



Scandinavian Airlines

Scandinavian Airlines modernize Business Intelligence capabilities while lowering costs by re-using existing applications

Challenge

SAS need to provide better business intelligence reporting and improved adhoc analysis capabilities by providing real time data access while reducing costs.

Solution

- Micro Focus Enterprise Developer
- Micro Focus Enterprise Server

SAS

Headquartered in Stockholm, Sweden, Scandinavian Airlines (SAS) is the largest airline in Scandinavia. It flies to 150 destinations, employs 32,000 staff, and carries 40 million passengers annually.

Lengthy BI batch processes

Business Intelligence (BI) is vital to competing within the airline industry. However, at SAS, the mainframe data warehouse had become expensive to run and maintain and it was becoming difficult to deliver the BI in a timely manner.

The BI data warehouse was hosted on the same mainframe as other critical business processes, so applications supporting BI were treated as a lower priority. This meant the BI batch processes could take as long as six hours to complete, severely impacting the timely delivery of BI reports to business analysts.

SAS realised it had to dramatically modernize its BI capabilities to deliver a near real time scenario for reporting and analysis. SAS needed a data warehouse with desktop tooling that did not have to compete for mainframe resources and which analysts could use to quickly customize reports, rather than SAS having to rely on an expensive external vendor.

SAS initially looked to write new applications to run on a Windows Server utilizing Microsoft® SQL Server™ but cost implications, time to market and risk involved meant this was simply not viable. This is when SAS turned to Micro Focus.

Modernization through re-use

SAS approached Micro Focus as it offered a variety of low risk approaches to Application Modernization. After discussing the options, SAS decided to modernize the BI capability by reusing its existing mainframe applications on an Intel server running Windows.

Highlights

- Reduced batch processing from six hours to two hours
- Increased revenue per customer
- Improved customer satisfaction
- Faster time to market
- Reduced costs by 50 percent

“By re-using our existing data warehousing applications in a Windows environment we delivered the new system much faster than if we had attempted a re-write. At the same time we were able to provide a better development environment for our programmers and enable our business analysts to exploit contemporary Business Intelligence tools to make more informed decisions based on up to date data.”

Per Petterson,
System Manager, Enterprise Data Warehouse, SAS

MigrationWare, a strategic Micro Focus partner, was chosen to undertake the migration of the COBOL/DB2 applications and the associated Job Control that was the backbone of the BI environment.

SAS used the Micro Focus' analysis tools to map out the viability of the migration from the mainframe to Windows and ensure they adequately scoped the project.

Micro Focus Enterprise Developer and Enterprise Server were used to enable the existing COBOL and JCL to be re-used with minimum change and to capitalise on existing COBOL/JCL programming expertise.

SQL Server was selected as the new data warehouse repository and Microsoft Active Directory® was utilized to implement appropriate security over the network.

"MigrationWare used a mixture of technology and expertise to ensure the data warehousing applications functioned optimally within the new Windows environment and the project delivered the agreed business benefits."

Mark Cooper,
MD, MigrationWare

MigrationWare undertook the actual project to move the mainframe applications to Windows including the conversion of VSAM data files and the migration of all the relevant mainframe DB2 data to SQL Server. In addition, MigrationWare provided technology to ease the application migration by emulating the behaviour of standard DB2 utilities against SQL Server.

Better BI

Batch processes that had previously taken six hours to complete on the mainframe are now completing in just two hours. This provides analysts with significantly earlier access to data required to make critical business decisions. In addition the new ad-hoc reporting environment means SAS business analysts can quickly design their own queries and reports to respond to competitor action and market trends.

Increased revenue per customer

This improved flexibility and agility has already enabled SAS to improve its relationships with its customers and increase per-customer revenues.

Improved customer satisfaction

SAS has been able to minimize the impact of flight delays and cancellations for its customers as a result of more detailed analysis of Internet reservations, check-ins, and call centre interactions.

Faster time to market

The initial project was completed much faster than would have been possible using a re-write approach but more importantly the new Windows based development environment and the powerful tools around SQL server are enabling the IT team to deliver on new requirements much faster than was ever possible using mainframe-based tools.

Reduced costs

The migration to Windows has resulted in a 50 percent reduction in annual costs associated with the data warehouse and applications used for BI.

The future

Having the data warehouse implemented on Windows within SQL Server while utilizing proven business logic to update and process the data means SAS has the best of both worlds. This move has opened up many options to improve accessibility, relevance and usefulness of the data for analysts, management, internal users and going forward, SAS's partners and customers.

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

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Note: Enterprise Developer and Enterprise Server are the current names for products used in this project.