STREAMLINING HOSPITALITY PAYMENT PROCESSES FOR 88,000+ AGENCIES

Onyx CenterSource (Onyx) is a business-to-business BI solutions and payments expert, focused on improving payment processes for those in the hospitality space. They are headquartered in Dallas, Texas but have operations in 30+ countries to serve clients like hotels, travel agencies, and corporate travel departments. With 350+ employees, they processed 350 million transactions, resulting in $1+ billion in commissions paid out to 88,000+ agencies.

Struggling to balance too many data centers

To handle such expansive global commissions payment operations, Onyx's legacy structure had three data centers in three different countries. However, Onyx soon grew out of this structure. Lacking a common backbone, the three data centers could not speak to each other, creating different versions of the truth and slowing down IT processes. The Onyx infrastructure team decided to consolidate these data centers into two and create an AWS Cloud presence to stream-line costs and take advantage of the cloud's flexibility. They chose to move MicroStrategy to the cloud.

Choosing the MicroStrategy Cloud Platform on AWS as a full solution

To determine whether this new cloud structure would work for them, Onyx tested proof of concept (POC) AWS Cloud environments. First, they built POC cloud environments and, within just a few months, they had set up an environment that was tailored to their needs. After diligently testing this environment with simple queries on every connected database, the Onyx infrastructure team confirmed that this network was ready to be tested by internal business users. To prepare for this next testing phase, they leveraged MicroStrategy engineers' expertise to configure intuitive AWS Cloud Formation templates. These templates simplify cloud provisioning and management so that the BI team can better govern their cloud environments.

For this internal testing, Onyx business users carried out their daily operations on this AWS Cloud environment for two weeks—and with great success. The business users reported seamless experience without any disruptions in their daily operations and even reported faster processing times. With this indisputable thumbs up, the Onyx infrastructure team was able to quickly move their on-premise MicroStrategy database to AWS Cloud.
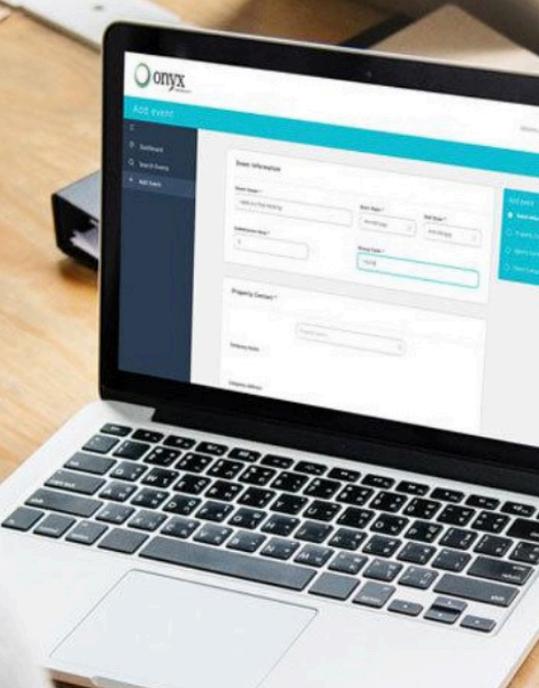

Company

Onyx

Applications

Moving from on-premise to AWS Cloud

"*The backup and restore functionality in the provisioning console has taken the pain out of upgrading. Because of the way it includes our plugins and cube data we are able to schedule our upgrades with much more confidence.*"

—**Jim O'Neill,**
BI Engineer
Onyx

MicroStrategy
Analytics and Mobility

Expanding with AWS Cloud's flexible options

Now, Onyx can leverage the flexibility, security, and capabilities of the Amazon Cloud architecture. They can connect to even more data sources with a cloud platform that grows with Onyx's changing storage needs. Memory space is no longer an issue. Both the Onyx development and infrastructure teams were assigned collaborator roles so that they could access the server themselves at any time which is especially important when handling after-hours emergencies.

Extracting maximum value from AWS Cloud

Recently, Onyx upgraded their platform from 10.4 to the latest 2019 MicroStrategy platform. A similar upgrade would've required at least 3 months with their legacy on-premise solution but, with their cloud solution, Onyx fully upgraded in just 3 weeks. They are even looking to shift their on-premise databases to AWS Cloud databases to build out their cloud structure. This next step provides better control over development costs because the BI team can scale environments up or down at a moment's notice—maximizing time and cost savings.

Before MicroStrategy

- Disparate data centers created data discrepancies
- Data centers lacked scalability

Goals

- Test the AWS Cloud environment with business users
- Move the entire MicroStrategy platform to AWS Cloud
- Configure intuitive Cloud Formation templates

After MicroStrategy

- Amazon Cloud architecture is scalable with Onyx's growth
- Can scale environments up or down to save costs
- Platform upgrades are 75% faster on AWS Cloud

Ready to learn more?
Speak with an expert and request a demo.

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