



EQUINIX

Customer Success Story
Transportation/Aviation

Vueling Airlines Soars on Modern Digital Infrastructure

Increases performance, reliability and innovation across business and customer operations

Spain's largest airline entrusts Equinix to build and manage a scalable, resilient digital infrastructure for world-class service delivery

Challenge

Vueling needed a professionally managed IT infrastructure that would enable the airline to scale quickly and efficiently, while using emerging technologies such as AI, sensors, and facial and voice recognition to enrich customer service delivery. This meant building a digital-ready infrastructure that could increase performance and reliability across the company—from network devices, to IaaS/web hosting and flight operations, to reservations and sales systems, to business continuity and disaster recovery (BC/DR) environments.

Solution

Vueling partnered with Equinix Managed Services and Smart Backup to build and manage its entire IT infrastructure on Platform Equinix® in Barcelona (BA1) and Madrid (MD2) International Business Exchange™ (IBX™) data centers. Equinix helped Vueling securely and directly interconnect to customers, value-chain partners (for example, Navitaire reservation system) and Equinix's IaaS infrastructure using Equinix Cross Connect, in addition to accessing Amazon Web Services (AWS) via AWS Direct Connect. The airline also used Equinix Performance Hub® and Equinix Connect to aggregate and scale network and ISP traffic to support the growing number of customers accessing its website's reservation and sales systems over the public internet.

The redundant digital infrastructure in the BA1 and MD2 IBX data centers gave Vueling the high-performance data backup and disaster recovery environment it needed to manage 230 terabytes (TB) of storage with 150 TB of monthly backup storage and a 1.6 petabyte (PB) storage system spanning disk and tape. Equinix also took on the management of Vueling's more than 200 network devices, 500 servers and preventative monitoring system, which uses more than 27,000 sensors to detect any system malfunction across Vueling, from flight operations to baggage handling.

[Equinix.com](https://www.equinix.com)



About Vueling Airlines

Vueling—part of the International Airlines Group (IAG)—is one of the leading low-cost airlines in Europe, with a fleet of 120 airplanes and 120 destinations in Europe, North Africa and the Middle East. In addition to its headquarters in Barcelona, Vueling has operations in Madrid and cities throughout Spain.

[Vueling.com](https://www.vueling.com)

About Equinix

Equinix is the world's digital infrastructure company. Digital leaders harness our trusted platform to bring together and interconnect the foundational infrastructure that powers their success. We enable our customers to access all the right places, partners and possibilities they need to accelerate advantage. With Equinix, they can scale with agility, speed the launch of digital services, deliver world-class experiences and multiply their value.

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“Equinix’s interconnection solutions and managed services gave our rapidly growing company a high-performance, scalable and resilient IT infrastructure to speed our digital transformation. This ‘always available,’ agile platform allows us to deliver an unsurpassed customer experience.”

David Moya Rubio, Head of IT Operations & Development, Vueling Airlines

Solution components

Equinix Managed Services and Smart Backup

Designed and deployed Vueling’s physical systems, web hosting and business/flight operations applications, NAS and SAN storage, BC/DR infrastructures, and IaaS and AWS environments.

Equinix Interconnection Solutions

Delivered Equinix Cross Connect, Equinix Connect and Performance Hub solutions that enabled fast, secure private interconnection between Vueling and its partners, customers and cloud providers.

Equinix Smart Hands®

Provides 24/7 on-site support at IBX data centers in Barcelona (BA1) and Madrid (MD2) for the airline’s IT infrastructure.

Value realized

Equinix delivered the modern, flexible digital infrastructure Vueling needed to achieve next-level innovation, customer service and operational excellence.

Greater network capacity

Vueling’s business and customer data flows efficiently, securely and reliably between and across the BA1 and MD2 IBX data centers at 700 Mbps of bandwidth capacity.

Agile multicloud flexibility scalability

Direct and secure interconnection between Vueling’s infrastructure and AWS and other cloud providers gives the airline the choice and flexibility it needs to efficiently and cost-effectively autoscale its infrastructure.

Reliable business continuity and disaster recovery

Fully managed, geographically redundant digital infrastructures enable Vueling to deliver a robust business continuity and backup and recovery platform for its more than 200 network devices.

Results

Saved staff time

Supported by a robust, fully managed digital IT infrastructure that is monitored 24/7, Vueling staff are free to focus more of their time and energy on operations.

Increased flexibility and scale

Interconnected to partners, customers and cloud providers, Vueling can exchange increasing amounts of data over high-speed, low-latency secure connections, streamlining flight operations and ticket sales.

Delivered more dependable service

Platform Equinix’s proven 99.9999% uptime record supports Vueling’s BC/DR environment to protect its data and service customers with greater reliability.

Maximized business agility

With 230 TB of managed storage, 150 TB for backup and 1.6 PB on media, Vueling can more quickly access and analyze information to increase business and customer insights.

Enhanced customer experience

Vueling delivers greater scheduling flexibility and up-to-the-minute information alerts to passengers. Staff can also accelerate passenger check-in using facial recognition and mobile technologies.