OKADA MANILA | PROBLEM SOLVED

NetApp enables Okada Manila to deliver flawless service to guests through reliable access to timely data at any customer touchpoint.

OKADA
MANILA

Okada Manila delivers data-driven customer experience with NetApp

This year over 7.3 million guests will experience a new level of personalization at Okada Manila as they enjoy leisure in one of the largest casino resorts in the world. NetApp's hybrid flash storage solutions ensure uninterrupted availability of its business applications and reliable access to mission critical data.

Another NetApp solution delivered by:

WSi
Value-Added Distributor
Wordtext Systems, Inc.

Continuous availability of

40+

business apps on NetApp

Efficiently runs an average of

1200

VDI sessions daily

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THE CUSTOMER PROFILE

Sitting on 44 hectares of land, Okada Manila is a casino resort in the Philippines. In March 2017, it launched the first phase of a large development project, which includes a casino, hotel, and retail and entertainment areas. The complex offers 993 hotel rooms, more than 3,000 electronic gaming machines as well as 500 table games, and attracts over 20,000 visitors each day.

POWERING MEMORABLE GUEST EXPERIENCES

Okada Manila provides top-notch entertainment to its guests from the moment they set foot on the complex. It hosts the largest multicolor dancing fountain in the world, which is powered by underwater robots. Inside the retail and casino areas, projection mapping installations show dazzling video content on ceilings and walls. There are free dance shows every night, and its nightclub hosts the country's first kinetic chandelier which can produce 10,000 motion graphics and visual effects.

But the guest experience is not only limited to visual elements. The back-end system supports a smooth booking, check-in and check-out process. For instance, when the hotel receptionist keys in the guest's name for check-in, the hotel's reservation system automatically shows the guest's visit history and special requests which they indicated in their reservation. All of this ensures guests are satisfied and will keep coming back.

Okada Manila realized early on that consistently providing such a top-notch guest experience is only possible with a data-driven approach to running all of its operations. However, this initially posed as a challenge. Since it has a multitude of customer touchpoints across its facilities, Okada Manila needed an IT backbone that allows the right data to be delivered to the right channel at the right time.

WordText Systems Inc (WSI), a NetApp partner, therefore advised and helped Okada Manila implement a quad-controller FAS8040HA to ensure the high availability of its Class 2 and 3 business applications such as emails and file servers respectively. "By providing a reliable stream of up-to-date customer data, our customer-facing staff is able to offer services and

promotions customized to the guest's preferences and past visits or transactions, regardless of the facility they visit," explains Dries Scott, Chief Technology Officer at Okada Manila.

With the FAS8040HA, Okada Manila can be assured that its systems will run optimally 24 hours a day, 7 days a week as the solution combines highly reliable hardware, software and sophisticated service analytics to alert IT teams of possible issues that could lead to service outages. Even if one of Okada Manila's data center faces

BUSINESS BENEFITS

- Gain customer insights at the right time to deliver personalized experiences

- Ensure uptime for all its business applications, even when updating or scaling storage solutions

- Be agile and scalable to meet current and future business needs

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> "NetApp solutions not only simplify data management, but also provide a robust and flexible IT infrastructure that can adapt to changing business needs. With these capabilities, Okada Manila will be able to effectively cope with the growing volume and complexity of data, and continue being a data-driven organization."

Dries Scott
Chief Technology Officer, Okada Manila

an outage, all 40+ of its business applications running on NetApp will still be up and running as ONTAP and MetroCluster synchronously replicate information between the casino resort's two data centers to ensure continuous availability and zero data loss.

WSI also helped deploy a dual-controller FAS2552HA to store the 60TB of images, videos and audio files used for Okada Manila's spectacular water shows and visual effects every night. Open to the public, the water fountain entertains and amazes visitors by dancing in sync with the music while being accompanied by colorful lights and projected visual images. Since FAS2552HA provides a flexible hybrid-flash storage that can be scaled non-disruptively, it enables

Okada Manila to deliver theunforgettable daily shows without fail.

READY FOR THE FUTURE
To prepare Okada Manila for future business needs, WSI rolled out a FAS8020HA hybrid flash storage system with four controllers in the casino resort's two data centers to support the Citrix XenDesktop virtual desktop infrastructure (VDI) solution. This not only enables the casino resort to support an average of 1,200 concurrent VDI sessions per day, but also quickly allows the resort to provision and effectively manage more virtual desktops when it decides to expand its workforce.

Moreover, since all three hybrid flash solutions from NetApp deliver scale-out storage systems, they allow the resort to quickly

respond to dynamically changing IT requirements. This not only allows Okada Manila to improve its operations, but also paves the way for the casino and resort complex to tap into emerging technologies such as virtual reality to deliver even more immersive and interactive projection mapping and water shows in the future.

NetApp's solutions can also be updated or scaled during working hours without disrupting the

Non-disruptive scalability and upgrade

> "Thanks to NetApp solutions, we're able to ensure that our systems are running like well-oiled machines while driving business growth with data."

Dries Scott
Chief Technology Officer, Okada Manila

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production environment or affecting their performance and uptime. Besides that, the flash solutions enable Okada Manila to be cloud-ready as they can deliver the speed and performance required for cloud. "Thanks to NetApp solutions, we're able to ensure that our systems are running like well-oiled machines while driving business growth with data," shares Scott.

"NetApp solutions not only simplify data management, but also provide a robust and flexible IT infrastructure that can adapt to changing business needs. With these capabilities, Okada Manila will be able to effectively cope with the growing volume and complexity of data, and continue being a data-driven organization."

SOLUTION COMPONENTS

NETAPP PRODUCTS

•NetApp FAS8040HA with clustered data ONTAP and MetroCluster

•NetApp FAS8020HA

•NetApp FAS2552HA Hybrid Storage Arrays

PARTNERS

WordText Systems Inc (WSI) - distribution partner

Total Information Management Corp. (TIM) - channel reseller

LEARN MORE

https://www.netapp.com/us/products/storage-systems/hybrid-flash-array/fas8000.aspx
https://www.netapp.com/us/products/storage-systems/hybrid-flash-array/fas2500.aspx

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