

CASE STUDY

CTRIP, SHANGHAI: IN THE SERVICE OF EXPANSION

With micro and mini data centres and a comprehensive range of services Datwyler is supporting the travel service provider Ctrip in setting up a reliable global IT infrastructure.



Ctrip – a company in the Trip.com Group – is a Chinese online travel service provider which supplies hotel reservations, airline tickets, package holidays and business trip management among other things. The company, with headquarters in Shanghai, maintains close partnerships with over 32,000 hotels in 138 countries and regions. With a turnover of 35 billion renminbi (approximately 4.4 billion euros) last year it ranked eighth on the “Fortune Future 50” list.

Last year, in order to achieve further growth on the worldwide market, Ctrip decided to increase its international business to 50 percent of its total business by 2021. To do this it was essential to get together with skilled and equally efficient partners who could provide reliable support as well as on-site services in the branches and offices at home and abroad.

After several selection phases in which Ctrip examined various solutions, Huawei, ZTE and Datwyler were chosen as qualified suppliers. Datwyler was awarded the contract

to supply the international retail outlets with its Micro and Mini Data Centres (MDCs) and various other products in addition to services. Datwyler is thus supporting Ctrip in rapidly setting up a global IT infrastructure.

Reliable solutions and software integration

Ctrip maintains a huge business network in China and abroad. The uninterrupted and stable operation of the MDCs in all the retail outlets is vital, despite the great distances and the complex installation and operational environments. Even a small glitch could seriously affect the business operations of a Ctrip site.

Ctrip operates a central monitoring and management platform at the head office in Shanghai. A SNMP-based interface is designed to give those in charge remote access to all the MDCs.

Software which is stable and works reliably is also essential. This means that the data of individual sites can be uploaded to the platform in Shanghai in real time.





On-site services and fast responses

In the end Ctrip's rapid growth posed insuperable challenges for the IT personnel at head office. To reduce the workload of its own IT personnel, Ctrip expected Datwyler to provide on-site services on a global level. These services range from site surveys through design, planning, production, logistics, installation and commissioning to after-sales support and the maintenance of the technical solution for each Ctrip site.

Standardisation of IT infrastructure

As part of the expansion the travel service provider revised its worldwide standards for IT Infrastructures, with the aim of harmonising these globally. For the suppliers this means bringing in their own products and ensuring the integration of existing IT systems everywhere that non-standard designs are in use. This relates to the com-

puter networks, cabling, safety monitoring and wireless coverage among other things.

Datwyler solutions

For Ctrip Datwyler worked out solutions which met all the requirements specified. This created a solid foundation with the promise of a stable long-term partnership.

Previous successful micro data centre projects – since 2018, for example, with WEBi English – have given Datwyler the relevant experience of MDC solutions. On the basis of these projects Datwyler was able to put forward to Ctrip constructive and professional suggestions relating to building and design standards, which were gratefully accepted.

In addition, Datwyler provides a software solution – specifically developed in China for the MDCs – which has likewise been tried and tested in many projects. It can easily be adapted to the relevant customer requirements and can be integrated into both the existing monitoring and management platform as well as Ctrip's subsystems.

Initial installations

Since May 2020, a Datwyler Micro Data Centre has been in operation at the Ctrip site in Hangzhou. In one compact rack this includes power distribution, UPS, PDU, cooling, a monitoring system and a touchscreen controller.

For the site in the Philippines a joint site assessment was carried out with Ctrip's IT team. Datwyler delivered a Mini Data Centre solution based on the design report compiled by Datwyler on the reconfiguration of the IT infrastructure. The solution is currently being installed.

This year because of coronavirus, Ctrip has slowed down expansion plans for the time being. This has not affected the good working relationship between the IT team and Datwyler. In urgent cases, the Datwyler service team was also available immediately at all times.

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