

Hanatour Simplifies Database Management and Ensures Efficient Disaster Recovery



HANATOUR

Hanatour Service
Seoul, Korea
www.hanatour.com

Industry:

Travel & Transportation

Annual Revenue:

US\$184 million

Employees:

1,800

Oracle Products & Services:

Oracle Database Enterprise
Edition

Key Benefits:

- Integrated distributed databases onto a single database platform
- Supported large increases in data volumes generated by new online travel service
- Ensured quick data retrieval by establishing sound disaster recovery processes
- Enabled applications to be tested before they are released into production
- Streamed data to separate servers for in-depth analysis

“To build on our leading position in online travel services, we deployed Oracle Database 10g to ensure high system availability and reliability. We integrated distributed systems into a single database management system, which enabled us to provide more efficient service.” – ByoungKwang Kim, Deputy General Manager, IT Business & Planning Division, Hanatour

South Koreans looking to book an overseas holiday invariably turn to Hanatour, the country’s leading travel agency. The company provides travel services to more than 100,000 people every month. Its Web site is linked to at least 4,500 other travel-related sites, and several smaller agencies host their Web sites on Hanatour servers. Hanatour is listed on the Korean stock exchange (KOSDAQ) and the London Stock Exchange.

In 2004, Hanatour launched a Web-based real-time inquiry and reservation service. The resulting increase in transaction volumes prompted the company to review its database infrastructure. In early 2007, it consolidated multiple databases into a single Oracle Database 10g platform.

This not only improved load balancing and data processing, it also ensured high system availability, faster disaster recovery times, and simplified database management.

Ensuring High Availability for Online Travel Services

In recent years, Hanatour has concentrated on building its online business. The company deployed knowledge management and enterprise resource planning (ERP) systems, and regularly updated its online content.

Hanatour also migrated to Oracle Database 10g in early 2007 to provide a robust database platform to support its online business. Previously, the use of multiple databases resulted in uneven workload distribution that created processing bottlenecks. By consolidating a number of disparate databases onto a single Oracle 10g platform, Hanatour enabled large data volumes to be quickly processed.

Using Oracle 10g tools, Hanatour completed the migration four times faster than could otherwise be achieved. The company was able to migrate data and test applications overnight, minimizing the impact on the business.

The powerful, highly available Oracle 10g platform supports huge volumes of real-time traffic with ease. Transaction delays no longer occur so users connecting to the database server to check and register reservations are assured that their request has been processed and is not 'lost' in the queue.

Improving Disaster Recovery

As a 24-hour business with operations around the world, Hanatour cannot afford any system downtime. As part of the migration to Oracle 10g, the company developed infrastructure and processes to ensure continuous system operation.

Disaster recovery procedures mean downtime is kept to a minimum. If Hanatour has to extend hardware or complete infrastructure work, it takes around 20 minutes to transition to the disaster recovery system.

Hanatour can also test core applications before they are put into production using Flash Copy DBMS. The software detects any anomalies in the new application so they can be fixed before the application is released for use.

In addition, it is now easier to recover accidentally lost data. In the past, database administrators had to recover a database using a previous backup copy. This not only required the database to be unavailable during the period of recovery but also led to the loss of valid transactions if the database was to be restored to a point in time in the past. Using Oracle's Flashback Query, users can save an image of the data prior to making any modifications.

Separating Data for Analysis

Hanatour used Oracle Streams to move large volumes of CRM and statistical data for in-depth analysis. The company transferred 128 tables to two servers dedicated to running queries. This enabled large batch jobs to be run without affecting the performance of the online servers.

Why Oracle?

Hanatour has used Oracle Database since 2000. The company chose Oracle for its reliability, scalability, and availability, which ensured the solution could support its fast growing, around-the-clock operations.

Implementation Process

Hanatour replaced its Informix databases with Oracle Database in 2000. The company migrated to Oracle Database 10g in early 2007 and has used the solution for the past eight months without experiencing any issues.

Hanatour Service is South Korea's leading travel agency. The company provides travel services to more than 100,000 travelers every month. Its Web site is linked to around 4,500 other travel-related sites, enabling customers to book flights, hotel accommodation, tours, car rental, and other services online.