

Attenda

Always On Managed Services

BIW case study

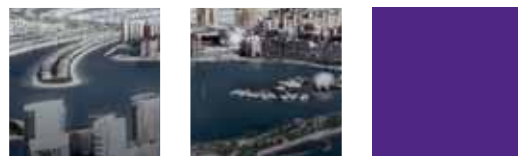
BIW Technologies adopts a secure, scalable and agile hosting environment for its Software as a Service (SaaS) project control applications

As one of the early adopters of SaaS, BIW Technologies core business activity is the 24 x 7 provision of the application and associated data to its customers, providing them with fully resilient management of their ICT infrastructure.

An Attenda client since 2000, BIW Technologies recognised that it needed a highly available, resilient, scalable and secure infrastructure solution for its industry-leading software applications, to address the requirements of its growing global client base in the architectural, engineering and construction industry.

BIW is the European leader in SaaS collaboration systems for the construction and property industry. BIW customers include leading UK companies Bovis Lend Lease, Sainsbury's, Mace, Crest Nicholson, Canary Wharf, The Resort Group, The Wellcome Trust, The Coal Authority and others.

To support its future business needs including the provision of a disaster recovery capability, BIW Technologies renewed its contract with Attenda, for a further five years, for the delivery and operational management of its SaaS applications.



certainty / confidence / agility



Implementing the Attenda solution

Attenda is providing BIW Technologies with operational infrastructure and ongoing managed services to provide a secure, flexible, on demand infrastructure, including platform deployment in North America, to facilitate the smooth, rapid and reliable deployment of its SaaS applications.

As Colin Smith, CEO, BIW Technologies explains, "Our customers are running multi-million pound construction projects, so the performance and availability of the applications are key. The Attenda managed service is an essential part of our business and has supported our requirement for a rapid response to growth."

For eight years, BIW's SaaS application delivery had been based upon a dedicated infrastructure solution managed by Attenda. However, BIW recognised that the existing solution was limiting, with long deploy times and a higher operational cost, it was also inhibiting to rapid growth.

So, with varying client usage demands, large amounts of data and an expanding geographical client base, BIW Technologies decided to implement a virtualised IT infrastructure, using the Attenda Virtualisation Platform. This platform, based upon VMware and Microsoft technologies, provides a scalable, demand-based IT infrastructure, delivering unprecedented business agility through the timely deployment of computing resource, storage and networking, with the facility for additional capacity when it is needed.

In addition, BIW has moved to more modern Storage Area Network (SAN) technology to deliver faster throughput on file management. With a typical 30% plus growth rate in client storage requirements, this Virtualisation Platform enables BIW to scale rapidly without the need to over-provision large amounts of excess capacity. A separate platform on America's east coast provides North American clients with greater legal protection for their data.

As Smith adds, "Our focus is on developing world-class applications that meet the needs of the architectural, engineering and construction community. By partnering with Attenda, we can stay focused, whilst Attenda ensures that our SaaS application is always available, scalable and secure for all of our clients."

Realising the business benefits

With the Attenda fully managed SaaS solution BIW can be confident in committing to high levels of application availability, security and reliability; improving resilience and increasing agility. The SaaS delivery model allows BIW to deliver business-critical applications that are more cost effective, scalable and secure and at a lower risk to its customers.

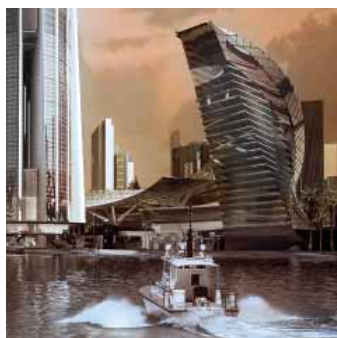
As Smith comments, "Attenda provides us with operational certainty, they focus on their business of IT operations, so that we can focus on developing and selling great software."

BIW Technologies recognises that the relationship with Attenda provides them with 24 x 7 support and access to technology skills whenever they are required. The SaaS solution also allows BIW to conduct faster initial deployment of the application, with faster development and release of new software functionality, upgrades or patches.

Smith confirms, "Our clients can be confident of continued service quality as we have built our SaaS application on Attenda's highly available and resilient platform that caters for future demand."

The Virtual Platform solution will enable BIW to take advantage of new components and generations of technology as they become available, reducing costs and eliminating obsolescence. The solution has also removed the need to build expensive over-capacity into the physical infrastructure by matching the capacity of computing resource to the demands of these business critical SaaS applications.

Concluding, Smith says, "Our partnership with Attenda has removed the challenges of building our own infrastructure for SaaS, minimising our upfront infrastructure investment, reducing our total cost of ownership and leveraging the economies of scale that are shared across Attenda's entire client base."



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Colin Smith, CEO,
BIW Technologies



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