



KLM Royal Dutch Airlines
Amsterdam, The Netherlands
www.klm.com

Industry:

Travel and Transportation

Annual Revenue:

\$7.6 billion

Employees:

34,848

Oracle Products & Services:

Oracle Database
Oracle Real Application Clusters

“KLM is active worldwide and the IT supports that with 7*24 solutions. Due to the enormous growth of customer-driven Web applications ‘zero downtime’ becomes much more important. The Oracle technology enables KLM to meet these strenuous requirements.” – Harmen J. de Boer, ICT Production Manager, Unix Database & Tooling, KLM Royal Dutch Airlines

KLM Royal Dutch Airlines Eliminates Costly Downtime with Grid Solution

Founded in 1919 in the Netherlands, KLM Royal Dutch Airlines is one of the world’s oldest airlines. KLM is a widely recognized brand name throughout the world and has three core businesses: passenger transport, cargo transport, and aircraft maintenance services. The company operates a fleet of more than 180 aircraft serving 128 cities in 65 different countries.

Challenges

- Prevent unacceptable levels of downtime of online ticket sales, passenger self-service check in and other important systems
- Solve the problem of excessive downtime without making any changes to the company’s hardware infrastructure; a range of large Unix SMP servers running IBM AIX

Solution

- Eliminated downtime with a high availability solution based on Oracle Real Application Clusters in combination with HACMP and GPFS from IBM
- Several unix servers function as if they are one Oracle Database server; if one server fails, the others seamlessly take over so that the databases continue to run
- Reduced work pressure on system management personnel during times of calamity or proactive system management
- Reduced the amount of redundant hardware required, allowing KLM to make more efficient use of its hardware infrastructure