

Webjet take flight on their

Hybrid Cloud Journey with Logicalis

With over 50% market share of the online travel agency business in Australia and New Zealand, Webjet is virtually a household name.

What is less well known is that Webjet is also the global #2 player in B2B travel wholesaling – offering payment gateways to external suppliers using a blockchain tool, helping hoteliers and the wholesale supply chain manage inventory (e.g. selling beds to Expedia).

Guarding against complacency – the role of IT

Webjet is clearly a market leader in their field, but how do they ensure they stay there?

Recognising the challenge of potential complacency, Webjet's Board issued a directive that the next 5 years' success would be off the back of the customer, with a relentless focus on customer service and being led by the customer.

Translating this into the world of the IT group, what developed was a complete paradigm shift, with IT focused on innovation and customer enablement – rather than the legacy model of IT as guardians.



Other challenges facing Webjet IT

Like most IT groups, Webjet's internal IT team was constantly firefighting. 80% of the help desk's time was taken up with necessary user support including password resets, viruses and file permissions. This "noise" however reduced the IT group's ability to focus on innovation, empowering users to do more.

This "noise" was the **antithesis of the transformation** the Board wanted. The group was required to facilitate growth and innovate – not fix things and reset passwords. The reactive drumbeat was also creating a **much higher than desired IT staff turnover**.

Technology holding back the transformation

Quickly recognising a technology overhaul was a necessity, Webjet set about approaching the main vendors that were espousing solutions around data centres, storage, public and private cloud, co-location, data management. Each had their own story, but Webjet was looking to craft something unique, something that had never been done before.



The technology bar

The bar was set high. Unless technology could really add value via automation, agility, infrastructure as code to name a few, IT staff couldn't be freed up enough to add proactive business value.

This transformation was all about IT being a core contributor to achieving competitive advantage and staying ahead of the pack.

The Wishlist included:

- Complete freedom for IT staff from repetitive processes
- Full BYOD
- Full mobility
- Hub and spoke data centre, with truly hybrid multi-cloud environment
- Colocation services, with local footprints – and direct access to key cloud providers
- Deriving the best features of each public cloud provider
- Leveraging the constant innovation associated with the cloud, and practice in production
- Using the right tool for the job with balancing on-premise and cloud.

While technology was one component, these technical requirements enabled a business and **cultural benefits** throughout the organisation.

“Logicalis was willing to be challenged and change how they do things. They challenged us back. This is how a partnership works. The Telco's and large consulting firms we approached were simply too rigid.”

Troy, Webjet



Measurable outcomes included:

1. NetApp's Data Fabric **reduced multiple (5) copies** of 10TB of data (on premise, in Azure, in Google Cloud) – to one single instance. This reduced “data sprawl”, and saved xxxxxxxx
2. **New users up and going** – without IT involvement – in 48hrs rather than 10 days
3. **Co-location costs reduced** from \$80k/month to \$20k/month
4. **10% overall IT cost reduction** due to consolidation
5. **80% of 30 global IT staff freed** up to help users become more productive, and automate tasks – so they in turn are more productive
6. **Business groups can now determine their IT spend**, depending on the performance and functionality they require
7. **Members of the IT group are “having fun” again** No one wants to spend their professional life resetting passwords and fixing things – they're now out helping users everyday improve how those users service the wants and needs of Webjet's customers. Staff churn is well down.

Why Logicalis?

Given their global footprint, and the innovativeness of the approach required, Webjet spent nearly two years speaking with Telco's, large consulting firms and partners– to search for a service provider to help them understand these requirements and raise the bar in terms of solutions put forward.

What they found is that many of the organisations they were speaking with were simply too rigid in their processes to take this sort of project onboard.

Finally, Logicalis was recommended to Webjet by NetApp – and what Webjet discovered was a global group big enough to sway the big vendors, but flexible enough to build out support processes to suite Webjet's new mindset and approach.

