



Attenda

Always On Managed Services

DX case study

DX adopts a strategy of selective outsourcing to free its IT staff to deliver business benefit

Business requirements had changed, following the demerger of DX from Hays Group, and IT capabilities needed to evolve to meet these needs. A further challenge was to build up a skilled in-house IT team. It was felt that outsourcing met the requirements of the business in terms of managing the IT infrastructure, providing access to new technologies and capacity for growth. So, DX decided to work with Attenda, to manage the infrastructure for critical business applications.

DX is the UK's leading independent provider of early morning, next day business mail services and currently delivers over 360 million items per year throughout the UK. Established in 1975, DX provides organisations with a unique range of timely, reliable and cost effective business distribution services that over 27,000 companies depend on. DX is a service-led, customer focused business with an established reputation for quality, efficiency and reliability.

DX originally had very few IT people and the department had a very low profile but new skills were brought in with the addition of some 30 IT professionals. With the operational infrastructure taken care of by Attenda, DX's internal IT team could focus on delivering effective new business systems.



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Implementing the Attenda solution

Attenda was selected to manage DX's entire server operations running SAP, Track and Trace, Call Centre Management and other business critical applications. The transition to Attenda was achieved smoothly and in an impressively short timeframe. DX servers, together with the applications that they hosted were moved to Attenda's data centre including the implementation of a new version of SAP, upgrade of all of the servers and operating systems and implementation of Microsoft Exchange and SharePoint.

As Alex Scott, Director of Technology, DX explains, "Attenda is one of the few outsourcing contracts that we operate. They add value to what we do, they are excellent partners and we are impressed by their capabilities and expertise."



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Alex Scott,
Director of Technology, DX

Scott continues, "The reputation of the IT group has been totally transformed. This is the result of our achievements and Attenda's performance which together has been visible to everyone in the company and throughout the service depots."

The Attenda Managed Services contract included running all of the company's messaging and email clusters (Microsoft Exchange, Blackberry Enterprise and Vodafone CPRS servers), web applications and SAP applications.

Scott adds, "With Attenda operating our SAP systems, we have been able to make considerable cost savings compared to our previous supplier."

The solution has been extended to include management of additional servers for the rollout of hand held scanners, including an important technology step for DX, with the first implementation of VMware and the use of Attenda's Cloud computing platform, Attenda RTI, with shared SAN.

DX runs a 24 x 7 operation with peak time for critical applications availability occurring in the evening. Attenda's SLA is based on this model and reflects the fact that availability needs to vary by service, by day and by time of day.

Realising the business benefits

The systems are managed and monitored much more effectively by Attenda and they are much more resilient.

In conjunction with DX's IT department, Attenda has delivered increased reliability of systems. DX processes more than 17 million transactions each month that need to be tracked, stored and archived. Six gigabytes of information is added to the data warehouse daily and this figure continues to grow.

Attenda provides expert knowledge, experience and a high level of professionalism. DX's IT team recognises the value of implementing the ITIL based processes that Attenda has adopted for the management of their systems.

As Alex Scott says, "They put in place the proper methods and methodologies, which forces us to be more disciplined in our approach too." Scott adds, "Attenda provides proper governance and this limits the mistakes that can be made."

Additionally, DX have been able to take advantage of Attenda's IT Services Network to provision networking services from Cable & Wireless under prime contract with Attenda, enabling DX to benefit from a single point of contact and a single contract for an extended set of services.

It goes without saying that, with Attenda running the operational systems, the DX IT team can be focused on many new IT projects to support the business. For DX, IT is a 24-hour business. With Attenda taking care of all of their critical business systems, DX are reassured of IT certainty and are confident that Attenda will continue to be their strategic IT outsourcing partner as the business moves forward.

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