

American Tours International, LLC



Delivering custom virtualization to keep travel online and available.

In today's travel world, technology represents a valuable component in maximizing profitability.

From reaching potential customers, booking reservations, and managing customer relationships, the travel industry depends on reliable solutions to keep infrastructures online to meet the needs of its customers.

Founded in 1977, AmericanTours International is the world's premier "Visit USA" travel wholesaler and tour operator, bringing more visitors, from more countries, to the USA than anyone else for more than 35 years. ATI has set the pace for the industry with unsurpassed tour and travel product creativity, innovation and a "can do" spirit.

ATI partners with over 30,000 hotels and attractions throughout the world. The company offers escorted air and motorcoach tours, including Escorted MotorCoach tours, Self-Drive packages, Special Groups, and Incentive travel experiences to a global audience of travelers. ATI relies on a vast network of tens of thousands of hotels across the United States. Wholesale travel agents as well as travelers choose ATI based on the strength and reliability of this network.

"The benefits of this migration were immediate. Uptime improved, translating to growth and increased results for ATI—ultimately delivering more value to our clients. For this, ATI has extended its initial service agreement with Opus Interactive for another three years."

*Stephen Shelley Vice President, Technology
AmericanTours International, LLC*

About Opus Interactive

Founded in 1994, Opus Interactive provides cloud hosting, managed services and colocation from Tier III+ data centers in Hillsboro, Portland, San Jose, and Dallas.

Through close partnerships with industry-leaders and a commitment to customer satisfaction, Opus Interactive has earned a reputation for willingness to design and build customized hosting solutions that fit unique requirements for equipment, scalability, budget and future growth needs of its customers. Technology, meet humanity.

Headquartered in Portland, Oregon, Opus Interactive is an accredited member of the International Managed Services Provider Alliance and is PCI compliant and SAS70/SSAE16 audited.



Customer solution at a glance

HARDWARE

- HP Blade Servers
- Arista 10/40Gb Switches
- Virtual Load Balancers
- Virtual Firewalls
- HP SAN Storage

SOFTWARE/SERVICES

- OpusCloud powered by VMware
- Managed Backup

BUSINESS BENEFITS

Creates a reliable, repeatable deployment model for the future.

THE SITUATION

With a vast number of travelers checking in and out of hotels every day, ATI required a lot of live and ever-changing data across a network sometimes composed of legacy hardware and operated by people facing a technology expertise gap. With a single error having the potential to ruin a customer's travel experience, ATI reached out to Opus Interactive to move its critical, high volume 24x7 networks and application infrastructure to a new facility to meet growth demands.

THE CUSTOMIZED SOLUTION

Opus Interactive worked closely with ATI's IT team to develop and deliver a solution that met existing demand needs while offering flexible scalability to grow with the company. The end result is a custom hosting solution that utilizes a vCloud Suite solution paired with state-of-the-art hardware to mitigate the risks of power failure, environmental hazard, and any other unforeseen failure that might otherwise constitute a production service outage.

Opus Interactive hosts and maintains ATI's reservation system from one of its Tier III data centers located in Oregon. The space offers high capacity and high availability from a region known for being geographically sound. Low cost power and high-efficiency measures deliver an enterprise-class infrastructure for a fraction of the cost.

To ensure the high-demand reservation system and marketing websites are always online, available and scalable, Opus Interactive moved the on-prem solution to the OpusCloud, powered by VMware. Using 21 HP Blade Servers across multiple redundant clusters of HP c7000 blade chassis, redundant Arista 10/40 Gb switches, Redundant firewalls, redundant Load-Balancers and HP SAN Storage. The entire solution is fully managed by certified Opus Engineers for both security and performance to meet the high-availability uptime demands ATI requires for their reservation system. Utilizing the fully managed OpusCloud powered Cloud Servers allows ATI to scale seamlessly as marketing and customer demands require making the overall solution flexible and cost-effective.

“The benefits of virtualization are huge for ATI. It gives them the ability to react quickly and scale on-demand. And, all their equipment is housed in a state-of-the-art data center located in the safest geographical area.”

Chief Technology Officer
Opus Interactive

Opus Interactive Headquarters

1225 W Burnside Street
Suite 310
Portland, OR 97209

✉ sales@opusinteractive.com

☎ (503) 972-6690 / (866) 678-7955

opusinteractive.com

