



// Outrigger Enterprises Group

Technology, meet humanity.

BACKGROUND

Outrigger Enterprises Group is one of the largest and fastest growing privately-held leisure lodging and hospitality companies in the Asia Pacific and Oceania regions and continues to expand its presence throughout the area.

A family-owned company with more than 60 years of hospitality experience, Outrigger runs a highly-successful, multi-branded line of hotels, condominiums and vacation resort properties, including Outrigger® Hotels & Resorts, OHANA® Hotels & Resorts, Outrigger Condominium Collection®, Embassy Suites®, Best Western® and Wyndham Vacation Ownership®. Currently, Outrigger operates and/or has under development 47 properties with close to 12,000 rooms located in Hawaii, Australia, Guam, Fiji, Bali, Phuket, Thailand and Hainan, China.

THE SITUATION

Making a reservation at any one of Outrigger's properties usually starts online at their website. In fact, more than 50% of all reservations are made electronically. With millions of dollars passing through the system annually, its importance is obvious.

THE CUSTOMIZED SOLUTION

Nearly 7 years ago, Outrigger turned to Opus Interactive to manage and maintain their online reservations system.

Opus Interactive hosts and maintains Outrigger's online reservation website using a combination of 12 HP Blade Servers, HP switches, GTA firewalls, and HP SAN Storage. Opus Interactive's team of certified engineers works to ensure that Outrigger's reservation system is Always On™.



"Outrigger's reservation booking engine is mission critical - if it is not available customers are unable to book reservations and we miss out on the associated revenue for our hotels. It's imperative that we have a system that has service levels of 99.9% and has fail safe monitoring systems."

Bill Sthay
VP, Interactive Commerce
Outrigger Enterprises Group

About Opus Interactive

Portland, Oregon based Opus Interactive is a full-service Managed Services Provider (MSP). Founded in 1994, the company provides managed hosting, dedicated virtual and standard servers, collocation, and hi-capacity Internet services. With its unique high-density data center model, advanced technology adoption, clean power utilization, and energy efficient hosting solutions, Opus Interactive works with organizations of all sizes helping them reduce IT infrastructure costs and consolidate their server footprint. They team with industry leading partners such as VMware, HP, LeftHand Networks, and Microsoft. Opus Interactive is an accredited member of the International Managed Services Provider Alliance.