

V3 Leisure's Journey to Authentic Hybrid IT.

Situation

V3 Leisure and Tourism (V3) was founded in 2001 with the goal of providing SMEs with the same opportunity to market their products online as the big hotel and resort chains. The WA-based business is now the industry leader in travel exchange technology. V3's exchange model assists all types of travel businesses and destinations in gaining more online bookings by using the world's best network of traditional and alternative distributors, unique data analytics and powering their own website for direct bookings. As the leader in travel exchange technology, V3 needed a robust local cloud solution to host their rapidly growing environment. Enter Macquarie Cloud Services.

Solution

V3 initially decided to migrate its Australian instance to Macquarie Cloud Services' private cloud (Launch) platform. The Launch solution provided a dedicated availability zone locally and stringent SLA's (99.95%

uptime) that directly mirrored their own SLA's to their customers. "A key decision to migrate our environment to Macquarie's private cloud was the enterprise grade infrastructure provided. We get a level of comfort that the SLA of 99.95% uptime directly mirrors our own contracts. In terms of compliance, it also helps us maintain our PCI DSS certification which is essential for our core business" states Jim Swaby, Technology Manager at V3.

As V3 expanded to international markets in Europe and APAC, so did their need for a hosting partner for these markets. As the Launch platform only covered Australian-based clients, V3 decided to leverage Microsoft's Azure public cloud offering to cover the UK, Indonesia, Japan and other regions whilst maintaining Macquarie's Launch platform for Australia. With the recent launch of Macquarie Cloud Services' managed Azure public cloud offering, V3 now had the ability to consolidate clouds under one vendor to manage across global regions.

"We had self-managed Azure previously, which wasn't an overly positive experience. An example of

which was the support we received. We'd have to raise tickets which can be hit 'n miss when it comes to communication and resolution with overseas contact centres. Being familiar with Macquarie meant we knew we'd have local support, here in WA just a phone call away. To add to that, the level of expertise in Azure specifically that Macquarie has means we have access to their experts which is a big part of why we decided to migrate our Azure across" Jim mentions.

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**Jim Swaby,
Technology
Manager, V3**



Customer story

V3

As Australia's fastest growing Azure Practice, Macquarie Cloud Services has a team of dedicated, accredited Azure experts to uphold its reputation of Australia's most recommended cloud provider with a leading NPS score of +88. With further plans of expansion for V3 on the horizon to the USA, Africa and further into Europe, V3 can enjoy the expertise and service excellence Macquarie provides for the onboarding of these regions into their Azure platform. V3 now have an authentic Hybrid IT infrastructure with a blend of private cloud (Launch) combined with public cloud (Azure) for its overseas regions, all within the one vendor – Macquarie Cloud Services.

Results


“We’ve seen clear results right from the beginning of our relationship with Macquarie Cloud Services. What’s fascinating is not only have we seen clear business benefit, we’ve also seen our brand enhanced when our customers, including Governments, are given the peace of mind of having their data within enterprise grade infrastructure” mentions Stephen Wells, Executive Director – Marketing.

“When stuff hits the fan, as it does in any technology business, we know we can call Macquarie at any hour and speak to someone, based here, that will help us. That gives me great comfort knowing our customers are in great hands” Stephen adds.


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Steven Wells, Executive Director, Marketing, V3

 **A single supplier for multiple clouds, across multiple regions.** This partnership has allowed V3 to consolidate their infrastructure into a hybrid IT platform which can be managed through a dedicated four-tier account management structure, all based locally.

 **99.95% uptime and availability.** Critical to V3's core operation and contracts.

 **Satisfying compliance and regulation.** Launch cloud residing within Macquarie's own owned and operated data centres locally. With ISO 27001, the highest level of global data security and PCI DSS v3.2.1, the highest global standard for payment card data, V3's clients can rest assured their data and payment transactions are safe.

 **Access to Azure Experts.** V3 now have access to dedicated Azure SMEs. As V3 expands globally, they now have access to consulting and recommendations for new Azure solutions. Again, these SME's are all based right here.

 **Australia's best service.** Access to industry leading service, with Australia's best NPS rated technology provider.