

ATI CLOUD – YOUR WORKSPACE ANYWHERE

SUCCESSFULLY TRANSFORMING IT FOR OUTSTATIONS

Airline IT departments are coping with stringent business demands, budget constraints, security requirements, technology obsolescence, and new ways of working. Virtualization of the employee workspace is an efficient and future-proof way to address these challenges and become more agile.

ISSUES

- Heterogeneous and aging infrastructure at outstations is not aligned with security requirements and not able to support new applications or new ways of working
- Migration to new and mission-critical business applications as well as future-proof IT infrastructure at outstations is complex
- New routes are opened frequently, often in locations where it is difficult to provide reliable IT services

SITA SOLUTION

Leveraging the ATI Cloud, SITA provides a virtual workspace tailored to your needs:

- Published from Citrix farms with a set of applications relevant to each profile (generic, ATI, and customer specific applications)
- Can be accessed from multiple end-user devices (desktops, laptops, BYOD, home PCs, tablets)
- ATI Cloud Portal provides IT administration functions and end-user self-service capability
- Provided as a managed solution, SITA ensures end-to-end design consistency, performance, and support of the solution.

BENEFITS

- End-to-end design, integration, roll-out, and support (network, desktop and application virtualization, local equipment, etc.)
- Pay-as-you-go model provides scalability, deployment flexibility, and adjustment of IT infrastructure and budget to business demand
- Consistent digital workspace and global performance
- Immediate provisioning of new agents and new applications onto all workspaces on a global basis
- Compliance with data and IT security requirements

250,000 ATI WORKSTATIONS LOCATED OUTSIDE HEADQUARTERS

5 MINUTES TO PROVISION A VIRTUAL WORKSPACE AND PUBLISH IT ON A NEW AGENT'S DEVICE

1 HOUR TO DEPLOY A NEW RELEASE OF A RESERVATION APPLICATION ONTO THE DESKTOPS OF ALL TICKETING OFFICE AND CALL CENTER AGENTS

58% OF AIRLINES ARE EVALUATING OR PLANNING TO VIRTUALIZE THEIR WORKSPACE BY END OF 2015

IT TRANSFORMATION FOR OUTSTATIONS



Simplify your IT environment at outstations to become more agile

250K ATI WORKSTATIONS
OUTSIDE HEADQUARTERS

SOLUTION COMPONENTS

1. Published virtual workspaces:

End-users are provided with a virtual workspace for relevant role-based profiles. Each profile is defined by the customer and includes a specific set of desktop applications (generic, ATI specific, and customer specific), a set of desktop utilities, and data storage options.

2. Access to an industry applications catalog:

The published virtual workspace provides simplified access to the customer's applications as well as a variety of SITA and third party industry applications.

3. Self-service capability:

The ATI Cloud Portal provides the IT Manager with self-service capability to configure new end-users, request modifications to the workspace, etc. The portal also includes end-user self-service capabilities, through which users can self-procure new applications and request modifications to their workspaces.

4. End-user data storage and backup:

Several data storage solutions are available, each with back-up and data encryption options:

- Private drive (private data storage space in the ATI Cloud)
- Shared drive (data storage space in the ATI Cloud, shared between various virtual workspaces)
- Cloud drive (shared storage in the ATI Cloud providing instant data synchronization across virtual workspaces, traditional desktops, laptops, and mobile devices)

5. Active Directory option:

Synchronization with the customer's own Active Directory to simplify end-user credential management.

6. Network access options:

Access to the virtual workspace can be provisioned through a private MPLS network or via the Internet.

7. Roaming and multi-homing options:

A workspace can be replicated and published from multiple data centers, providing roaming employees with consistent performance globally while also providing a disaster recovery option.

8. Service level agreements and performance reporting

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