

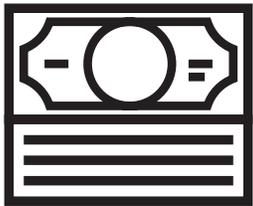
Airlines Reporting Corporation safeguards business processes with CA Unified Infrastructure Management

CLIENT PROFILE

Industry: Finance

Company: Airlines Reporting Corporation

Employees: 370



\$80-90 billion
processed every year

Seamlessly processing payments

In its 50-year heritage, Airlines Reporting Corporation (ARC) has been processing credit card payments for airlines, travel agencies and corporate clients – and it's never missed a payment.

To safeguard its reputation of excellence, the company monitors core systems with CA Unified Infrastructure Management. As Michael Tarajos, Enterprise Technical Solutions Engineer explains, "The CA Technologies solutions helps us to proactively monitor our environment, so we can identify issues before they cause problems and keep processing payments."

With an outage potentially delaying millions of dollars being paid to airlines, the company has reduced the risks of impacting service to customers.

Comprehensive monitoring

ARC is the only company of its kind, acting behind the scenes to process ticket purchases made online or via an agency branch for airlines in North America. It also holds an archive of travel documents from across the world for ten years in line with regulations.

Before the company implemented CA Unified Infrastructure Management, every department was responsible for monitoring its own environment, and many had built their own solutions. However, as the company began to grow, it realized it needed a solution that would give it visibility over its entire infrastructure and that would scale as it expanded.

"We're known for our reliability, so we wanted to make sure we had the infrastructure and monitoring solution in place to ensure we were delivering on our commitments on time," explains Tarajos.

A reliable and scalable solution

The solution integrates with other technology in ARC's infrastructure via a series of custom probes, to give the IT team complete visibility over the whole estate. "We process between \$80-90 billion in transactions every year," comments Tarajos. "That makes us a high target for hackers, so it's crucial that we have a solution that alerts us if someone is trying to access our systems."

"CA Infrastructure Management safeguards our 50-year heritage of never missing a payment."

Michael Tarajos

Enterprise Technical Solutions
Engineer, Airlines Reporting
Corporation

CA Unified Infrastructure Management is also helping the company to maximize its resources, as its ease of use means it doesn't require a full time administrator, and as the company has grown it's scaled from monitoring three servers to more than 500 servers without increasing investment.

"CA Unified Infrastructure Management monitors and manages itself, so I only have to spend around 20 percent of my time on administration," adds Tarajos. "It's also very adaptable – one of the beauties of partnering with CA Technologies is that you don't just buy a solution, we're part of a community that actually responds to our feedback and has created new probes based on our needs."

ARC's investment is also proving to have the capability to support its future plans – as the company migrates and consolidates its estate to a cloud environment, CA Unified Infrastructure Management will be supporting a hybrid environment of both cloud and on-premise technologies, while still giving a central view of the IT estate.

"We're a small group of engineers with a big responsibility to keep all of our systems running at 100 percent availability," concludes Tarajos. "CA Infrastructure Management helps us to do our jobs in the most efficient way, while ensuring our customers never have to wait for their payments to be processed."

For more information, please visit ca.com



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