



Our network and all the business-critical applications have to be up and running around the globe, 24x7

THE CHALLENGE

- Leveraging public cloud
- Relia
- Maintenance

THE SOLUTION

- Secure SD-WAN in combination with Microsoft Azure Cloud
- 24x7 operations and security monitoring by level-3 engineers

THE RESULTS

- 20x speed capacity at similar cost
- Agility to deploy a new site within weeks
- Flexibility to leverage different transport layer providers

The company

gategroup is the leading independent global provider of products, services and solutions to airline passengers. It works directly with airlines – and with their unique passengers in mind – to manage complex, high-volume operations around the world. gategroup has 165 facilities within 126 locations in 33 countries on six continents, with operations consisting primarily of airline catering facilities, running 24x7.

THE CHALLENGE

For a typical long-haul international flight, gategroup provisions up to 200,000 items, ranging from food and equipment to passenger amenities. The Emirates A380 aircraft for example, when fully loaded to carry 489 passengers, can also carry up to 1,225 meals at a time. To serve all this food and related beverage and snack service, gategroup boards 9 tons of catering equipment per flight. That's the weight of 80 baby elephants.

IT plays an important role when it comes to such time-critical, complex processes. gategroup's operations really depends on always being able to access the stock and order systems, as well as the latest airline information. The priority is on-time performance, and that means network integrity is an equal priority.

One of the initial decisions to go with Open Systems was based on their ability to support the needs of our organization which is growing globally. Through the partnership with Open Systems as well as negotiating with local transport

CUSTOMER STORY

layer providers, we were able to reduce that turnaround time to 6 weeks, allowing us to quickly respond to the needs of the organization to scale and deploy solutions and sites a lot faster.

THE SOLUTION

Physically

With the migration to Open Systems and business-grade internet, we projected we could save money while at the same time achieving an increase in bandwidth that would be 10 times better than before with far more flexibility to upgrade and to more quickly connect new locations..

Filtering

Emails

Central management of email user data

Management of email

THE RESULTS

First, speed. Just the sheer capacity. We went from what was previously aggregated to almost 20 times that capacity at a similar cost. The second was agility – the ability to respond to the business. Our typical deployment time of a new site with our previous provider was 3-6 months, and we were able to reduce that to a number of weeks. And then just flexibility – the ability to negotiate or leverage different transport providers at a location... We weren't restricted by what was provided by our previous offering. We could look at different transport providers at a local site and just negotiate what was best for us both from a transport and a reliability standpoint.

A partner

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We went to almost 20x the speed capacity at similar cost. We got the agility to deploy a new site in weeks, and the flexibility to leverage different transport layer providers.”

Garth Gray
VP of Operations and Catering
gategroup



Open Systems is a secure access service edge (SASE) pioneer that enables organizations to connect to themselves, to the cloud, and to the rest of the world. With cloud-native architecture, secure intelligent edge, hybrid cloud support, 24x7 operations by level-3 engineers, and predictive analytics, the Open Systems SASE delivers a complete solution to network and security.