



Attenda

Always On Managed Services

St. James's Place case study

St. James's Place maximises agility, efficiency and risk management through virtualisation

To take advantage of emerging technologies that promised to deliver processing and storage on demand, where and when required, St. James's Place embarked upon a plan to virtualise its IT infrastructure with Attenda. The goal was not only to reduce total cost of ownership of its server estate, but also to improve its disaster recovery capability.

St. James's Place is well established as one of the UK's leading wealth management companies with a £1.09 billion market capitalisation, around 400,000 clients and over £ 17.2 billion funds under management.

With over 150 physical servers across three geographically dispersed locations, the business had several services that were heavily utilised and constantly required more server resources, plus 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.

Virtualisation was identified as a technology that could dramatically improve recovery time and certainty, reduce management costs and business risk. Virtualisation also promised increased flexibility with rapid deployment of new servers and traffic balancing between servers and locations, in response to business change.



certainty / confidence / agility



ST. JAMES'S PLACE



“We will continue to look to Attenda to optimise the operation and support of our IT environment and to ensure that we have the flexibility and scalability to grow with and adapt to the changing demands of our business, now and in the future.”

Phil Beville, IT Director,
St. James's Place

Implementing the Attenda solution

Driven by a major technology upgrade, St. James's Place chose Attenda as its strategic partner to design and deploy a new server infrastructure to support the business, managing it thereafter to a highly available Service Level Agreement.

St. James's Place initially focused on the virtualisation of its Citrix farm, which required continuous tuning of CPU and memory between servers in response to demand, and several legacy applications deployed on under-utilised servers used by a limited number of users.

The virtualisation project was then extended to the deployment of an upgraded version of the company's corporate database, on a virtual platform, using VMware. This technology enabled the application server to be split from the database server on the same physical machine and allocate resources according to demand. Through the use of VMotion, St. James's Place is able to improve its level of resilience at low incremental cost per user. The server instances are automatically started on another server in the event that the physical server suffers a failure.

Virtualising the IT infrastructure has enabled St. James's Place to operate a more dynamic and efficient computing environment. The solution has increased flexibility and availability, with the option to move virtual servers across a pool of machines to better leverage the available resources. Importantly, the solution has reduced capital and maintenance costs through consolidation.

The solution ensures that St. James's Place business continuity objectives can be met, improving the Recovery Time Objective through the implementation of a unified disaster recovery platform that provides application and hardware independent disaster recovery. This allows many production servers to be recovered without the costly one-to-one mapping of production and DR hardware and delivers a faster, more flexible and more reliable DR solution, at a lower cost.

As Phil Beville, IT Director, St. James's Place explains, “The situation was quite simple - it would have been challenging to meet our business recovery time objectives without virtualisation.”

In summary, Attenda's Virtual Infrastructure Managed Service has delivered a simpler and more cost effective technology platform that meets the strategic needs of the business.

Realising the business benefits

St. James's Place is benefiting from the virtualisation of its IT infrastructure in several areas. Attenda is delivering guaranteed service levels, backed by a business focused and robust service level agreement. The cost for operating and managing the IT infrastructure is fixed for five years, providing the business with complete certainty of its IT costs.

St. James's Place values the Attenda partnership as an essential part of its business strategy and has developed a strong relationship at all levels within the business. Attenda is delivering IT certainty with 24 x 7 operational support and access to technology skills on demand, in areas that are key to the operation: Citrix, HP, Microsoft, Oracle and VMware.

Phil Beville adds, “We have found Attenda to be a very proactive partner with whom we can work to continue to improve our technology platform and standards of service, whilst at the same time managing costs.”

Further, Attenda's ISO 9001 and ISO 27001 operational quality and security certifications provide St. James's Place with confidence in the highest levels of security for the systems and sensitive data, fully compliant with FSA regulations for data security, back-ups and disaster recovery. Attenda's ISO 20000 certification has reassured St. James's Place that their systems are supported by experts delivering the very highest levels of IT service management.

Attenda

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

certainty / confidence / agility