



# VIEW500

## CASE STUDY

# Qantas' deployment of View500™

## Qantas E-Business achieves a business advantage using View500™

### Background and challenge

Qantas E-Business had a challenge – to provide fast and secure access to their information and services via the web, for all staff, domestic and international customers and alliance partner members. Qantas knew that adoption of a high-end directory solution as the hub of their IT platform was a critical decision, and after thoroughly evaluating the market, they chose eB2Bcom's View500™.

### Customer overview

Qantas is widely regarded as one of the world's leading long distance airlines and one of the strongest brands in Australia. Qantas also operates under the Jetstar Australia, Jetstar Asia, Australian Airlines and various Regional domestic carriers. They employ approximately 35,000 staff across a network that spans 141 destinations in Australia, Africa, the Americas, the Asia-Pacific, the UK and Europe.

The Qantas Group operates a fleet of 196 aircraft, comprising Boeing 747s, 767s, 737s and 717s, Airbus A330s and A320s, Bombardier Dash 8s and British Aerospace 146s. They operate more than 5,000 domestic flights a week and approximately 560 international flights every week. In addition to the Flying Businesses, the Qantas Group operates a diverse portfolio of airline related businesses. These include:

Engineering, Technical Operations and Maintenance Services, (ETOMS), Airports and Catering, Qantas Freight, Qantas Holidays and Qantas Defence Services. Qantas holds a 46.3 per cent shareholding in Air Pacific. In September 2004, British Airways sold its 18.25 per cent shareholding in Qantas.

### View500™ solution

eB2Bcom's View500™ is a high performance, highly extensible and robust electronic directory product, developed to comply with the ITU X.500 standard. Whilst supporting both DAP and LDAP protocols, View500™ offers superior benefits to simple LDAP only directories, including full support for distributed directory operation. Qantas initially implemented View500™ as an Identity and Authentication Manager for their staff, and have now extended to all of their customers and alliance partner members – resulting in a directory with millions of entries. Only a high performance directory such as View500™ can provide the speed, scalability, comprehensive search and replication capacity to service such a large user requirement. This Identity repository provides 24x7, 365 days a year operation to Qantas operations. View500™ provides Qantas with easily configurable data interfaces (offering both DAP and LDAP protocols), web and Windows user interfaces, a fast and reliable object database, and also synchronisation of distributed directories (using the X.500 DSP protocol). Being X.500 standard compliant, View500™ gives Qantas the benefit of open standard compatibility, making for simple Directory Enabled Application developments, such as security and online business initiatives.

### The Future

eB2Bcom continues to work with Qantas to provide integration services, product extensions, support and specialist consulting to ensure the success of Qantas' online business, this has recently included the deployment of a second backup Directory server to provide hot standby disaster recovery.



### **About eB2Bcom**

eB2Bcom is an innovative Australian-owned company specialising in the distribution, implementation and support of best-of-breed products for Messaging, Meta-directories, identity management, secure information sharing and PKI security solutions. The company was founded in 1996 and has offices in Melbourne, Sydney, Canberra, Brisbane and Singapore with partners in Auckland, Wellington, Christchurch, Kuala Lumpur, Suva, Bandar Sri Begawan and Bangkok.

For more information, visit the eB2Bcom web site at [www.eb2bcom.com](http://www.eb2bcom.com)