Central Japan International Airport Co., Ltd.

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>
> Kei Watanabe, Group Leader, System Planning Dept., Centrair Information & Communications Network Co., Ltd.

Centrair was operating disparate virtualized systems. With Fujitsu ServerView Resource Orchestrator it can now identify system failures under a single administration interface, ensuring cost effectiveness.

At a glance

Country: Japan
Industry: Transportation
Founded: 1998
Employees: 255
Website: www.centrair.jp/en/corporate/

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Challenge

Centrair was focused on scalability and cost effectiveness, adopting a virtualized approach in 2011. Following a version upgrade, it was operating disparate virtualized systems and the risk of operational errors grew due to increasing complexity. A tape solution was used to backup virtualized systems, which required the weekly manual media transfer over a considerable distance.

Solution

Fujitsu ServerView Resource Orchestrator unifies the administration interface. It allows Centrair to simplify the identification of system failures. A consistent approach has eliminated complexity and errors, with no training required for administrators. Using Fujitsu Systemwalker Operation Manager, Centrair implemented a backup process onto remote tape media.

Benefit

■ Manage the operation of 27 physical servers running under three different virtual environments via a single unified administration interface

■ 24 x 365 trouble-free operation for administrators

■ No transportation costs for manual tape backups – now handled remotely online

■ Commitment by Fujitsu to long-term support for at least seven years

FUJITSU

Customer

Chubu Centrair International Airport (Centrair) has made solid progress as the new gateway to the Chubu region in central Japan since opening in 2005. Recently, the airport has experienced increased competition from other airports in the region and across the world. To achieve true operating strength and overcome current challenges, Centrair will take steps to boost demand, expand route network and promote cost reductions. It will focus on its core priority of ensuring the safety of all passengers while enhancing the customer experience.

Products and services

- FUJITSU Software ServerView Resource Orchestrator
- FUJITSU Software Systemwalker Operation Manager

Challenge

To realize scalable, cost-effective information systems that would contribute to its business objectives, Centrair initially adopted virtualization in 2011. The first-generation system was based on Hypervisor, with a combination of VMware 4.0 and 4.1 systems, and used vCenter Server 4.0 to manage the virtual servers. An upgrade in 2014 saw the implementation of VMware 5.5 coupled with vCenter Server 5.5. The resulting infrastructure was a mixture of various vendors' hardware totaling 18 physical servers running in the 'first-generation virtual environment' plus nine physical servers running in the 'second-generation virtual environment'. Extra monitoring staff were required to accurately track the cause of errors across multiple versions of vCenter Server via varying interfaces. The time, cost and complexity resulted in an inefficient operating scenario with an increased need for training and supervision. In addition, the manual tape backup transportation was a drain on productivity.

Solution

To overcome these issues, a decision was taken in October 2014 to integrate the administration of the virtual physical environments using FUJITSU Software ServerView Resource Orchestrator. As well as making maintenance tasks easier and simpler, this solution enables the detection of predictable failures. Operators can now monitor, start, stop, and execute a full range of other administrative operations via a unified console with no need for detailed training. Meanwhile, FUJITSU Software Systemwalker Operation Manager helped eliminate the inefficient task of manual media transfer.

Benefit

Following two incremental transformations of its IT system framework, Centrair was struggling with an unwieldy administration structure. Fujitsu ServerView Resource Orchestrator effectively merged into a single console view the operations of 27 disparate physical servers, as well as numerous virtual servers, running on three varied software environments. This unified administration interface resulted in the following enhancements:

- Elimination of complexity and no need for special training
- Minimized risk of operational errors
- Identification of predictable failures

The implementation of Fujitsu's integrated solution saw Centrair's critical infrastructure transition to a highly available platform with a reliable 24 x 365 operating pattern. In the past, the customer had to manually transport the tape media for its virtualized system backup to an off-site storage facility. Fujitsu proposed an automatic network-based backup option controlled by Systemwalker Operation Manager, which has significantly improved productivity and reduced transport costs.

Fujitsu's commitment to provide middleware support for at least seven years was another key differentiating factor, together with its ability to offer multi-vendor support. These factors gave the customer confidence in Fujitsu's offerings as well as in its own ability to provide continuity and stable operations for the airport's information system users.

Centrair's overall IT environment has been stable since the enhanced system 'go live' in June 2015. Administrators no longer need to track differences in software versions for the various servers and virtual environments that they are monitoring. ServerView Resource Orchestrator ensures greater reliability for the organization's systems and enables the rapid identification of failure points via the unified console, which leads to faster problem resolution. Planning is already under way for the next upgrade of Centrair's systems, based on VMware and vCenter Server version 6.x. With the confidence gained from the use of ServerView Resource Orchestrator, management is confident of stable ongoing operations in a mixed-version environment.

"Fujitsu's solution means that we no longer have any concerns regarding differences between system versions or equipment vendors. Although frequent upgrades and enhancements are expected, there is no risk to our smooth, continuous operations. With further advancement and increasing complexity of ICT, there is a greater need for more robust information systems to support the operations of our company and the airport. In the future, we look forward to further extending the capabilities of our virtualization environment with Fujitsu software," concludes Kei Watanabe, Group Leader, System Planning Dept., Centrair Information & Communications Network Co., Ltd.

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