

Attenda

Always On Managed Services

Selective outsourcing in
professional & business services

Freeing you to concentrate on what
you do best

From accountancy to real estate, solicitors to management consultants, recruitment companies to office services and marketing agencies, today's professional and business services industries are facing challenging times as margins are being eroded through competition, new regulatory requirements are driving change and client expectations are increasing. Organisations can grow and thrive in a difficult market by maximising resource utilisation, improving operational efficiency and successfully acquiring and retaining clients.

Services organisations must look to enhance IT capabilities to help drive additional business efficiency, improved client satisfaction and accelerated revenue growth. In this competitive and challenging marketplace you need to attract new clients and manage business growth - so it is important that your IT systems have the agility to adapt and respond to the changing needs of your business - on demand. The key to success is a fully integrated IT architecture supported with best practice business processes to gain control of every aspect of your business.

certainty / confidence / agility

Embracing the changing landscape

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

- Share knowledge across client activities
- Create and manage content for use by clients and client service teams
- Bill clients accurately for work performed, with client review and verification
- Plan career and development paths and reward professionals fairly
- Track revenues, costs and profits, collect money owed and pay vendors



Selective outsourcing of the IT infrastructure will allow organisations to concentrate on the business opportunities in the marketplace rather than spending valuable resources on day-to-day IT operations. Outsourcing of your business critical applications – e-commerce, ERP, CRM, procurement and billing systems - can help you to accelerate growth, reduce costs and improve agility by building a flexible infrastructure that support 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 your business.

“Attenda came up with a fantastic business solution which is great value for us. They understand our business and are willing to take on a degree of risk giving us additional reassurance of their commitment.”

Mark Ridley, Head of Technology,
Reed Online

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.



“Attenda has ITIL-based processes and methodologies in place and this forces us to be more disciplined in our approach. They provide proper governance, and this limits the mistakes that can be made.”

Alex Scott, IT Director, DX

“We look to our partnership with Attenda as a long term one, providing us with technical and operational synergy, ensuring that our e-commerce applications are available, secure and meeting the needs of our business both now and in the future.”

Adrian Pym, Infrastructure & Support Manager, BSI

Valuing the Attenda relationship

Here is just a selection of our clients in the professional & business services market that have entrusted the operational management of their business critical systems to Attenda:

BSI

BSI Group is a leading business service provider to organisations worldwide, offering a range of services for management system certification, product testing and certification, and standardisation. BSI British Standards is the National Standards Body of the UK.

Attenda has provided the new infrastructure for the BSI e-commerce applications and delivers operational management and support of these applications on a 24 x 7 basis. The new website is being used to promote BSI standards, publications, certifications and training courses to BSI's worldwide audience.

DX Services

DX is the UK's largest mail network outside of the Royal Mail. The DX Document Exchange Business is the leading alternative service for time-critical business mail since 1975, with a network spanning some 27 service centres and 14 satellites, processing over 1 million items of mail every night.

Attenda has been managing DX's entire server operations, since November 2004, including SAP, Track and Trace, Call Centre Management and other business critical applications.

Reed.co.uk

Reed is one of the UK's leading recruitment specialists, with over 200 branches in the UK and Ireland, and the largest job website in the UK, supporting in excess of 3 million job searches and half a million job applications per month.

Reed partnered with Attenda to migrate to Windows 2003 and subsequently to Windows 2008, to optimise Reed's existing infrastructure to support a new specialist recruitment application, and to manage the infrastructure hosting for their business critical applications on an ongoing basis.

TM Property

TM Property is an e-commerce company, a one stop provider of conveyancing information to solicitors with the widest range of online property searches available in the UK. The company's systems also provide risk management tools and company wide administrative settings to ensure that its customers are following the latest best practice and Law Society guidelines.

Attenda has been managing TM's website infrastructure since it began trading. Payment, logistics, storage and customer service are all vital components of the system. The system has been recently augmented with effective DR and BCP solution, with a mirrored solution across 2 separate locations.



certainty / confidence / agility

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.

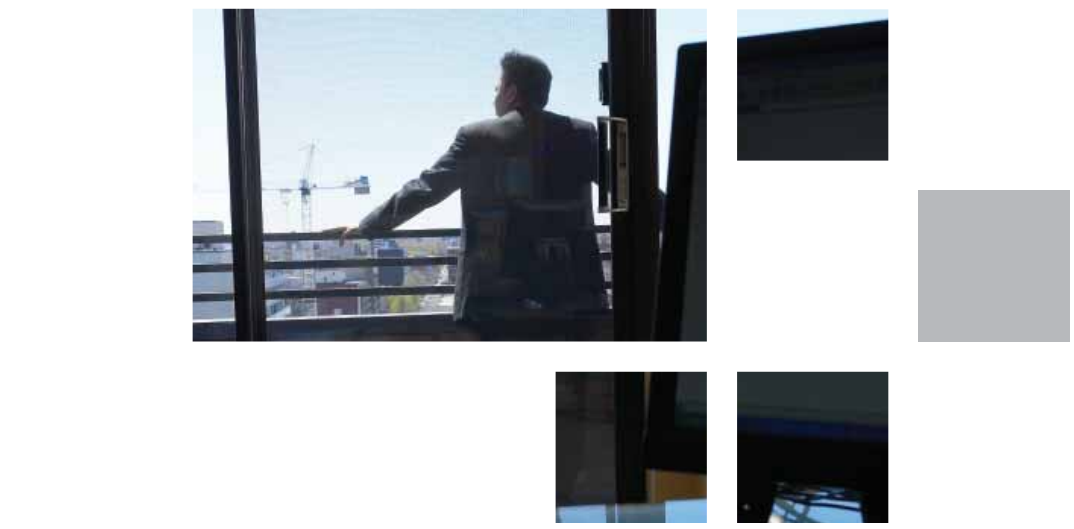
Our ISO 20000 certification reinforces our commitment to delivering the very highest quality service levels in the industry. As an ISO 27001 certified organisation our world class processes and controls provide you with confidence in the highest levels of security for your systems and sensitive data.

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 work with Attenda because we know we are in safe and proven hands. We are confident that Attenda’s high quality monitoring will pre-empt any issues and we are reassured that Attenda can provide us with the flexibility that we need as we grow.”

Paul Albone, IT Director,
TM Property



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