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### Special Section

#### Airline Mergers and Consolidation



### INSIDE

21

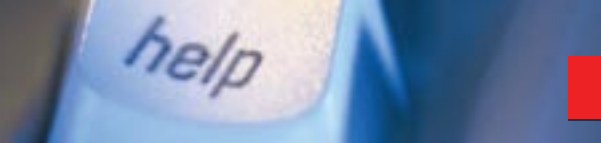
Carriers can quickly recover  
from irregular operations

46

Singapore Airlines makes  
aviation history

74

High-speed trains impact  
Europe's airlines



# Disaster Recovery

*Sabre Holdings® enhances its disaster recovery program using the Cherokee Data Center — the only tier-4 facility available to the travel and transportation industries.*

■ By Sally West | *Ascend* Contributor

It would be difficult to find anyone who has not heard of the recent natural disasters and political upheavals that have impacted corporations worldwide. As a result, many corporations are reviewing their disaster recovery plans and making enhancements. And *Sabre Holdings* is no exception.

The company's disaster recovery program consists of extensive processes designed to protect mission-critical systems and data in the event of natural or man-made disasters. This program has successfully protected *Sabre Holdings'* systems and the continuity of its customers' operations and data for more than 35 years. And now, the company has implemented an additional layer of protection to ensure its customers' systems function without significant disruption at all times by utilizing a second data center facility, the EDS Cherokee Data Center in Tulsa, Oklahoma.

The disaster recovery program includes two primary areas: disaster avoidance and disaster recovery.

## Disaster Avoidance

Disaster avoidance includes the restoration and recovery from major impacts. It includes hardened data facilities, redundancies, extensive back-up procedures and operations expertise. It also utilizes a tier-4 (comprising multiple active power and cooling distribution paths, has redundant components, and is fault tolerant, providing 99.995 percent availability) data center site with physical security providing active monitoring against intrusion. This tiered approach can sustain operation during severe weather and natural disasters. The primary data center provides two or more service (power and cooling) distribution paths for redundancy at the sub-system level, and the facility is designed to eliminate points of failure and supports 24 hour-a-day, 365 day-a-year availability. A minimum of two copies of each record is written to the databases, and network communication lines are redundant. The

disaster recovery program is built upon these traits with detailed task plans and redundant critical systems at the Cherokee Data Center.

The facility is designed to survive natural disasters and bomb blasts, and it continues to operate without on-site staff. The only tier-4 facility available to the travel and transportation industries, it will withstand F5 tornados with winds of up to 300 miles per hour and storm movement of up to 70 miles per hour. It can also withstand blast threats to the building of up to 500 pounds of TNT.

## Disaster Recovery

*Sabre Holdings* has production-capable systems located in the Cherokee Data Center. Ongoing captures of production systems, application configurations and databases are copied from the primary data center to this data center as part of the disaster recovery solution. A full network infrastructure is in place as well, and all operational support can be conducted from an alternate site. Testing of this solution is performed at least once a year and includes using operational support from the alternate location.

With both the extensive processes, use of two tier-4 data centers and redundant production capable systems, *Sabre Holdings* has the ability to minimize system disruption to support its customers' critical business functions. The company is committed to continuously improve its disaster recovery capabilities, and using the EDS Cherokee Data Center is yet another step to preserve and protect its customers' vital operations. **F**



Sabre Airline Solutions Archives

The Tulsa-based EDS Cherokee Data Center is the only tier-4 facility available to the travel and transportation industries. Operating without an on-site staff, the disaster recovery facility is designed to withstand natural disasters and bomb blasts.

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