

## 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.

As an accredited Buying Solutions (formerly known as Catalyst) supplier for Special Solutions, Attenda can supply a wide range of managed hosting services to public sector buyers who can benefit from reduced procurement times and a simplified tendering process.

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.



**“Underpinning this welcomed development in ‘joined-up’ Government is the security of the RYOGENS system, practitioners trust the system and it has proven to be flexible, scalable and above all secure.”**

Jim Burton, Managing Director, Esprit Limited



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# Attenda

Always On Managed Services

## Selective outsourcing in public services

Freeing you to concentrate on what you do best

Public Sector organisations, including central government, local and regional government, NHS, education, Non Departmental Public Bodies (NDPBs) and charities, are all faced with a myriad of challenges today. These include providing the latest information to citizens, delivering an increasing number of services online, collaborating between agencies and departments, streamlining records & case management processes, electronic document and record management systems, responding faster to emergencies and gathering and classifying intelligence.

Local and regional government are seeing good governance as essential for the provision of cost effective and efficient service delivery. Performance measurement and management is also a key factor in identifying areas of risk or best practice and enabling better planning and decision making. The ability to reduce risk by ensuring the IT infrastructure is secure and reliable is now a critical component for any organisation.

The transformation of public service delivery through better and more efficient services is essential to cut costs and improve efficiency, through the adoption of 'shared services' and infrastructures.



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## Embracing the changing landscape

To address these challenges and transform public service delivery, organisations need to:

- Improve operational efficiency through the adoption of shared services
- Attain best value performance
- Improve customer service delivery
- Improve regulatory compliance and accountability
- Effectively collaborate across departments and agencies
- Manage and archive records efficiently
- Provide multi-channel access to services

Selective outsourcing of the IT infrastructure will allow public sector organisations to concentrate on the delivery of information and services rather than spending valuable resources on day-to-day IT operations. Outsourcing of your business critical applications – websites, financial, CRM, contact centres and specialist applications can help to reduce costs and improve efficiencies, whilst building a flexible infrastructure to support your IT investments.

Many organisations are already exploring shared services to help respond to the demands for more efficient, higher quality public sector service delivery. The advent of Web 2.0 technologies provides organisations with the ability to radically change how they interact with their customers, increasing customer satisfaction and interaction.

## 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.



**“The new platform enables Glasgow City Council to provide a better service to our customers. We have greatly improved availability for the web site through the introduction of this managed service.”**

Libby Carey, Application Services Manager, Glasgow City Council

**“We awarded the contract to Attenda because they ticked all of our boxes, they were aligned with the nature of our work and demonstrated best value for the Service.”**

Phil Humphries, Infrastructure and Operations Manager, Christian Aid

## Valuing the Attenda relationship

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

### Christian Aid

Christian Aid is one of the largest international development charities in the UK today and raises significant amounts of money annually for the poor and disadvantaged throughout the world.

Attenda has been contracted to provide a Web Applications Managed Service to host and manage their new corporate website and other smaller micro-sites.

Attenda was selected as Christian Aid's hosting partner, because it had demonstrated a true understanding of their requirements and could deliver high levels of security and availability for the new site. Attenda could also provide the flexible scalability that would be required in the event of a natural or human disaster when traffic to the site would increase considerably.

### Glasgow City Council

Glasgow City Council, the largest unitary authority in Scotland, contracted with Attenda to provide hosting and management of the Council's internet platform and products.

Access Glasgow was launched to provide the highest quality of integrated public services for Glasgow's citizens and visitors. It is based on an infrastructure and products that could provide the functionality required to deliver the customer-centric model of electronic service delivery demanded by the modernising Government initiative. The new platform has added security and provides the Council with the foundation upon which to build further online services.

### NHS

The NHS selected Attenda to host the central portal [www.nhs.uk](http://www.nhs.uk), the official NHS website. The portal acts as the gateway to information about NHS healthcare, including GP practices, hospitals, dentists, opticians, pharmacies and walk-in centres.

The security of information being handled was vital and Attenda's ISO 27001 accreditation and focus on proactive monitoring & management were seen as important factors in providing content over and connection to NHSnet- the virtual private network for the NHS and world wide web. The development of [www.nhs.uk](http://www.nhs.uk) is an important part of the changes within the NHS directed at improving patient experience, supporting patient choice and underpinning modernisation of the NHS.

### RYOGENS

RYOGENS is a local authorities system used by social workers, teachers, the police and doctors. It records personal and sensitive information on children and young people, in a central database that is accessible over the Internet by all the participating local authorities, using secure SSL connections. Sophisticated access controls govern who has access to the information and how much they can see.

Attenda has designed the secure architecture to be flexible and scalable, and now continues to manage, monitor and support the wider ShareCare RYOGENS solution in partnership with Esprit Ltd, the application developer, on behalf of its local authority users.



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