Trans States Airlines

Delivers the Highest Standards in Customer Service

Industry

Transportation

Team

Over 900 employees

HQ Location

St. Louis, MO

Founded

1982

Cool Facts

3 Million passengers in 2015
Original name "Resort Air"
Call sign "Waterski"

Website

www.transstates.net

Ecessa Product

WANworX™

The Company

Trans States Airlines flies approximately 237 routes a day on behalf of United Airlines (as United Express) and American Airlines (as American Eagle), providing service to over 70 cities in North America.

Their commitment to providing safe, reliable and on-time air transportation and to delivering the highest standards in professionalism and customer service means their systems need to be accessible 24 hours a day, seven days a week. Their phones need to work flawlessly and their data network must be 100% reliable to serve the needs of their crews, carriers, clients and the FAA. Their flight management software, maintenance records, equipment record updates, content network and scheduling system must be operational at all times. No exceptions.

The Challenge

Being reliant on a single communication path for those applications exposed the airline to outage risks. In an effort to mitigate this risk, Trans States Airlines deployed a backup carrier link several years ago. With two MPLS networks that are a combination of T1 and fiber, they intended to implement a Border Gateway Protocol (BGP) solution - but the configuration didn't work as they had hoped and it didn't meet their needs.

Network outages aren't just a nuisance for the airline industry. In recent years, outages have cost other airlines millions of dollars in revenues and fines. "When our links didn't fail over, we were dead in the water," said Paul Washburn, Trans States Airlines' network administrator. "If our team can't get weather reports, we have to ground aircraft."

The Solution

Clarus Communications, a national telecommunications provider and master agent, teamed up with professional services subagent Kb Data to recommend an Ecessa WANworX™ solution that included software-defined wide area network (SD-WAN) features.

"The day I heard about the Ecessa SD-WAN solution, I immediately thought about Trans States Airlines," said Greg Stiff, President of Kb Data. "WANworX would take the responsibility for making a failover solution work out of the hands of the carriers and let us make it happen."

Washburn agreed. "The dual WAN technology that Clarus Communications recommended was on point and on budget."

"We partner with Ecessa because they offer proven solutions to some of the toughest networking problems our clients face," said Chris Torbit, President at Clarus Communications. "The team at Ecessa worked with us every step of the way. They helped validate our client's issue, recommended a solution and helped us deploy it on our client's schedule."

Trans States Airlines has deployed the Ecessa solution to all of its primary sites and will continue rolling it out throughout their network. "We appreciate that the Ecessa technicians have been ready to help whenever we needed them," said Washburn. "We run a 24x7 operation, so taking down the network is tricky. The Ecessa team was on standby with us at one location for five nights until we could do the installation."

The Results

With Ecessa's WANworX, Trans States Airlines not only enjoys fully automatic failover, they now have additional software-defined features that help them conserve resources. The solution's VPN tunnels create a more stable pathway for Trans States Airlines' VMware virtual desktop infrastructure (VDI) by reducing jitter, lag and drop from remote sites. "The pinpoint routing is great," said Washburn, "and so are the analytics we get from the device."

WANworX enables Trans States Airlines to do complex routing and separate traffic for specific applications that are more network intensive, such as weather pattern data. Separating traffic has freed up bandwidth for primary users and saved the company from needing to purchase additional costly leased lines. The stability of the SD-WAN solution will allow Trans States to continue saving money as it improves service.

"Ecessa's SD-WAN solution not only finally delivers us confidence in our failover solution at all of our critical sites, it also allows us to better leverage our investment in multiple carriers by converting static failover circuits to active circuits," said Jeff Holmstedt, VP and CIO, Trans States Airlines. "This provides lower cost per Mbps transmission and the potential of additional throughput. As we move forward, it will provide the flexibility to augment other critical MPLS sites with less expensive broadband architecture, further lowering costs."

Visit www.ecessa.com for more success stories.

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Chris Torbit,
President,
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