Port of Seattle

hp services and support

Port of Seattle modernizes operations with hp systems and mission-critical support

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The Port of Seattle is the special purpose government in King County, Washington, that manages the traffic moving through Seattle's harbor and through Seattle-Tacoma International Airport (Sea-Tac). The Port of Seattle provides services and facilities for the transportation of cargo and passengers and also provides a home for the region's fishing industry.

Harbor activities include cruise ship terminal facilities, an international conference center, warehouse operations and a marina for pleasure boats. To maintain these operations, the Port of Seattle requires a high level of technical expertise to assure IT system uptime.

migration to client/server

In the early 1990s, the Port of Seattle realized it needed to update its IT environment from a legacy Wang system to a client/server distributed computing environment. Upon the advice of a consultant, and after investigating potential approaches to the migration, the Port determined that Hewlett-Packard Company offered the best overall solution to its needs.

The Port began the migration off its Wang system and onto HP systems in 1993. It now has 11 HP 9000 Enterprise Servers running HP-UX.

Of the Port of Seattle's 11 servers, 9 reside at Pier 69 – to run Corporate and Marine Division operations – and two HP 9000 K-Class servers are in place at Sea-Tac Airport. The K-Class servers run the airport's business applications, including a prepaid-parking system for frequent fliers, the parking-permits system for airport employees, and various systems for the Port of Seattle Police and Fire Departments.

To keep the airport running efficiently and to keep customers satisfied with airport services, the Port of Seattle requires high availability systems. Toward that end, it contracted in June 1998 for HP Critical Systems Support (CSS) and HP MC/Serviceguard to protect Sea-Tac's servers.

The combination proactively and reactively assures that the airport system remains in operation around the clock, 365 days a year.

CSS includes services such as software patching and system and application configuration. HP MC/Serviceguard assures that airport systems will remain operational in case of emergency; it does so by swapping processing operations over from a primary server to a back-up server.

With CSS and MC/Serviceguard, "We've gained an assurance of uptime for today's standard business applications even as we lay the

IT infrastructure to support mission-critical future applications," says Jim Mano, network manager with the Port of Seattle.

The Port has recently purchased a vendor package that consists of two D-Class HP 9000 servers in an MC/Serviceguard cluster to control aspects of the airport's public parking system, including automated cash and credit card transactions.

This system sends summaries of parking-related financial data to a Sybase database at Port of Seattle headquarters for use in a general financial application.

an added benefit

For now, the Port of Seattle's experience with MC/Serviceguard is based on the K-Class and D-Class servers at Sea-Tac. In that context, MC/Serviceguard has made it possible for the Port's IT service personnel to perform routine maintenance on the HP 9000 servers without taking the systems off-line.

"With MC/Serviceguard, we can take the primary server off-line while the other one does the work," Mano explains. "This makes it possible to perform operating system and other software updates and patch installations without affecting our users. This is a very nice added benefit for us."

He adds that HP Critical Systems Support has served the Port well: "I've been very impressed with the HP team's performance setting up the new environment. They have helped us a great deal with system and application configuration and with resolving technical problems."

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industry

transportation

challenge

- **migrate off legacy system**
- **lay IT mission-critical infrastructure**
- **ensure high availability for airport systems**

solution

- **hp 9000 Enterprise Servers (HP-UX)**
- **hp Critical Systems Support (CSS)**
- **hp MC/Serviceguard**

results

- **failover capabilities for maintenance**
- **enhanced system uptime**
- **faster transaction processing**

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