

Attenda

Always On Managed Services

CAPS Solutions Case Study

CAPS Solutions implements Unity on demand Service Management portfolio for local government

As a provider of software solutions and services for local government, CAPS Solutions recognised that the changing government landscape demanded a new type of service. Local authorities were being set demanding efficiency targets and were facing tight budgets. At the same time, a transformational government strategy had been launched requiring authorities to deliver better service to citizens by using the latest technologies.

CAPS Solutions is the UK's leading provider of land, people and property information solutions to local government. Its market-leading UNI-form software suite records and integrates information about land, people and property, enabling local authorities to share information using one central repository.

In response to customer demand, CAPS Solutions entered into a contract with Attenda to launch Unity, using a Software as a Service (SaaS) model for the provision of its UNI-form software and associated support services.



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Implementing the Attenda solution

With Unity SaaS, CAPS Solutions delivers UNI-form solutions to authorities as an end-to-end service, rather than selling them the software that they then have to install, manage and maintain themselves. The Unity service aims to free authorities to focus on their core competencies, rather than implementing and managing IT systems. The solution combines CAPS Solutions' expertise in its own application with Attenda's application management and hosting expertise.

As Mark Kennion, Strategic Initiatives Manager, CAPS Solutions explains, "We wanted to offer our customers a way to use our solutions even more efficiently, to get an even more reliable service, and to be able to keep pace with technological change more cost-effectively and with less risk." Kennion continues, "That is why we got together with Attenda to launch our Unity SaaS proposition. Unity will allow local authorities to do more with less, to improve service delivery and enhance citizen experience."

Attenda's role is the delivery of a fully resilient hosted service for the technical infrastructure underpinning the Unity SaaS service, together with the application delivery via a Citrix presentation server farm. This means that CAPS Solutions' local authority customers can provide their staff and the public with always on access to the Uni-form applications, whilst Attenda takes on responsibility for the operational certainty and IT risk of this business-critical environment.

Designed to be highly scalable and delivered in aggressive timescales to meet the needs of CAPS Solutions' growing SaaS business, the Windows and Oracle environment also has disaster recovery options for those customers that demand the very highest levels of availability. Attenda provides monitoring and management of the applications and infrastructure operations on a 24 x 7 basis, with reporting on the capacity and performance of the hosted application.

CAPS Solutions selected Attenda for its proven service provider capability in the ISV space, with experience in designing secure and scalable solutions. It was important that as a partnership, Attenda could add value to the SaaS business model and shared the belief that the availability of the application was of paramount importance.

Kennion continues, "We were confident that Attenda was the right partner because they demonstrated proven capability to deliver on demand SaaS solutions in a consistent manner, with the high availability and reliability that our applications need and with an in-built disaster recovery solution."

Realising the business benefits

As a software and services provider, CAPS Solutions has recognised many benefits in moving to a SaaS delivery model. Many organisations, both private and public-sector alike are investing in this type of on demand software delivery to avoid capital investment and to benefit from easier scalability, technology refresh and more predictable costs.

Unity SaaS completely removes the need for any upfront investment in software licences and implementation services, effectively providing UNI-form on a rental basis. The proposition is a compelling one for the local government market, offering local authorities the opportunity to predict and control their budgets, dramatically cut the total cost of ownership of their core applications, improve service delivery and manage risk effectively.

Attenda has played a proactive role in assisting CAPS Solutions with the planning and deployment of Unity SaaS and with the sales and marketing strategy for a hosted solution. The partnership has also enabled CAPS Solutions to benefit from Attenda's accreditations and reputation in the market.

"By partnering with Attenda to develop Unity SaaS, we believe that we have developed a best of breed service that sets us apart and positions us well to meet the needs of the UK's local authorities going forward," concludes Kennion.



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Mark Kennion,
Strategic Initiatives Manager,
CAPS Solutions



Attenda

One London Road
Staines TW18 4EX
United Kingdom
t: 01784 211100
w: www.attenda.net

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