



Attenda

Business Critical IT

Regus case study

Regus outsources its data centre operations to consolidate the infrastructure supporting its business critical applications.

Regus' applications platform had grown organically, driven by application and business demand, but it lacked strategic direction at the infrastructure level. Whilst the infrastructure had the overall scale required, it could not support the technologies that were key to Regus and failed to meet the business need for individual applications.

Regus, the world's largest provider of outsourced workplace solutions, operates over 1100 business centres across 500 cities in 85 countries offering the widest range of products and services that enable individuals and companies to work however, wherever, and whenever they need to.

In order to meet business demands, it was essential to have an infrastructure solution that Regus could rely upon. It was vital to be able to align service delivery and service level agreements to match business and application needs, adopting a best pro-active approach. Regus wanted to work with an agile and responsive service provider who could manage risk in the data centre migration and transition project, augmenting its own internal IT teams.

Regus chose to outsource its data centre operations to Attenda, allowing the business to focus on evolving an IT strategy that supported its core business operations.





Implementing the Attenda solution

The business had its infrastructure spread across three geographically dispersed locations, with several services that were heavily utilised and constantly required more server resources. In addition, it had a number of servers that were dedicated to individual applications used by a small number of key users with low utilisation and spare capacity. The existing Disaster Recovery approach was inefficient, with duplicate hardware and software in a separate data centre, requiring continuous synchronisation of the two environments.

Regus worked closely with Attenda to redesign the IT infrastructure to a more streamlined and efficient architecture, with consolidation through virtualisation, embracing VMware technologies recognised as key to Regus' IT strategy.

The result is a highly agile, resilient and scalable IT services platform that is responsive to Regus' business dynamics. The solution comprises some 200 servers in a hybrid physical & virtual architecture across two data centres. Attenda's experience in infrastructure consolidation and virtualisation has enabled some 60% of the servers to be virtualised, consolidating over 100 physical servers down to 12. The remaining physical servers represent database clusters for SQL Server, Microsoft Exchange Server and other applications. The Attenda solution utilises best of breed technologies, extending the implementation of virtualisation to include Regus' network and security infrastructure, and leveraging Attenda's shared SAN and NAS storage platforms.

Andy James, Chief Technology Officer, Regus explains "Attenda has demonstrated that as a totally focused IT managed service provider, it can provide us with a more agile and cost effective infrastructure and services solution, to meet our current and future business needs."

The new Attenda platform delivers Regus' 18 lines of business applications, which range from Regus.com, its eCommerce website, to Titan, a custom-developed application for Enterprise planning and invoicing, which processes tens of millions of pounds per month globally. Attenda also supports Regus' messaging platform, together with three finance applications and SAP Business Objectives analytics tool.

Realising the business benefits

For Regus, contracting with Attenda for IT services provision means that its applications are being proactively monitored and managed to application level, and across all technologies, with a business led service level agreement measured at up to 99.9% SLA to maximise availability. Absolute clarity of responsibilities between Attenda, Regus and 3rd parties ensures effective incident management and resolution.

The solution has been specifically architected around each of Regus' line of business applications and its importance to the business, aligning service delivery and SLA to business and application needs, providing a highly agile, resilient and scalable IT services platform to support the business both now and into the future.

Attenda has played a leading role in the migration and transition project, controlling effective risk management. Its creative approach to the transition and transformation project from initial engagement, architecture design and planning, through to deployment and migration has demonstrated its successful implementation of Prince2 best practice and strong Programme Management capability. A tailored resource model to match Regus' business needs was developed, with a seconded programme manager on site during the migration and dedicated resources during operations where appropriate, to augment the internal teams.

Further, the exceptional service levels that Regus have enjoyed since go-live is a reflection of Attenda's mature adoption of ITIL processes that are supported by ISO 20000 accreditation and proven experience in managing complex virtualised infrastructures.

James concludes, "Attenda's methodology and expertise in virtual infrastructure design, operational delivery and management has minimised the risk in both consolidating and migrating our server base. We are delighted with the result that we have achieved and we plan to embrace virtualisation much more aggressively in the next 12-18 months."



"Attenda's monitoring and management capability and processes can ensure that the availability of Regus' business critical applications is maximised."

Andy James,
Chief Technology Officer, Regus



Attenda

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

Business Critical **IT**