

# CASE STUDY



HostelsClub.com takes travellers to the cloud with its scalable online booking service used by millions

**ORGANISATION:**

HostelsClub.com is a global brand in the online travel agency, primarily targeting the independent, budget and youth travel market

**CHALLENGE:**

HostelsClub.com's infrastructure needed to be able to handle increased loads during busy seasons

**SOLUTION:**

Datapipe Managed Services for AWS



UK: +44 800 634 3414 US: +1 877 773 3306 HK: +852 3521 0215

# TRAVELING TO THE CLOUD

---

## SNAPSHOT

HostelsClub.com is a global brand in the online travel agency industry targeted primarily at the independent, budget and youth travel market.

The trusted booking site offers online confirmed reservations to over 39,000 quality budget properties worldwide, including hostels, hotels, guesthouses, campsites, B&Bs and apartments. It also offers extensive reviews, maps, video, photos and city guides to its community of travelling customers.

HostelsClub.com gives real-time availability and prices for its property portfolio and this is backed up by sophisticated infrastructure developed by the in-house team.

HostelsClub.com is the only independent and privately-owned company in its sector and is focused on providing the best service to its customers and affiliates.

## THE CHALLENGE

HostelsClub.com has grown steadily since its inception in 1999 and is now an online booking service used by over a million unique visitors every month. For most of that time it has been a Datapipe customer and it is very happy with the service. In recent years the online travel agency sector has undergone massive change and the company needed to adapt to stay competitive.

Andrea Mehanna, CEO, Hostelsclub.com explains:

“Our partner hostels and travel agents used to manually update the availability and pricing of their inventory once a day. This was easy to manage. However, in recent years more and more of our partners started to update our system in real-time, so as soon as a room or bed is booked it is taken off the database to avoid potential for double booking. In peak holiday season this was causing increased load on our infrastructure, with 300 to 400 requests a minute.”

Seasonality added a complication: the infrastructure needed to be able to handle the increased load in the summer months.

Andrea continues: “During the summer months the load on our infrastructure increases by up to 2,000%. In the past, this meant we had to continually adjust our physical infrastructure to stay ahead of the expected load. We would manually upgrade our servers throughout the year by adding more RAM and better processors, but it wasn’t sustainable, we needed to find a better way.”

## ENTER DATAPIPE

HostelsClub.com had been a customer of Datapipe's for 16 years. Datapipe had supported them well over the years, offering advice where it was needed and ensuring essentials such as PCI compliance for accepting card transactions were covered off.

Datapipe itself had grown and changed over the 16 years, transitioning from an infrastructure provider to a next generation MSP and pioneer of managed services for public cloud platforms.

Datapipe has always been able to offer the best advice, as a trusted advisor throughout.

Andrea explains: "Datapipe has always provided a great service to us, we have been very happy. We knew that Datapipe would be the right people to help us transition to the cloud."

HostelsClub.com had additionally recently transitioned to a new microservices-based architecture that allowed much more flexibility on the application side and to enhance the APIs for its growing affiliate and white-label market.

Datapipe was able to provide its technology-agnostic expertise to guide the company on the best way to make the most of its new architecture and to transition to a scalable cloud-based solution for its infrastructure.



## RESULTS & BENEFITS

- Infrastructure now hosted on AWS, allowing HostelsClub.com to focus on other tasks besides managing infrastructure
- Move was completed on time and to budget
- HostelsClub.com is better positioned for growth

# OPERATIONAL IMPACT

---

HostelsClub.com's infrastructure has now been moved into Amazon Web Services and it is able to leverage the scalability of its new cloud-based solution. This has freed Hostelsclub.com from the manual intervention it had to make with its previous infrastructure. The move was completed on time and to budget.

Andrea comments on the service: "As expected, the service we received from Datapipe during the transition was exemplary. They are always there 24/7 to respond to any queries we have.

"We are now ready to grow. We can continue to bring more properties onto the system and grow our customer base. I am excited that we are ready for the future, and we can continue to cement our position as the premier booking site that places its customers first."

The online travel market has changed immeasurably in the years since HostelsClub.com started working on its first website in the late nineties. For a majority of those years, Datapipe has been supporting its growth. With the new infrastructure in place, HostelsClub.com is ready for the future, with Datapipe at its side as its continued trusted partner.

# ***DATAPIPE***

A next generation MSP, Datapipe is recognised as the pioneer of managed services for public cloud platforms. Datapipe has unique expertise in architecting, migrating, managing and securing public cloud, private cloud, hybrid IT and traditional IT around the globe. The world's most trusted brands partner with Datapipe to optimise mission-critical and day-to-day enterprise IT operations, enabling them to transform, innovate, and scale. Backed by a global team of experienced professionals and world-class interconnected data centres, Datapipe provides comprehensive cloud, compliance, security, governance, automation and DevOps solutions. Gartner named Datapipe a leader in the Magic Quadrant for Cloud-Enabled Managed Hosting.

**DATAPIPE.COM** UK: +44 800 634 3414 US: +1 877 773 3306 HK: +852 3521 0215