



CASE STUDY

Citrix Access Information for **AIRLINE
INDUSTRY**

Emirates Airline United Arab Emirates

Operating in almost all countries of the world, Emirates Airline have more than 2000 users with diverse kinds of applications and IT needs. Emirates Airline office in UAE was planning to centralize applications and data due to the difficulty associated with managing and maintaining such diverse network with distributed applications and workstations and scattered data. Emirates Airline suffered from regular software updates, application hot fixes and fine tuning, users complains of slow performance, hardware upgrades and file backup and management.

In addition, the cost of WAN links maintained between different sites of Emirates Airline within UAE was extremely high. Emirates Airline wanted to have better control of applications, to reduce data network management, to cut WAN links recurring charges and to minimizing hardware and software upgrades.

Like any other large enterprise, Emirates Airline planned to have a solution that provides accessibility, manageability, security and scalability at reasonable cost. Due to the large number of users and sundry range of applications, Emirates Airline decided to deploy Citrix in phases.

The first phase started with approximately 300 users who all have access to legacy Oracle application via Citrix MetaFrame in the head office of Dubai as well as some branch offices in the UAE.

The next phase of Citrix implementation will involve the centralization of all applications including Microsoft office for all local users in the head quarters of Dubai as well as all branches in the UAE.

The final phase which is intended to complete next year (2004) will end up with more than 2000 users connected to the head quarters in Dubai from almost every branch in the world.

Emirates Airline chose to go with Beta Information Technology L.L.C to handle this and the coming Citrix projects.

Key Benefits

- Reduced Bandwidth
- Better Manageability
- Scalability & Availability
- Security

EMIRATES AIRLINE MANAGED TO ACHIEVE THE FOLLOWING BENEFITS FROM CITRIX:

1. REDUCED BANDWIDTH

Lines of 64 Kbps were hardly able to carry the Oracle traffic to and from client. With Citrix Metaframe ICA clients, the bandwidth requirements of less than 12 Kbps managed to improve WAN link performance and to cope with new users and applications without compromising performance.

2. BETTER MANAGEABILITY

The IT staff of Emirates Airline is now able to manage network resources centrally. Now most software upgrades are taking place in the data center at Emirates Airline headquarters, workstations do not need hardware upgrade any more. Upgrading server hardware, customizing applications and installing software service packs and plug-ins is performed from one location. Data is maintained centrally by storing it centrally in a file server that is periodically backed up.

3. SCALABILITY AND AVAILABILITY

Citrix is a licenses-based product. Emirates Airline is paying for users who are currently using Citrix. The NFuse server farm can be enhanced by adding other servers to improve performance and to accommodate with new applications and increased number of users.

Citrix MetaFrame support load balancing based on many metrics. This provided users with maximum availability and service continuity.

4. SECURITY

Citrix minimizes security risks. It allows only one protocol to traverse the network. Citrix can also integrate with other security measures such as access control. Citrix Secure Gateway and Secure Ticketing Authority works with Citrix NFuse to provide ultimate security to users connecting to applications from the Internet or public networks.



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About Citrix MetaFrame Access Suite: The Citrix MetaFrame Access Suite offers organizations the easiest and most cost-effective way to provide a single, secure point of access to enterprise applications and information on-demand. The Citrix Suite ensures a consistent user experience anywhere, on any device or connection, while allowing IT staffs to centrally deliver, manage, monitor and control enterprise resources. Products in the Citrix Suite are fully integrated, making it easy to add and extend the value of your MetaFrame implementation.