



Case Study

# Global Leader in Business Travel Looks to Execute a Comprehensive Transition to Public Cloud

## The client

The client is a global leader in business travel, meetings, and events, with recent annual transaction volume of over \$23 billion. The privately-held, 25-year-old company has operations in nearly 150 countries and employs more than 18,000 team members worldwide.

## The challenge: Lay the foundation for a risk-mitigated cloud transformation and enhanced security

The company was an existing traditional infrastructure client and had decided to slowly phase out its data centers and migrate to Amazon Web Services (AWS®). Having developed a level of trust with us, they contacted their Insight Cloud and Data Center Transformation (CDCT) representatives to begin initial conversations about the project.

What was uncovered in those discussions was that while the client’s IT leadership was committed to moving to the cloud, they had not yet developed a strategy for doing so. They knew there were a wide range of people, process, and technology issues that they needed to work through in order to successfully execute on the initiative, but were wanting to collaborate with a partner that has a proven methodology that covers all aspects of cloud migration and operations.

### Industry:

Business travel

### CDCT provided:

- Transition plan covering governance, security, operational models, and pricing for public cloud
- Phaseout plans to address aging applications and infrastructure
- New service catalog based on future application requirements
- Tagging rules and guidelines for all AWS resources
- Revised AWS account and organization structure

### CDCT services:

- Environmental assessment
- Consulting Services
- Migration planning

## The solution: A detailed plan for making the transition to the cloud

The first step was a comprehensive assessment. Insight CDCT worked with the client to review their business objectives, IT operations, existing technologies, and internal resources. We found that the client did not have a high level of readiness for the cloud, so our plans would need to account for this in order to ensure their long-term cloud success.

Based on our review, we developed a detailed plan for cloud migration and adoption. Plans addressed:

- Governance and security in the cloud
- New IT processes to be put in place
- Cloud pricing and cost management
- Aging applications and infrastructure that would need to be retired
- Delivering an entire application portfolio from AWS
- Defining a new service catalog based on future application requirements

We also delivered operational and security policies, guidelines, and checklists that will streamline the move to AWS and keep all users and data safe and secure throughout the transition. Insight CDCT consultants also defined tagging rules and guidelines for AWS resources and revised the client's AWS account to align with scalability and security best practices.

## The benefits: A comprehensive perspective and increased cloud readiness

Arguably the most important step in a wide-ranging IT initiative is the first one: detailed planning. The client now has a more in-depth understanding of best practices for consuming and operationalizing cloud resources. Its IT leaders have newfound confidence in their decision to move to AWS.

This project also created recognition among stakeholders that cloud security must be fast and automated, and that it is a program not a project. To that end, the client is moving ahead with investigating a Security Service as Code solution.

When they are ready, the client is fully prepared to take to the cloud. Equipped with a clear, documented cloud transformation strategy and roadmap, and a trusted partner they can call anytime, there is nothing stopping them from executing their vision efficiently and effectively.

### Benefits:

- Greater understanding of best practices for consuming and operationalizing cloud resources
- Plans for standardizing processes across business units
- Executable strategies for maximizing the potential of AWS resources
- Expert direction on managing cloud spend



Confidence in a clear, documented roadmap for cloud transformation

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