# Direct Travel
Travel Management Company

## ABOUT DIRECT TRAVEL

Direct Travel is one of the top three travel management companies in the U.S. They provide their customers with significant cost savings programs, innovative technology solutions and a world-class level of service. Headquartered in New Jersey, Direct Travel has more than 20 locations across the country with 1,000+ employees. Over and above their physical locations, they directly employ hundreds of remote workers, who need to access company resources daily.

## THE CHALLENGE & REQUIREMENTS

Direct Travel was operating on an aging terminal services infrastructure, which was operationally overloaded and in need of an urgent hardware, software and security upgrade to bring their IT up to best practice.

Our challenge was to take over the active management of Direct Travel's IT, build a dedicated, fully hosted platform that could scale in line with Direct Travel's ambitions. We collaborated at every step with Direct Travel's deeply experienced in-house IT department to design and build a private cloud hosted desktop infrastructure.

An additional challenge was to migrate the entire IT infrastructure and a number of custom legacy applications across to the new platform, without causing any operational disruption to the daily workflow of their users.

## CUSTOMER DEPLOYMENT ACHIEVEMENTS & MILESTONES

### Infrastructure:

We built a fully hosted, private cloud platform to their specific requirements, which leverages Microsoft Server 2012 and VMware hypervisor technologies.

### Migration:

The migration of more than 900 desktop users and their applications from the old IT infrastructure onto the new platform was a textbook frictionless migration. PCI/SSAE16 Hosted

### Platform:

We centralized all of Direct Travel's IT infrastructure from a management perspective and now deliver their IT to them as a service, helping them remain compliant with governing regulations.

### Back Up & DR:

We implemented an offsite backup and disaster recovery strategy for business continuity, with replication across multiple data centers and redundant connectivity to provide 100% uptime.

**IronOrbit**
5101 E. La Palma Ave. Suite 200
Anaheim Hills, CA 92807

📞 888-753-5060
✉ sales@ironorbit.com
🌐 www.ironorbit.com

**IronOrbit**
Cloud Computing Solutions

## DEPLOYMENT SPECIFICS

**1** Custom built private cloud solution, for desktops, servers and applications.

**2** Implementation of rigorous security systems and processes.

**3** Fully managed network, firewall, switch and IDS management across all branches.

**4** Fully managed network antivirus, spyware and phishing protection for 900 users.

**5** 24/7 real-time, non-intrusive network and security monitoring and alerting.

**6** Fully managed, outsourced IT solution tailored to Direct Travel's requirements.

**7** Custom help desk solution with trouble ticket system and 24/7 live support.

> **"**
> Our success in the travel industry comes down to our ability to leverage technology and put it to work for our customers. IronOrbit helps us keep that competitive edge.
> **"**

**Darryl Hoover, Chief Technology Officer**

## ABOUT IRONORBIT

IronOrbit, a division of SACA Technologies, is a privately owned and fully integrated Information and Communications Technology (ICT) powerhouse. With more than 300 years of combined industry expertise, IronOrbit innovates, develops, and produces comprehensive ICT solutions, specializing in GPU-accelerated cloud workspaces.

IronOrbit operates their own global footprint of private data centers across more than twenty regions worldwide, utilizing SOC 2 Certified, Tier 4 facilities to provide cloud services and their flagship hosted desktop solution, INFINITY Workspaces, to thousands of customers, including the US government.

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