPath Plus Dorado servers, which—in conjunction with additional software and hardware from Unisys and its partners—established a powerful infrastructure positioned for expansion. The solution improves Carnival's ability to remain agile and compete more effectively in its market.

Results: Supporting Ever-Changing Business Operations While Enhancing Profitability

Carnival Cruise Lines partnered with Unisys to create a modern technology environment that would enable massive scalability and flexibility over time, while significantly cutting costs by averting downtime.

Metrics

- **Availability:** Through a stable environment, eliminated planned and unplanned downtime that can result in millions of dollars in lost revenue
- **Strategic Growth:** Improved stability, security, and efficiency to maximize growth potential and competitiveness
- **Service:** Achieved convenient, Web-enabled access to data

Business Challenge: Maintaining a Modern Technology Infrastructure

The travel industry is highly competitive. While travel agents remain the most popular way for consumers to book a cruise, more people are making their own arrangements online—and shopping the Internet for the best deal possible—so reliable 24x7 operations have become vitally important. Just a few minutes of downtime can have a serious impact on sales. As the world's largest cruise operator, Carnival Cruise Lines (Miami, FL) must have a modern, scalable technology environment that can grow with the company while helping to continually optimize performance. For the past 20 years, Carnival has achieved and maintained the flexible, stable, secure, and efficient environment it needs using Unisys servers.

Solution: Meeting Growing Business Requirements with Unisys and its Partners

Today, Carnival supports its demanding online reservation system—while maintaining absolute security and sustaining high-volume transactions—with the help of two ClearPath Plus Dorado Model 180 servers and EMC storage. With ClearPath Plus Dorado systems, Carnival moves information securely, transparently, and effortlessly among systems and across company boundaries 24x7. Plus, ClearPath Plus Dorado servers and software provide flexibility for Carnival's ever-changing business operations.

Carnival also relies on a high-end EMC Symmetrix DMX storage architecture to offer unmatched deployment flexibility and massive scalability. Designed and deployed with help from Unisys technical consultants, the solution includes EMC's synchronous SRDF software to create a mirror image of its production environment at its disaster recovery location.

In addition, Carnival uses Unisys Business Information Server in an open server environment to support a wide range of reporting and decision-support requirements.

Carnival also has upgraded its Unisys Infolmage solution to the most current release. The company uses this imaging technology to capture and store personnel-related documents, such as shipboard staff licenses and medical records. This solution integrates with Carnival's Oracle financial application and its enterprise fax system.

Over the course of its lengthy partnership, Unisys has been an effective provider for Carnival's mission-critical solutions,

and has continually helped enhance Carnival's IT environment through complementary solutions. For example, through its partnership with SMA, Unisys was able to deliver a comprehensive process automation and job-scheduling tool known as OpCon/xps. This tool provides support for heterogeneous Microsoft Windows, UNIX, and mainframe-based applications for simplified automation of Carnival's IT operations.

Results: High Availability and Optimized Performance

Carnival Cruise Lines has:

- Eliminated planned and unplanned downtime that can result in millions of dollars in lost revenue
- Improved stability, security, and efficiency
- Optimized performance
- Ensured Web-enabled access to data and applications
- Positioned the company for ongoing expansion
- Sustained competitive advantage

With the help of Unisys experts, and the backing of Unisys technology, Carnival Cruise Lines has enhanced its security, stability, and efficiency while forging a foundation for ongoing growth. Carnival has been able to optimize performance, ensure Web-enabled access to business-critical reservation applications, and avoid lost revenue due to downtime—all of which has helped the company grow and maintain its leadership position in a highly competitive industry.

With its ClearPath Plus Dorado infrastructure, Carnival enjoys rock-solid security and stability. The company is transitioning to a higher security level to further protect valuable corporate data assets. Doug Eney, vice president of IS Engineering for Carnival, explains, "With the help of the Unisys team, we're in the middle of moving to Security Level 1, which will lower the risk of security breaches by providing better control over the access rights to critical data by our internal users."

John Masseria, manager of IT engineering at Carnival, adds, "With Unisys, we can meet government, industry, and business requirements for greater levels of security and personal privacy. The ClearPath Plus Dorado server is a very stable platform giving us the horsepower we need to get the job done and meet service level agreements."

Carnival's partnership with Unisys has proven to be a smart investment. "We have investment protection through application software. We get a long life out of our development cycles—unlike a Microsoft Windows Visual Basic environment where upgrading the software requires a major rewrite and re-test," explains Eney. "We've also experienced 100-percent investment protection in the application code."

"Our Unisys solution has kept us agile and enabled us to respond quickly and cost-effectively to our guests' needs."

Doug Eney

**Vice President of IS Engineering
Carnival Cruise Lines**

Profile: Carnival Cruise Lines

- World's largest cruise line
- 3.3 million passengers a year
- 33,500 shipboard staff, 3,000 shoreside employees

Solution at a Glance:

- Unisys ClearPath Plus Dorado Model 180 servers
- Unisys Infolmage imaging solution
- SMA OpCon/xps management software
- EMC Symmetrix DMX storage
- EMC SRDF software

Facilitating Growth

Unisys has fostered Carnival's ability to expand its business and enter new markets as well. "Since deploying the ClearPath Plus Dorado, we've added features and new applications, and we continue to enhance existing applications within the OS 2200 environment. As a result, we are able to streamline our reservations system and continue to operate at full capacity," says Eney.

Carnival is also reaping the benefits of top-notch efficiency and an improved competitive advantage thanks to Unisys solutions. Eney comments, "Keeping our database and basic reservation system in the ClearPath Plus Dorado platform has been very efficient. It is one of the ways that we maintain our leadership position in the cruise industry."

For example, Web-enabled applications on its ClearPath Plus Dorado servers not only handle Carnival's cruise reservations but also enable effective up-selling. Through this approach, guests can pre-plan their vacation experience so that they don't have to worry about scheduling activities before boarding their "Fun Ship" cruise.

Ultimately, Unisys technology has helped Carnival save money. "By having a stable environment, we have eliminated planned and unplanned downtime that can result in millions of dollars in lost revenue," says Eney.

The Relationship: Responsiveness, Commitment, and Consistency

"The greatest value of our relationship with Unisys is their responsiveness to our needs. They do what it takes to get the problem resolved and meet their commitments. Frankly, we all feel that our system gives us a competitive advantage," says Masseria. Eney adds, "From a technology perspective, our Unisys solution has kept us agile and enabled us to respond quickly and cost-effectively to our guests' needs. Above all, we value our relationship with Unisys for the company's consistency over time and their ability to deliver a quality product at a reasonable price."

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