

**Title:** Product Manager – Data Centre & Network Connectivity Services  
**Salary:** Competitive base salary + variable pay + standard company benefits including 25 days annual leave, life Assurance Scheme, 5 days annual study leave, Income Protection Scheme, ½ day birthday leave, Contributory Pension, 1 day annual charity leave, Private Medical Scheme, Subsidised Gym Membership and Sports & Social Club

### Company Summary

Attenda is a leading specialist in the provision of innovative cloud services and general IT managed services and outsourcing solutions. Our services allow our Clients to selectively outsource their IT operations and re-focus on using IT to add strategic value to their business. We currently manage business critical applications for some of Europe's leading companies including bmi, Regus, Princes Foods, St. James's Place and Travelodge. Through a commitment to operational excellence, we manage, secure and optimise the performance of our Clients applications irrespective of the physical location of the infrastructure.

The company has earned the industry's leading accreditations ISO9001, ISO27001, ISO20000, is an HP Signature Partner, a Microsoft Gold Certified Partner, and a SAP Adaptive IT Hosting provide and their first global partner outside of Germany to achieve their SAP Cloud accreditation. In addition we are one of only seven companies to have been ranked in the UK's Sunday Times ARM Tech Track 100 for three consecutive years, have won the Best Managed Services Provider for 2008, 2009 and 2010, have been voted VMware's EMEA Hosting Partner of the Year 2008 and 2009, and VMware's Global Hosting Partner for 2010; and are one of only a handful of IT companies to achieve 2 star accreditation in the 2011 Sunday Times Best Companies Survey.

Financially strong, and following successful completion of a private equity-backed management buyout in 2011, will be making a significant investment in new products and services as it seeks to extend its leadership in existing lines of business, as well as broadening its portfolio of services to take advantage of exciting opportunities in new business areas.

Attenda have traditionally provided services to clients in their own data centres on a bespoke basis, typically with remote monitoring at the core. As an integral part of our strategy to offer a comprehensive suite of location-agnostic services we are now looking to build a suite of standard service offers for client infrastructure which will be hosted on client premises.

The client data centre services portfolio will include remote management & monitoring, including end-point analysis, on-premises private cloud, satellite "office-in-a-box", and WAN optimisation, but much of what we do in this area will depend on the detailed strategy and roadmap drawn up by the new Product Manager.

As much of these services will have a critical dependency on connectivity to Attenda, all of our networking and connectivity services will be brought under the oversight of the Product Manager for this area.

### Role:

We have an incredibly diverse, talented and committed team of people whose focus is squarely on working together to keep IT environments and critical applications running 24 hours a day, so that our Clients can focus on building success in their own field. Reporting to the Director, Service Strategy our Product Managers are responsible for :

- Contributing to the development and maintenance of Attenda's overall product strategy
- Management of the lifecycle of selected Attenda products and services, from feasibility assessment and new product development to subsequent product evolution and enhancement
- Undertaking technology and market research about relevant IT managed services and outsourcing, appropriately communicating findings and conclusions within Attenda
- Generation of content for white papers, position statements and other thought-leadership materials, working closely with the Attenda Marketing team who are responsible for their publication
- Generation of key product / service documentation including requirements catalogues, product descriptions, product roadmaps and internal product collateral
- Contributing to production of Attenda sales proposals, tender responses and presentations, and sales presentation delivery, supporting Attenda's dedicated Pre-Sales teams

### Person:

- 10+ years overall IT experience with a good technical background, of which 3+ years in IT managed services and outsourcing

- An excellent understanding of IT managed services and outsourcing, and general IT operations and service management, including ITIL and relevant ISO standards
- 5+ years product management experience, ideally with some of this gained with an IT managed service provider
- Good presentation and report writing skills
- Capable of working with senior Client-side IT management, with confidence and credibility
- Good team player, with excellent time management skills, and ability to carry a varied workload with minimal supervision