

Airdolomiti Achieves Security and Continuity Thanks to Acronis®



Introduction

Airdolomiti was formed in 1989, when the founder Alcide Leali foresaw the strategic potential of a market towards inter-regional air transport. Started in 1991 as a partner of Lufthansa, the company focused on clientele corporate customers and on connections between cities which were not already served by the large carriers.

Airdolomiti's key features are consistent punctuality, quality and high daily frequency. In 2007 the company flew 1.63 million passengers.

The Challenges: Delivering Quality and Punctuality

With strict levels for quality and effectiveness, Airdolomiti demands an advanced and sophisticated IT system that guarantees maximum security and zero downtime. The company therefore took into account the need to provide a support infrastructure for disaster recovery and rapid server installation with the ability to operate on diverse hardware platforms. The same business continuity requirements were also necessary on the client platforms, a mix of Microsoft Windows XP and Vista.

In particular, there were five principal problems that Airdolomiti had to address; the rapid recovery of servers, one product for the recovery of multiple different types of hardware, reduced time and risk of server migration to new hardware resources, recovery of single, individual files within images produced, and finally speed and simplicity of operation. All requirements were fully satisfied thanks to the adoption of Acronis solutions, Acronis True Image Echo Enterprise Server and Acronis True Image Echo Workstation with the optional Acronis Universal Restore module. Initially the first product was installed on 25 servers of a diverse nature – domain controller, mail server with Microsoft Exchange, database server with Microsoft SQL Server, application server (Terminal Server 2003 and Citrix Presentation Server 4.0) and web server – all equipped with Windows Server 2003 R2 software. In addition, the software was also installed onto approximately 100 clients running on Microsoft Windows XP and Vista.

At the moment, the entire Acronis infrastructure is scheduled to carry out backups ever week or month, according to the criticality of each server, archiving the images on a centralised storage system. As well as this, the monitoring functions were implemented, via email and event view, for continuous control of the general system situation.

Organisation:

Airdolomiti

Sector:

Aviation

Key Challenges:

- Ability to achieve rapid server recovery
- Solution enables recovery of different types of hardware
- Time taken to migrate servers rapidly reduced
- Ability to recover single files, or entire operating system with images produced

Environment:

- 25 servers equipped with Windows Server 2003 R2 software
- Approximately 100 clients on a mix of Microsoft Windows XP and Windows Vista

Solution:

- 25 Acronis True Image Echo Enterprise Server licences
- 100 Acronis True Image Echo Workstation licences with Acronis Universal Restore add on

Business Benefits:

- Rapid implementation process
- Backup that can be tailored according to the criticality of each server
- Centralised management for ease of management
- The ability to quickly recover servers and workstations

Simplicity and Innovation to Beat the Competition

Implementation of the Acronis solutions took little time. The entire process – which covered 25 servers and 100 clients – lasted about two months and involved just one engineer. The staff training was also brief and undemanding: *“All of my colleagues found the simplicity, innovation and ease of use, superior to those of the competition”*, said Massimiliano Mazzoli, Airdolomiti’s System Administrator. *“In the first instance we implemented the server solution that guaranteed us the potential to rapidly carry out disaster recovery and migration of some servers to new hardware”*, continued Mazzoli. *“Then we moved to the installation of the Workstation product on PCs and laptops, allowing rapid implementation of the operating systems, Office applications, as well as software specific to our sector.”*

Airdolomiti chose Acronis’ solutions after trialling products of other competitors. Following a series of detailed tests, the Acronis offering proved to be the most appropriate for the specific requirements of the company. Decisive factors for the choice were the speed of backup and restore for both servers and workstations. A characteristic unique to Acronis’ solutions also influenced the choice: hardware device recognition such as raid controller and network cards.

Continuity and Security

Guaranteeing system reliability 24/7 is critical in the airline industry. With Acronis, Airdolomiti’s servers and workstations can be recovered rapidly at any time, always guaranteeing the highest level of security with which the structure must comply with at all times. *“It is a solution that deals swiftly and effectively with any failure”* says Massimiliano Mazzoli. Before the adoption of Acronis True Image Echo Enterprise Server and Acronis True Image Echo Workstation, the recovery time was very long... Today, Acronis solutions supply dependable and consistent recovery times.

Conclusion

“Now we are able to deal with any problem with the certainty of being able to recover server and workstation functionality very quickly and with just one solution,” said Mazzoli. *“The Acronis solutions allow us to manage interruptions to our servers and workstations, and therefore guarantee an enhanced continuity of service. We plan to acquire other Acronis licences and to extend it to the use of our Linux servers as well,”* he concluded.

About Airdolomiti

Airdolomiti began in 1989 when the founder Alcide Leali foresaw the strategic potential of a market that, at the time, remained ignorant towards inter-regional air transport. Started in 1991 and a partner of Lufthansa, the company focused on business clientele and on connections between average-sized cities for business or tourism that were not already served by the large carriers. Airdolomiti’s key features are consistent punctuality, quality and high daily frequency. In 2007 the company flew 1.63 million passengers.

About Acronis®

Acronis is a global provider of storage management software that enables corporations and individuals to move, manage and maintain digital assets. Acronis sells innovative solutions for disaster recovery, server consolidation and virtualization migration, which allow users to maintain business continuity and reduce downtime in computing environments. Acronis software products are sold in more than 180 countries and are available in 13 languages. For additional information, please visit www.acronis.eu

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