

# Attenda Delivers Service, Value, and Efficiency for Its Clients with NetIQ Aegis

Attenda



## SUCCESS STORY

A managed service provider, established in 1997, Attenda prides itself on providing an always-on flexible IT service customized to the specific business needs of its clients.

Attenda is dedicated to the provision of IT services, operating and managing business-critical applications and infrastructures to ensure that they are always on, allowing clients to selectively outsource their IT operations and refocus on using IT to add strategic value to their business. The availability and security of its clients' application platform is assured to the industry's highest application-based service level agreement (SLA), hosted in Attenda's world-class data centers. Each of these data centers provide a secure, connected, highly-available environment that is monitored and managed 24x7, using an integrated set of advanced monitoring and management tools for physical and virtualized infrastructure solutions.

"The biggest application management challenge is finding and resolving incidents before the client notices there's an issue," said Neil Forster, Director, Attenda M.O., Attenda. Forster's team is involved in identifying IT incidents and addressing them quickly to increase application availability and cut costs for Attenda's clients. The sheer quantity of servers, applications, transactions, and data volumes that his team monitors is huge: around 2,000 servers requiring 178,000 monitoring checks per hour and generating 150,000,000 individual data points, with about 6,000,000 rows of data per day from NetIQ AppManager.

Managed services are a high-growth area for IT, but managed service providers can only meet client expectations (in terms of higher revenues and more effective operations) if they have the tools to align service to the client's business. Attenda required an application management solution that would maximize the performance of its clients' business applications, increase service availability, optimize efficiency, and enhance user satisfaction and loyalty.

### Flawless Service for Clients

Attenda chose an application management and IT Process Automation (ITPA) solution that combines NetIQ Aegis and NetIQ AppManager products. NetIQ AppManager was first deployed in 2000 and produces data that enables Attenda's clients to effectively budget for future capacity requirements, as well as proactively monitoring, alerting, and reporting on how applications are performing. It also automates manual tasks, establishes standards, and reduces errors by enforcing monitoring policies across the infrastructure automatically.

## Executive Summary

### Industry Description

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, including bmi, Christian Aid, easyCar, Microsoft, NHS, Princes, Reed Online, St. James's Place, and Travelodge.

### Business Situation

With a combination of NetIQ® AppManager® and NetIQ® Aegis®, Attenda monitors application availability, server performance, Oracle and SQL Server database capacity and performance, and web transaction user experience for its clients. Serving more than 134 clients, Attenda required a management tool to provide a business-level understanding of clients' key business services to maintain consistent and reliable client service, run operations as efficiently as possible by utilizing automation, and customize its services.

### The NetIQ Difference

NetIQ solutions provided Attenda with a stable management solution that can monitor, report, alert, and administer crucial information, enabling Attenda to manage its IT infrastructure according to its clients' key business objectives.

### NetIQ Products

NetIQ® AppManager®

NetIQ® Aegis®



“Our aim is to deliver our clients the very highest service levels in IT Service Management, backed by ISO20000 IT Service Management accreditation. Therefore, the systems must not only be fail-safe, but we must also have the ability to intervene very quickly in the event of a fault,” Forster said.

Attenda achieves significant time savings in how it supports clients’ applications and data because of how NetIQ Aegis integrates and drives NetIQ AppManager and other critical tools. Workflows are automated and streamlined, minimizing the need for user intervention to when it is completely necessary.

The results are impressive. For general events, Attenda estimated that routine disk space management incidents took 115 minutes to resolve. By automating the support process with NetIQ Aegis, this kind of incident is turned around in 15 minutes, saving over 330 hours a month in support time. Automating workflows for less routine processes also generates time savings.

## Customized Reporting, Ease of Installation

Attenda also needs to track faults meticulously and generate comprehensive reporting. “NetIQ AppManager reports provide a basis for designing and measuring SLAs and prove the quality of our service to clients,” Forster said. Currently NetIQ AppManager provides around 4,000 reports a day, which are uploaded to a client portal for end-user viewing.

Key for Attenda was NetIQ AppManager’s rapid installation and configuration time. It was operational the first day of installation, with applications and servers gradually placed under the control of NetIQ AppManager over succeeding days. Installation and configuration

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– Neil Forster, Director, Attenda M.O.

of initial monitoring tasks were complete within two weeks. The need for external consulting was equally low.

NetIQ Aegis also proved straightforward to implement. Attenda took advantage of the technology’s ease of integration with NetIQ AppManager and other crucial tools. The support for third-party tools means NetIQ Aegis can interact with and drive any other application or system that Attenda uses, today or in the future. A key feature of NetIQ Aegis for Attenda is how it correlates complex triggers from multiple systems, crucial when Attenda is supporting its clients’ systems and applications.

NetIQ’s alignment to ITIL (IT Infrastructure Library) was another driver behind Attenda choosing NetIQ AppManager. “The ITIL framework defines how service management is applied within an organization and means the cost of providing IT performance evidence is more manageable,” Forster said.

## Supports Future Growth

Automating processes enables Attenda to control its operational support costs while continuing to deliver a consistently good level of service to a growing customer base. Attenda has found that automating the most routine tasks frees up its support team to work on more complex and valuable tasks. In addition, Forster adds, “The ability for us to grow our

customer base and deliver new and enhanced services without linearly increasing our operational head count allows us to manage our operational support costs more efficiently.”

Attenda is extending its use of NetIQ Aegis to facilitate the orchestration of multiple automated tasks and customer-specific assignments, such as new service provisioning or disaster recovery invocation. NetIQ is working with Attenda on how NetIQ Aegis can manage and orchestrate their VMware-based, cloud-computing infrastructure through automated provisioning, configuration, and de-provisioning of virtual machines to support dynamic client service needs.

## Conclusion

Attenda required application monitoring and management tools that delivered operational certainty to its clients and could scale with the growth of Attenda’s business. By fully implementing NetIQ AppManager across more than 2,000 operating system instances, Attenda manages its IT infrastructure according to its clients’ key business objectives. Through deploying NetIQ Aegis, Attenda drives a consistently strong level of service with faster service restoration times when incidents occur, with each deployed automated process delivering additional efficiencies and increased operational scalability.

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