



Enterprise Oracle Architecture

JetBlue Airways

A CINTRA CASE STUDY

► COMPANY PROFILE

COMPANY

JetBlue Airways

TYPE OF BUSINESS

Airline

CORPORATE HEADQUARTERS

New York City

BUSINESS NEED

An Expert Oracle Services Organization to lead the design and deployment of a mission-critical Aircraft M&E application.

TECHNOLOGY

Oracle 9iRAC, Oracle 9i Data Guard, Oracle 9iAS, Oracle RMAN, Oracle OMS, Unisys ES7000, EMC Symmetrix, EMC TimeFinder, EMC SRDF, F5 BigIP.

THE CHALLENGE

To design and implement a new highly available Oracle based database and server architecture.

JetBlue needed to support a business-critical aircraft maintenance and engineering inventory business application. The M&E application is extremely critical to JetBlue, so much so that if the application is unavailable, aircraft are unable to take off. Therefore the infrastructure needed to be robust and complete in terms of local high availability and disaster site availability. Performance was also a concern, resulting in the need for the various layers of the architecture to be designed and deployed in such a way so as to ensure optimal performance.

The application required stable production, test, and staging environments, a robust backup strategy, and real-time monitoring, and also required both local and remote failover options in the event of problems with the primary production database. The solution had to be integrated with the already selected EMC storage solution. JetBlue needed a working solution designed and implemented within an accelerated timeline after the originally selected vendor failed to deliver.

JetBlue contacted **Cintra Software & Services** for help.

THE CINTRA SOLUTION

JetBlue had pre-selected 9iRAC as the preferred solution for High availability. Cintra performed a detailed application analysis and immediately uncovered needs which had not been identified. The resulting new architecture design was accepted and approved by JetBlue, EMC and Unisys.

Cintra then prepared detailed configuration blueprints for all environments including specifics for Unisys Servers, EMC Symmetrix configuration, 9iRAC, RMAN backup procedures, OMS database monitoring, and the 9iAS configuration. These documents provided a complete, detailed blueprint for any engineer to follow in implementing the new architecture.

RESULTS

Cintra brought significant application integration and large-scale architecture expertise to the table, enabling a full and detailed review of requirements and application integration points.

The solution was designed and documented in one month and implemented over the next five. Cintra's recommendations were adopted by all vendors - including the software vendor, EMC, and F5.

Cintra delivered the complete solution – with additional functionality – for less money than the previous vendor had quoted for the original scope.

CUSTOMER CONFIDENCE

JetBlue continues to rely on Cintra for its Oracle needs. JetBlue trusts Cintra's architectural recommendations and knows they will receive unbiased technical advice.

TESTIMONIAL

"Cintra was the only vendor to come to us with an overall architectural view. They were able to envision not only their own solution, but how that solution would need to integrate with the other vendors for the ultimate success of the project."

Cintra designed a robust technical solution, implemented it, and assisted us with a large number of other technical issues. They also helped us with our search for qualified support staff. They are a complete solution provider."

--*JetBlue Server Manager*

Solution Snapshot

Hardware:

- Unisys ES7000 running Windows2000 Server Domains
- EMC Symmetrix Storage

Software:

- Oracle 9iRAC
- Oracle 9iAS
- Oracle 9i Data Guard
- Oracle RMAN and OMS
- EMC SRDF and TimeFinder

Products and Services:

- Architecture Design
- HA Architecture Build
- EMC storage integration
- Oracle + EMC based Disaster Recovery solution
- F5 BigIP to 9iAS Integration

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