



ezRez® Turns to SIOS to Protect Online Travel Services

Platform supporting Web-centric travel services for airlines, hotels and other related businesses protects its data with SIOS Protection Suite for Linux

“SIOS Protection Suite for Linux required only a simple step of placing existing resources underneath its platform. This ease of installation allowed us to fully protect our environment within a single day.”

- Michael Bruttig, senior director, Technical Operations, ezRez



National online travel services are an estimated \$122 billion industry among leisure travelers and small and medium-sized businesses according to research from eMarketer.™ Like other Web-based businesses, solutions that protect online travel company data and applications are mission-critical.

San Francisco-based ezRez Software, a software-as-a-service (SaaS) provider of online travel and loyalty solutions, enables its clients to deliver a variety of travel products, including airline, car and hotel reservations, as well as vacation activities and travel insurance. Whether a business wants to provide a standalone offering or products packaged with other services, the ezRez platform allows a company to launch online travel services with the look and feel of a customized implementation.

ezRez clients include some of the world's largest airlines, hotels, travel agencies and banking loyalty programs, such as AirAsia, American Airlines, American Express, JetBlue, Intercontinental Hotels, LAN Airlines, Starwood Hotels and Resorts and United Airlines. ezRez gives these clients access to more than 200,000 travel suppliers.

The Challenge

ezRez has unique data protection requirements for its online travel services solution. The company operates separate databases for each client and has developed its own platform based on the PostgreSQL open source database management system to support its services.

However, PostgreSQL does not contain failover-clustering capabilities. If ezRez's systems were to go down, the company and its clients would lose revenue, productivity and brand equity. ezRez needed an affordable solution that could assure their systems remained available.

After conducting a thorough search for a solution that would easily integrate with the company's PostgreSQL-based platform, ezRez determined that SIOS Technology and its SIOS Protection Suite for Linux was the best choice.

“SIOS Protection Suite for Linux was the obvious choice for a variety of reasons,” said Michael Bruttig, senior director, Technical Operations, ezRez. “Other high availability (HA) solutions require you to customize tools or write custom

scripts before integrating into your existing architecture. SIOS Protection Suite for Linux, on the other hand, required only a simple step of placing existing resources underneath its platform. This ease of installation allowed us to fully protect our environment within a single day.”

As a company whose platform processes thousands of transactions each day, ezRez needed a failover solution to monitor the databases and provide a strong level of protection in case of a failure. In addition to requiring a failover solution that would accommodate its PostgreSQL-based platform, ezRez wanted a solution that would eliminate downtime.

When a system fails, it causes a lot of inconvenience for the end-user and in an online environment these failures are magnified. Experiencing downtime can be detrimental to a company’s revenues, reputation and success; especially for a company such as ezRez whose core business depends on maintaining online stability. “Our clients expect a high percentage of uptime,” said Bruttig.

“Having any sort of downtime, even a few minutes, is simply unacceptable and something we do not tolerate. We wanted something like SIOS Protection Suite for Linux to avoid significant system downtime.”

The Solution

SIOS Protection Suite for Linux ensures the continuous availability of ezRez’s data by creating a fault resilient environment. In addition, SIOS Protection Suite for Linux monitors each database instance to ensure that any fault is automatically detected and corrected while also maintaining uninterrupted access to the data.

The solution is the only commercial product that works seamlessly with ezRez’s PostgreSQL database infrastructure. SIOS has been supporting the PostgreSQL open source database management platform for several years, providing solutions that allow businesses to add data protection functionality into PostgreSQL-supported database management systems. In addition to SIOS Data Protection Suite for Linux, SIOS Data Replication for Linux supports PostgreSQL 7 and 8 out of the box, which was a key prerequisite for ezRez.

ezRez currently runs on Dell servers to manage its 8 node clustering environment and operates EMC PowerPath - a combination that often proves to be troublesome when searching for a HA failover solution.

SIOS Protection Suite for Linux works in conjunction with EMC PowerPath and does not require a proprietary file system. The solution’s compatibility with shared storage configurations, such as EMC PowerPath, as well as other types of storage configurations, made the SIOS Protection Suite for Linux the clear choice for ezRez.

Benefits

“It’s been 2.5 years since we deployed SIOS Protection Suite for Linux into our architecture,” said Bruttig. “During this time our uptime has been over 99.95 percent.”

SIOS Protection Suite for Linux’s price point and its ease of deployment was an additional key benefit in ezRez’s decision to select the data protection solution.

“The solution caught a crucial issue that had potential to result in a global outage. SIOS Protection Suite for Linux failed it over successfully, which resulted in no downtime to our customers,” said Bruttig. “If SIOS Protection Suite for Linux was not in place it would be extremely expensive to maintain our 99.95% uptime. The solution performs at the highest degree, delivering exactly what it promises to do.”

About SIOS

SIOS delivers innovative software solutions that provide application availability and disaster protection for Windows and Linux environments.

Clusters Your Way.™

An essential ingredient in any cluster solution, SIOS SAN and #SANLess clustering software provides the flexibility to build clusters your way to protect your choice of Windows or Linux environment – and any configuration (or combination) of physical, virtual and cloud (public, private, and hybrid) storage – without sacrificing performance or availability. SIOS provides unique #SANLess clustering software that eliminates both the cost and the single-point-of-failure risk of traditional SAN-based cluster solutions.

Founded in 1999, SIOS Technology Corp., is headquartered in San Mateo, California, and has offices throughout the United States, United Kingdom, and Japan.

About ezRez Software, Inc.

ezRez Software, Inc. enables its partners to sell any combination of travel products including air, car, hotel, trip activities, packaging and travel insurance to anyone, anywhere in the world. Its Software-as-a-Service (SaaS) platform allows clients to easily launch online travel agency functionality with the look and feel of a customized implementation at a fraction of the cost. ezRez provides access to more than 200,000 travel suppliers and its clients that include some of the world’s largest airlines, hotels, travel agencies and banking loyalty programs, such as AirAsia, American Airlines, American Express, Delta Air Lines, JetBlue, Intercontinental Hotels, LAN Airlines, Starwood Hotels & Resorts, and United Airlines. Based in San Francisco, ezRez was founded in 2003 and has secured \$17.1 million in venture funding led by Canaan Partners with participation from Azure Capital Partners.

