



Client story

Keeping Carnival's fun flowing

Powering 5.6 billion transactions for 6 million guests

Client overview

- World's most popular cruise line, founded in 1972
- 29 ships, 19 countries, ~1,800 voyages annually
- 6 million+ guests per year; first cruise line to reach 100 million sailed
- ~90,000 employees representing 120+ nationalities

Objectives

- Process billions of annual transactions securely and without capacity limits
- Deliver seamless real-time guest commerce across pre- and post-cruise touchpoints
- Enable personalized pricing and offers at scale
- Free internal teams to focus on guest experience and innovation
- Build a foundation that scales with fleet and destination growth

Why Unisys?

- 47-year partnership built on ClearPath Forward Dorado — the system behind Carnival's reservation and guest commerce operations
- Proven reliability and built-in scalability, processing 5.6B+ transactions per year
- Managed services expertise that functions as an extension of Carnival's own team

Solution

- **ClearPath Forward Dorado** — mission-critical system running the ClearPath OS 2200 operating environment for Carnival's reservations and transactions
- **ClearPath ePortal** — digital channel connectivity supporting the pre-booking experience across mobile, web, travel partners and contact centers
- **Unisys Data Exchange** — real-time data integration powering personalized pricing and promotions
- **ClearPath Managed Services** — systems and database administration for ClearPath OS 2200



Unisys is essential to how we deliver the guest experience at scale."

Sean Kenny, SVP and CIO, Carnival Cruise Line

Results and benefits

- 5.6B+ annual transactions processed with no ceiling on capacity
- Instant booking confirmation via mobile, web, travel partners and contact centers, 24/7
- Industry-leading personalized pricing enabled by real-time data integration
- IT team freed to focus on innovation and guest experience
- 40%+ capacity growth absorbed in five years with no infrastructure overhaul

Powering the tech platform for 47 years and counting

"At Carnival, our mission is to bring more fun to more people," says Sean Kenny, SVP and CIO of Carnival Cruise Line. Delivering on that across 29 ships, 19 countries and 6 million guests a year demands enterprise server technology that never blinks. For 47 years, that platform has been Unisys.

The system supporting future growth

Carnival's partnership with Unisys began in 1979, when a single platform decision set the course for handling the growth that followed. The ClearPath Forward Dorado system, running the ClearPath OS 2200 operating environment, became the reservation engine at the heart of Carnival's business — managing inventory, bookings, guest data and pre- and post-cruise commerce across the entire fleet.

"For a cruise line, the reservation system is everything," says Kenny. "The Unisys platform is at the center of our e-commerce universe — processing and growing our transactions depends on it."

Today, that platform processes 5.6 billion online transactions a year. For example, every pre-cruise purchase flows through the platform, whether it's specialty dining, shore excursions, spa services, beverage packages, photo experiences, or in-room celebrations, any of which can be handled before guests ever step on board.

By the numbers

47 years of continuous partnership

5.6B+ online transactions per year

1.5M+ transactions per day

6M+ guests per year, 19 countries

40%+ capacity growth in 5 years, no added infrastructure





A platform with no ceiling

At Carnival, volume climbs year after year. In the last five years alone, capacity grew more than 40%, and the ClearPath Forward Dorado system absorbed it all without the need for an infrastructure overhaul.

"I don't have to worry about what the ceiling is for processing," says Kenny. "Unisys architecture handles that — and we've never run out of ceiling."

Unisys Data Exchange and ClearPath ePortal extend that reliability across Carnival's pre-booking experience. Data Exchange distributes real-time data across Carnival's platforms, powering a personalized pricing and promotions system that Kenny describes as the most advanced in the leisure travel industry. ePortal connects digital sales channels and ensures bookings are processed instantly and priced accurately — whether a guest is on mobile, the web, working through a travel agent or calling in.

Shoulder to shoulder

In 2024, Carnival expanded the relationship to include Managed Services for ClearPath OS 2200. The decision was straightforward: Since Unisys professionals built the platform, they know it. Having the Unisys team managing it means Carnival's IT team can direct their energy toward guest-facing priorities and business innovation.

"The Unisys team knows its technology. We know our business and our guests. We're able to marry those two things together," says Kenny. "Unisys is a seamless extension of our team."

Ready for what's next

Five new ships are coming through 2033, new exclusive destinations continue to open, and Carnival continues to expand its guest experience offerings. The ClearPath Forward Dorado system has already shown it can scale to meet demand without skipping a beat.

With a ClearPath roadmap that includes cloud-native development, AI-ready infrastructure and quantum-safe security, Unisys gives Carnival the confidence to plan years ahead. "It's not something we need to replace," says Kenny. "It's something we continue to build on as we grow."

To learn how Unisys can help your organization deliver mission-critical operations at scale, visit us [online](#) or [contact us](#) today.



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