

# FARECOMPARE.COM

Delivers Real-Time Information With Help From SpringSource Hyperic

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*Be a Smarter Traveler*

## SPRINGSOURCE RESULTS

Hyperic delivers the following business results to FareCompare:

- High Website and Alerting Availability – daily outages reduced to twice a year
- Reduced Performance Issues – down by 50%
- Optimized Resources to Handle Spikes
- Real-Time Data Feeds
- Rapid Response Time – reduced from hours to minutes
- Reduced Administrative Time and Effort

## TESTIMONIAL

*“We used to have an outage almost every day. Now that we have Hyperic, we only have an outage once every 6 months, and we fix the problem right away.”*

*“Hyperic has definitely reduced 50% of the performance problems we have...Instead of being reactive, we are proactive, solving the issue before the website goes live, and that impacts the user experience and the company’s reputation.”*

*“Hyperic has streamlined our jobs by providing a central solution to monitor our entire environment and get an answer in real-time from one place.”*

## FareCompare.com

FareCompare.com is an independent airfare shopping site with tools to help consumers find the best deals available on domestic and international flights, hotels, vacations and other travel. FareCompare also alerts customers to deals by email and provides real-time Twitter updates. FareCompare is a winner of Travel Weekly’s Magellan Award, and was listed on Travel + Leisure’s Top 25 Air Travel Websites of 2008.

### Challenge

“We used another monitoring application before Hyperic, called AdventNet ManageEngine Applications Manager, and the GUI was very complicated,” recalls Mehmet Buyukozer, System Admin, FareCompare, saying they would get lost in the system. “The overall design of the application was problematic. They had issues with the application design and how to set up monitoring.”

One of the major challenges with the previous monitoring application was that it did not offer any flexibility in terms of setting up pages to alert FareCompare about issues. There were no options whatsoever, which made it very difficult for FareCompare.

“Before Hyperic, we were being bombarded by the alerts,” he continues. “If there is a problem in one application, we would get 100 alerts every hour about the same problem again and again. That is a pain because you can’t focus to solve the problem while you are getting all those pages. You can’t get anything done.”

FareCompare also had external monitoring of the website by a third party, Alertbot, but Buyukozer notes that this was not enough because external monitoring cannot perform complicated research tasks like the users on the website. In addition, the company operates server clusters for redundancy in case of usage spikes, and if one server fails in a cluster, the external monitors would not be able to tell. So FareCompare still needed an internal monitoring system, and Buyukozer wanted a product that was easy to use and could be adapted to their needs.

### Solution

To meet these needs, FareCompare deployed Hyperic, the leading web application performance monitoring and management software. Today, FareCompare uses Hyperic to monitor the entire production environment, including FTP servers, mail servers, web servers, and the web, processing and database tiers – a total of about 50 servers. In addition, the most critical machines in FareCompare’s development lab are also monitored by Hyperic. If there are any problems with disk usage, CPU, memory errors or a variety of other performance parameters, Buyukozer is notified right away.

## Benefits

### SPRINGSOURCE HYPERIC DELIVERS THE FOLLOWING BUSINESS RESULTS TO FARECOMPARE:

#### High Website and Alerting Availability

The users of FareCompare.com must be able access search functionality, read blogs and receive email alerts 24 hours a day. Hyperic monitoring helps keep the FareCompare website and email servers up and running for customers. "We used to have an outage almost every day," says Buyukozer. "Now that we have Hyperic, we only have an outage once every 6 months, and we fix the problem right away."

#### Reduced Performance Issues

"Hyperic has definitely reduced 50% of the performance problems we have with the website," Buyukozer confirms, "because now we can capture issues and solve them before they become problems. Instead of being reactive, we are proactive, solving the issue before the website goes live, and that impacts the user experience and the company's reputation."

#### Optimized Resources to Handle Spikes

FareCompare receives major media attention on outlets such as CNN and ABC News, because Rick Seaney, FareCompare CEO, is the media's go-to source for airline industry trends. Consequently, Buyukozer never knows when the site might get media exposure, which can cause sudden usage spikes up to 50,000 visitors in an hour. For this reason, all servers in the clusters must be operational to ensure FareCompare can handle the load. Hyperic is a critical component that allows FareCompare to ensure the servers are up and running all the time.

#### Real-Time Data Feeds & Rapid Reponse Time

Every day FareCompare processes real-time feeds from more than 500 airlines – totaling more than 270,000 city pairs worldwide – constantly crunching the numbers to find the best deals. "Real-time feeds are very important because prices change so often, several times a day, and we have to make sure we have the latest prices for our users," says Buyukozer. "Hyperic allows us to keep our critical systems processing the real-time information that is essential to our business."

"Hyperic has streamlined our jobs by providing a central solution to monitor our entire environment and get an answer in real-time from one place, instead of going to 50 servers individually and trying to figure out what is going on," says Buyukozer. "Hyperic tells us exactly what is going on so we can pinpoint the problem." By consolidating the number of places that must be checked while troubleshooting – from 50 different places down to one location – Hyperic reduces troubleshooting from hours to minutes.

#### Control Over Alerting

Buyukozer says that the ability to define alerts in Hyperic is a huge advantage, because they are no longer bombarded by a hundred pages per hour. "The most important aspect of a monitoring solution is how you can adjust that solution to yourself," Buyukozer states.

"Hyperic offers so many options – you can tell when, how and who should be alerted, and how many times to repeat the alert – enabling us to adjust the system to our needs."

#### Reduced Administrative Time and Effort

"Hyperic saves administrative time by centralizing all our monitoring into one GUI," Buyukozer concludes. "That's a big relief when you have a hundred servers and only a couple people managing them." In addition, Buyukozer notes that Hyperic saves time because it is easy to use, discovers applications instantly and adds them automatically, and integrates with FareCompare's in-house logging applications.

#### Improved Customer Experience and Site Credibility

Since FareCompare is an information site, the ability to provide the latest fares and provide a positive user experience is critical to the website's credibility. "We have to give the users the latest, freshest and most accurate data," Buyukozer notes. "Hyperic helps us provide the latest airfares in real-time, and it helps improve the user experience by minimizing outages and other problems."

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## About SpringSource

SpringSource, a division of VMware, Inc., (NYSE: VMW) and the leader in Java application infrastructure and management, provides a complete suite of software products that accelerate the entire build, run, manage enterprise Java application lifecycle. SpringSource employs the open source leaders who created and drive innovation for Spring, the de facto standard programming model for enterprise Java applications. SpringSource also employs the Java and Web thought leaders within the Apache Tomcat, Apache HTTP Server, Hyperic, Groovy and Grails open source communities. Nearly half of the Global 2000, including many of the world's leading retail, financial services, manufacturing, healthcare, technology and public sector clients are SpringSource customers. For more information visit: [www.springsource.com](http://www.springsource.com).



North & South America  
+1 877-486-9273

Europe/Middle East/Africa  
+44 1276 414300

Asia Pacific  
+61 284040150