Client Story | Transformation in Motion

Travel Giant Enhances Operations From Ship to Shore

This major travel brand is focusing on architecting, automation, compliance and cloud apps — partnering with Insight for strategic expertise that's transforming the business.

Improving operations to accelerate transformation

Rearchitecting casinos: Keeping a customer favorite online

For this well-known cruise company, onboard casinos are a major attraction for customers. Wanting to avoid downtime of other systems from interrupting this important customer-facing operation, the client is prioritizing the migration of casino architecture to an isolated environment.

Outcomes:

Saved hundreds of internal IT hours

Reduced downtime

Improved customer experience

Automation to support updates and innovation

Previously, making changes to deployments on ships was manual. With a far-reaching geographical footprint, the process was often time-consuming and challenging for IT teams — discouraging them from making frequent changes. With automation from Red Hat® Ansible®, operations like updating deployments will be streamlined.

Outcomes:

Reduced burden of deployment updates

Enabled innovation

Industry:
Travel

The challenge:
Tackle several operational challenges to streamline processes and keep competitive pace.

The solution:
Wide-ranging support across patching, compliance and infrastructure

Insight provided:
Consulting Services
- Compliance management
- Automation implementation
- Vulnerability management
- Patching process support
- Rearchitecture of critical systems

Capabilities in action:

Consulting Services

Automation

Compliance

Data center

Data protection

Modern platforms

Accelerated patching processes for better security

When it came time for device patching, this client needed to connect to shore resources. This process could take up to an hour per system and was sensitive to potential connectivity issues, which could add even more time to the process. By leaning on Insight to implement Red Hat Satellite, the client was able to use mirrored copies of assets on ships to accelerate the patching process to just seconds.

Outcomes:

Significantly reduced patch time (from an hour to seconds)

Enabled faster security patching

Eliminated connectivity concerns for patching

Advancing app operations with improved cloud structure

Looking to boost ship operations that impact customers, such as the reservation system, the client is setting its sights on a modern approach to a focused number of existing apps. Insight helped restructure the deployments and leveraged Red Hat OpenShift® to improve their management. The client is eager to complete this process for additional existing apps to boost more enterprise operations.

Outcomes:

Accelerated app update process

Enhanced crew- and customer-facing app operations

Vulnerability management through improved vulnerability and patch management

Device patching is crucial to protecting assets against known vulnerabilities, but it can be challenging to keep up with for large international organizations. To prevent breaches and stay in compliance with PCI DSS requirements, this client needs support managing its patching processes. Insight Qualified Security Assessors (QSAs) are conducting evaluations of current processes and will provide recommendations for improvements.

Outcomes:

Continued PCI DSS compliance

Reduced threats of security breaches

Public Key Infrastructure (PKI) migrations

The client's PKI infrastructure was reaching its end of life and required a refresh. Insight stepped in to upgrade the environment and ensure new PCI DSS requirements impacting encryption key management were met at the same time.

Outcomes:

Continued PCI DSS compliance

Retired outdated PKI infrastructure

What's possible at your organization?

Accelerate transformation with Insight. As an end-to-end Solutions Integrator, we help clients across industries drive outcomes in any area.

Explore our offerings to see what we can start working on together.

Benefits & outcomes:
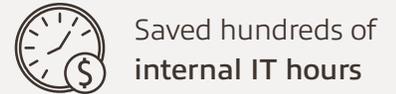
Saved hundreds of **internal IT hours**

Improved **customer experience**

Reduced downtime of casinos

Reduced burden of **deployment updates**

Reduced threat of security breaches

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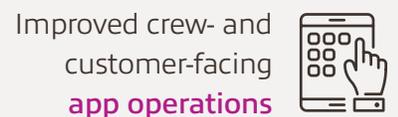
Continued PCI DSS compliance with recently introduced requirements

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