



URL: [www.cosmos-holidays.co.uk](http://www.cosmos-holidays.co.uk)  
 Industry: Travel  
 Country: United Kingdom



## Cosmos Holidays

Cosmos holidays improves efficiency and slashes 40 percent of IT costs by migrating to Linux

### Challenge

Running a critical system on an aging HP9000 system presented Cosmos Holidays with increasing hardware costs and lengthening report times. The company faced either investing in a new HP9000 system or migrating the core application to Linux.

### Solution

- > Micro Focus Server Express™
- > Micro Focus Server for COBOL™

### Cosmos Holidays

Cosmos is the UK's largest independent tour operator and part of the Globus group of companies, a family-run organization established in 1928 which encompasses Cosmos Tourama, Avro, Monarch Airlines and Archers Direct along with Cosmos.

With over 40 years' experience, Cosmos is one of the most established names in the travel industry. Having started out offering holidays to just a few Mediterranean destinations, Cosmos now takes over half a million people to more than 35 destinations around the world each year.

### Rising hardware costs and longer reporting times had to be addressed

Cosmos Holidays was running its Tour Operation Reservation System with UNIX on an HP9000 system. The company not only faced a high total cost of ownership, but hardware costs were continuing to rise. The aging and complex nature of the system's architecture also meant it was unable to cope with increased demand, resulting in lengthy report times. As one of the most critical systems in the entire organization, the Tour Operation Reservation System underpins the company's e-commerce operations and handles all reservations made with the organization. It is used by up to 300 travel agencies at any one time. Without it, Cosmos Holidays simply cannot function. A solution had to be found which ensured the organization experienced minimal downtime, but eliminated the increasing costs.

### Highlights

- > 40% reduced annual IT costs
- > Reports generated 10 times faster
- > Improved productivity
- > Greatly enhanced customer experience

"Since going live, we have been very impressed with Micro Focus COBOL. We are realizing significant financial benefits and the new platform has allowed us to considerably increase our efficiency. We are very pleased that we have been able to use our existing systems to generate so much value to our business and, ultimately, enhance the service for our customers."

**Rainer Kern,**  
 IT Infrastructure Manager, Cosmos  
 Holidays

“We knew we had to act on the situation that had emerged with the Tour Operation Reservation System,” says Rainer Kern, IT Infrastructure Manager, Cosmos Holidays. “Costs were rising and available system resources were falling behind the increasing demands. The Tour Operation Reservation System is what makes the company tick. All reservations go through it, and without it, we would experience considerable losses. This made it all the more imperative to find a solution which would lower costs and improve efficiency.”

**Evaluation shows the value of migrating to Linux**

After an internal consultation, Cosmos Holidays decided it was not feasible to retain current hardware and was left with two real choices – either buy another HP9000 or migrate the entire system to Linux. “We were already running Micro Focus COBOL on the HP9000. Buying another HP9000 would have been more expensive for hardware and maintenance. However, to migrate to Linux would have meant investing in additional items,” explains Kern. Following extensive testing, it soon became clear that migrating to Linux would significantly improve reporting times and allow Cosmos Holidays to work with a more standard operating system, as well as enabling the organization to upgrade hardware more frequently and easily.

“Following the testing and our decision to migrate to Linux, we chose Micro Focus to simplify the redevelopment work.” Kern continues, “We knew about Micro Focus’ expertise with COBOL and had no intention of changing the source code, so called on them to assist in this critical migration.”

As a result, Cosmos Holidays implemented Micro Focus Server Express and Micro Focus Server for COBOL to migrate the entire system to Linux.

**Reduced costs and an Open System**

With the migration complete, Cosmos Holidays found its operating costs reduced by 40 per cent over a three year period. Return on investment within 12 months was anticipated.

“The performance of the Tour Operation Reservation System has been brilliant and we have all noticed the difference”, observes Kern. “We have made huge savings, which can now be reinvested in additional connectivity for our new e-commerce platform, which will in turn make it even simpler and quicker for customers and agencies alike to book holidays. In the current economy, IT departments across the globe are under pressure to demonstrate they have cut costs while making do with what they already have. We think we have overcome this problem through our work with Micro Focus.”

As well as the 40 per cent cost saving, report times are now running up to ten times faster, meaning senior management have the latest information on sales and trends at their fingertips, allowing them to make strategic decisions on the direction of the company. The migration was completed on time and within budget.

“The performance of the Tour Operation Reservation System has been brilliant and we have all noticed the difference. We have made huge savings, which can now be reinvested in additional connectivity for our new e-commerce platform, which will in turn make it even simpler and quicker for customers and agencies alike to book holidays.”

**Rainer Kern,**  
IT Infrastructure Manager, Cosmos Holidays

Productivity has increased greatly as well. As Kern explains, “We are very pleased that we have been able to use our existing systems to generate so much value to our business and, ultimately, enhance the service for our customers.”

**Onward development for enhanced return**

The savings realized are enabling Cosmos Holidays to reinvest in its IT department to make the crucial consumer process of reserving holidays even easier. More funds are now free to invest in Cosmos Holiday’s XML and API connectivity, meaning that customers and the 300 travel agencies alike are able to book holidays more quickly and simply.

With business performance reports also running more quickly the organization is able to identify trends in its systems and react to them accordingly.

“This was among the larger scale IT projects that Cosmos Holidays has taken on,” concludes Kern. “The fact the project was delivered on time, within budget and has delivered such considerable savings, as well as the increased efficiency, has made the project a real success. The technology from Micro Focus has enabled us to enhance our service, both at the back end and the front end, and we look forward to working with our original code on our new platform.”

### About Micro Focus

Micro Focus, a member of the FTSE 250, provides innovative software that allows companies to dramatically improve the business value of their enterprise applications. Micro Focus Enterprise Application Modernization, Testing and Management software enables customers' business applications to respond rapidly to market changes and embrace modern architectures with reduced cost and risk.

**Contact us at: [www.microfocus.com](http://www.microfocus.com)**

©2011 Micro Focus IP Development Limited. All rights reserved. MICRO FOCUS, the Micro Focus logo, among others, are trademarks or registered trademarks of Micro Focus IP Development Limited or its subsidiaries or affiliated companies in the United Kingdom, United States and other countries. All other marks are the property of their respective owners. sCSCOHO0711