

## Client success story

### Challenge

Flight Centre employs a range of technologies that enable digital workspace services for its employees and business partners. Central to these technology solutions has long been a deployment of Citrix technologies, with Flight Centre traditionally deploying and managing these themselves in-house.

Like many organisations in the travel industry, the COVID-19 global pandemic dramatically impacted Flight Centre and prompted the company to review all areas of its business for efficiencies, including its IT infrastructure.



## FLIGHT CENTRE®

Flight Centre Australia is the domestic arm of the Flight Centre Travel Group and a retailer of travel in Australia. Flight Centre Travel Group (FCTG) is one of the world's largest travel agency groups, with more than 2,000 leisure, corporate and wholesale businesses in 11 countries.

### Solution

oobe drove the migration of a number of Flight Centre's key business platforms to Microsoft Azure, enabling the business to leverage the power and flexibility of PaaS and IaaS and realise tangible cost savings for their business.

Drawing on experience supporting 1000+ seat organisations in government and corporate sectors, we knew that the migration from Flight Centre's existing, yet traditional, Citrix platform to Azure with Citrix Cloud would provide new features and functionality that would help to streamline and optimise future delivery and presentation methods through improved end-user experience and an evergreen control plane.

With a view to realise further cost savings by utilising Windows Virtual Desktop (an entitlement bundled with Microsoft 365), Flight Centre chose to partner with oobe to outline a future-proof and cost-effective strategy to host its Citrix platform in Azure. This migration supported scalability and flexibility as travel resumed and more Flight Centre employees returned to work.

As part of the deployment in Azure, Flight Centre shifted from a traditionally managed Citrix platform to the Citrix Virtual Apps and Desktop service, part of the Citrix Cloud product suite. The shift to this PaaS offering provided Flight Centre with an evergreen and future-fit platform catering for all of today's use cases and whatever comes next.