

Attenda

Always On Managed Services

Selective outsourcing
in financial services

Freeing you to concentrate
on what you do best

Financial markets continue to face challenging times and even the largest financial services organisations are under tremendous competitive pressures. The industry is facing increased regulation, declining margins, increasing levels of fraud and increased competition. Trading volumes, mergers & acquisitions and increasingly complex products are all creating operational challenges. To respond to these pressures, financial services organisations need to adopt new operating models to meet the demand for increased productivity and reduced costs.

Organisations must look to enhance IT capabilities to help drive increased business efficiency, improved customer satisfaction and accelerated revenue growth. Businesses need to optimise the value that they can extract from their data, maintain and enhance the knowledge they have about their customer base. In an industry that relies upon massive distributions of timely and accurate information, IT systems are mission critical. A new type of IT infrastructure is required that has the ability to adapt and respond to the changing needs of the business – on demand, providing real business agility and delivering the real time availability and security that is essential to the financial industry.



certainty / confidence / agility

Embracing the changing landscape

To address these challenges and gain competitive advantage financial services organisations need to:

- Improve branch and multi channel integration
- Undertake business process modernisation and systems Integration
- Create a unified customer view throughout the organisation
- Differentiate service offerings by gaining customer insight
- Improve product life cycle management and administration



'Attenda were highly responsive to our needs and we were confident that their proven capability in the rapid deployment and operational management of business critical applications would minimise risk.'

Chris Hazlehurst, IT Director,
RCI Financial Services

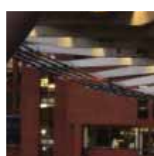
Selective outsourcing of the IT infrastructure will allow organisations to concentrate on the business opportunities in the financial services marketplace rather than spending valuable resources on day-to-day IT operations. Outsourcing of your business critical applications – Enterprise applications, Web applications and Messaging & Collaboration applications – can help you to accelerate growth, reduce costs and improve agility by building a flexible infrastructure that supports your IT investments, so that you can meet the changing requirements of your business.

The latest IT trends such as Web 2.0, social networking, service oriented architectures, virtualisation and utility computing all provide the opportunity to build leaner, more agile, innovative and ultimately competitive systems that are better integrated and aligned to the business of financial services.

Ensuring your business is always on

Attenda is dedicated to the provision of IT Services, managing business critical enterprise and internet applications and operating IT infrastructures for many of the UK's leading companies. We provide critical applications hosting, IT infrastructure & operations and Software as a Service (SaaS) delivery for Independent Software Vendors, ensuring that your business critical applications are always available.

By selectively outsourcing your IT operations to Attenda, you can free up time to concentrate on moving your IT strategy forward, adding strategic value to the business, rather than managing the day to day IT operations.



Valuing the Attenda relationship

Here is just a selection of our clients in the financial services marketplace that have entrusted the operational management of their business critical systems to Attenda.

Britannia Building Society

Britannia Building Society decided to bring in-house the implementation of their new SAP HR & Payroll system and selected Attenda for a managed services contract to deliver operational support and management for the new system.

Attenda is managing Britannia's three SAP environments Dev, QAS and Production, all hosted in Sun SPARC Enterprise servers within Attenda's data centre.

The solution has enabled Britannia to accelerate the pace of development of its SAP systems and grow seamlessly, adding users, applications and hardware, whilst protecting investment and lowering risk.

Jardine Lloyd Thompson

The Jardine Lloyd Thompson group of companies (JLT) is a leading risk management adviser and insurance and reinsurance broker. JLT is also a major provider of employee benefit administration services and related consultancy advice. JLT is quoted on the London Stock Exchange and is the largest European-headquartered company providing these services and is one of the largest firms of its type in the world.

Attenda provides a fully resilient solution for transactional websites selling and processing insurance policies. The Attenda solution includes additional security between the web and database tiers and Intrusion Protection Service to protect client data, including credit card details. Additionally, Attenda hosts the infrastructure for JLT non transactional sites such as www.insuranceforliving.com and www.lloydandpartners.com which is also used as a staging environment.

RCI Financial Services

RCI Financial Services, a wholly owned subsidiary of Renault S.A. supports the financial services offered by Renault and Nissan in the UK and prides itself in offering the quality of service expected from a specialist motor manufacturer finance company.

RCI Financial Services has contracted with Attenda for the operational management and support of its critical Point of Sale system, which is accessed by 500 dealers via the web. The Attenda solution ensures that the internet facing applications are available, secure and meeting the business needs 24 x 7. The solution which was designed and deployed by Attenda comprises separate production, backup and disaster recovery environments within Attenda data centres in the UK and Germany.

St. James's Place

Wealth management company St. James's Place, with £17.2b funds under management and circa 400,000 clients, have outsourced the management of their entire server based infrastructure to Attenda. The service includes management of web applications, messaging & collaboration and internal applications delivered over Citrix, plus a full FSA compliant Disaster Recovery solution. Partnering with Attenda has enabled St. James's Place to improve speed to market with reduced costs.

“The new system will also provide us with the right management information, at the right time, helping us to make more informed decisions about our people, enabling us to react more quickly to the changing needs of our people and supporting our long term people strategies.”

Helen Bates, Strategy Manager-
HR, Britannia Building Society

Differentiating the Attenda service

Selectively outsourcing your IT infrastructure to Attenda brings many benefits to your organisation. You can devote 100% of your time to focusing on the business you know best and satisfying your clients, confident in the knowledge that your systems are being managed by experts in IT Service Management.

Ensuring your business is always on

The operation and management of your vital business applications is in safe hands, giving you the availability, performance and security that your business requires on demand.

Delivering strategic thinking time

Your in-house specialists can concentrate on the higher value activities that drive competitive differentiation, knowing with complete confidence that your vital applications are available and secure.

Delivering IT certainty

You are delivered IT certainty at a fixed price, through our ITIL accredited, process driven approach based on best practice and our exclusive focus on application management.

Managing the risk

We have the people, processes and technologies in place to manage your critical business applications and ensuring they are always available and are delivered to a meaningful, business-led Service Level Agreement.

Attenda's industry leading operations platform, Attenda M.O., enables the efficient management of diverse, highly available physical and virtual infrastructures. Investment in powerful monitoring and management, using a range of industry standard best of breed tools, has produced a single integrated interface and database for operational monitoring and management control. This platform is used as the foundation for all client solutions, facilitating selective outsourcing of your IT operations.

Our ISO 20000 certification reinforces our commitment to delivering the very highest quality service levels in the industry. As an ISO 27001 certified organisation our world class processes and controls provide you with confidence in the highest levels of security for your systems and sensitive data.

Our services embrace critical applications hosting, IT infrastructure & operations and Software as a Service (SaaS) provision for Independent Software Vendors, so whatever your business requirement, you can be confident that, with Attenda, your IT systems are in safe hands.



“We will continue to look to Attenda to optimise the operation and support of our IT environment and to ensure that we have the flexibility and scalability to grow with and adapt to the changing demands of our business, now and in the future.”

Phil Beville, IT Director,
St. James's Place



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