

Traveltek Success Story

Web Hosting : Internet Access : Partner Programs : Security : Services

Customer	Traveltek
Business Problem	Previous Provider Phased Out Service
Solution Summary	Managed Hosting Virtual Private Server Solution Managed Private Server Solution

NTT/VERIO Managed Hosting is Traveltek's Ticket to High Performance Solution

Customer Profile

Traveltek is the UK's premier company for Internet travel technology, providing the complete online solution for large and small companies in the travel industry.

The Situation: Charting a Course for Success

Traveltek is a full-service Web development provider for the travel industry, with expertise in Web-design, XML interfacing, reverse engineering legacy information systems, data manipulation, customer relation management, booking engines and more. The company also works closely with Verio to resell NTT/VERIO Web hosting solutions. As Kenny Picken, Traveltek's chairman and managing director, explains it, "Traveltek manages entire Web strategies for its travel agency clients, providing a complete set of applications and solutions. While travel agencies could go directly to a Web host service provider, we add a great deal of value by bringing together all the features agencies and their customers are looking for—managed hosting and security solutions, tour information, flight booking, hotel booking, car hire, and agency deals—and custom packaging it cost-effectively for specific travel companies."

The business is clearly dependent on teaming with a proven Web host partner that can deliver reliable, robust Web hosting services. Traveltek's previous Web host provider—a key player in the European market—was providing adequate service until being acquired several years ago. As a result of the acquisition, the service Traveltek used was phased out, leaving Traveltek with the option of migrating to a less robust, more costly service. Consequently, Traveltek would have to raise its prices and face losing customers and market share in an industry that had already become extremely competitive.

Not wanting to lose its hard-earned market leadership position, Traveltek set out to find a new service provider. With a travel package database that exceeded 10 million records, it had some very rigorous requirements: an experienced proven partner that could deliver a complete Web hosting package in terms of ultra-high bandwidth and performance, flexibility, and responsive support, all at a competitive price.

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The Solution: Reaching the Final Destination

During its search for a new host, a team of Traveltek IT managers evaluated providers. After looking at several players, Traveltek met with and ultimately selected Verio. "Verio presented a very compelling managed server plan that made a lot of sense to us," said Picken. "The economies of scale were there that would give us the performance we needed and do so at a very competitive price. We haven't looked back since."

Today, Traveltek uses NTT/VERIO Dedicated Servers, Managed Private Servers (MPS) and Virtual Private Servers (VPS) to host 1400 independent travel Internet sites and more than 4,000 independent agencies in the U.K. This combined approach allows Picken and his team to service each Traveltek customer with a tailored hosting solution, designed specifically to serve each business as its own needs and growth dictate.

NTT/VERIO Managed Hosting Solutions offers customers pre-configured solutions for ultra-fast deployment, as well as highly refined, expert configurations designed for the most stringent requirements. NTT/VERIO VPS solutions are based on a breakthrough Web hosting technology that gives customers their own dedicated UNIX virtual machine – a private and protected area that operates as an independent server – allowing Traveltek agents to share the expense of hardware and network connections, without sacrificing performance or freedom of choice. MPS solutions provide shared, managed hosting services at a lower cost.

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The decision to partner with Verio has proven to be an excellent decision in terms of performance, support and value. According to Picken, "The NTT/VERIO Global Tier 1 Network provides the power, scalability and speed needed to support Traveltek's demanding environment." Picken also claims that Verio's high-capacity network is helping Traveltek in another way—getting new business. "Verio's reputation has been a great selling point for Traveltek," Picken explains. "Our clients have total confidence that their data is safe with us."

Verio's support and responsive communication is another key benefit. According to Picken, any problems that come up are handled responsively with 24x7x365 support. "We have had very few glitches. And when we do, Verio reacts quickly and goes the extra mile to resolve the issues."

In terms of value, Picken could not be more pleased. And even though he is approached by other vendors from time to time,

he would not consider switching service providers. "In terms of the total package and the peace of mind we have in our hosting environment, no one can touch Verio."

The Future: Journey Around the Globe

Traveltek has ambitious plans to expand its services on both sides of the Atlantic and beyond. Picken projects that new, geographically dispersed markets such as Canada, Asia/Pacific, and the southeast U.S. will provide many new opportunities for the company.

"We're very pleased with the results so far," concludes Picken. "And to ensure we will be able to meet the higher demands placed on our hosting environment from a growing customer base, Traveltek will continue to rely on NTT/VERIO hosting solutions."

About Traveltek

Traveltek has over eight years of experience in the travel industry and is now recognized as one of the leading travel technology companies in the UK. Traveltek's clients include many well known names, such as Thomas Cook, Cosmos Holidays, Advantage Travel Centres, Travelsavers and AITO. In addition, the company has developed Websites for independent agents like Prentice Travel, Galaxy Travel, Munros Tourist Agency, King World Travel and Bill McCarthy Travel. Tour operators like Mundi Color and Great Rail Journeys expanded their business online with help from Traveltek, while companies like Complete North America and Rion Travel rely almost exclusively on the company's Web technologies to drive their business. From technology expertise to responsive, knowledgeable support resources, organizations large and small find that Traveltek excels

in meeting
their business
requirements.

Traveltek
Your partners in travel technology

