

# Attenda

Always On Managed Services

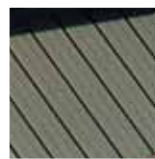
## Glasgow City Council Case Study

Glasgow City Council implements a managed infrastructure to support its electronic service delivery model

Access Glasgow is Glasgow City Council's approach to the Modernising Government Agenda. It is a significant factor not only in enhanced public service delivery, but also in providing the means for Glasgow citizens to take advantage of the world of technology and e-commerce. The vision of the future is the delivery of services by a choice of technologies, from which all citizens and customers will benefit, requiring improved availability and security for the Council's website and internet applications.

Glasgow City Council is the largest unitary authority in Scotland, providing a diverse range of services to the City's 600,000 residents and to those who visit, work and do business with the City.

The Council required a partner with experience in hosting internet applications and selected Attenda as its partner to provide hosting and management of its web applications infrastructure to support its customer –centric model for electronic service delivery.



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## Implementing the Attenda solution

The Council selected Microsoft's solution Internet Business for its new platform, using Microsoft .NET, Microsoft Content Management Server and Microsoft Commerce Server. Microsoft Content Management Server would facilitate distributed content generation across all Service Areas within the Council. It was decided that the Content Management Server templates and online applications would be developed in house using Visual Studio.NET, VisualBasic.NET and ASP.NET.

The new production platform would be required to provide 24 x 7 service which could not be accommodated internally at that time, so Glasgow City Council appointed Attenda as its service provider to host and manage the platform and products.

Attenda worked with the Council to design a robust high performance platform with availability in excess of 99.95% and with security against unauthorised access and attack.

Attenda manages and monitors the production, staging and testing environments for the Council. The design incorporates three tiers: web, application and database servers. The production environment consists of load balanced web-servers that also run the search engine, application servers in the middle tier and two clustered database servers in the failover configuration. A similar architecture exists for the staging environment. The testing environment, which requires less resilience, has one server in each tier.

At the heart of the architecture is Microsoft Content Management Server, which facilitates distributed content generation across all Service Areas within the Council. Approximately 350 content authors prepare and publish content for the website. Content is prepared in the staging environment and once published is automatically available to the public via the production environment. Microsoft Content Management Server is used to track the validation and approval of content through a streamlined process.

Attenda provides a comprehensive range of managed services covering not just the hardware and infrastructure management, but also the operating system and managed database services. The Council saw it as a significant advantage that Attenda could also provide a managed service for Content Management, including day to day housekeeping activities, enabling the Council to focus on managing the content.

The Attenda solution also incorporates a managed attack detection service that couples advanced intrusion detection technology with real-time security monitoring to correlate and process security event information. Attenda's support team is alerted when real threats are detected and responds on the Council's behalf 24 x 7.

## Realising the business benefits

Glasgow City Council is now realising the benefits of hosting their internet web platform with Attenda. One of the main reasons for working with Attenda was for their deep understanding and expertise in leading edge Microsoft technologies. At the time Microsoft Content Management was quite new and there was little readily available expertise within the industry.

One of the main improvements is that the new platform has added a level of security and provides the foundation on which to build further online services. The ICT staff are now freed from the day to day management of the website and can focus on developing new applications and services.

As Libby Carey, Application Services Manager explains, "Attenda has specialist expertise in Microsoft technologies and a total commitment to security, backed up by ISO 27001 certification." She continues, "We felt reassured by the calibre of clients that Attenda had attracted and retained and this added confidence to our decision."

Attenda has become a valued partner, the new platform has enabled Glasgow City Council to provide a better service to its customers and to greatly improve the availability of the website through the introduction of the Attenda managed service.



**"Attenda has specialist expertise in leading edge Microsoft technology and a total commitment to security as endorsed by its ISO 27001 accreditation."**

Libby Carey, Application Services Manager, Glasgow City Council



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