

Attenda

Always On Managed Services

Staffcare Case Study

Staffcare provides a flexible, on demand self-service employee benefits communication solution

Staffcare decided to implement its solution as Software as a Service (SaaS), rather than the more traditional on-premise software licencing model. The SaaS model relies upon recurring licence fees from satisfied customers, meaning that the service level delivery is critical.

Launched in 2004, Staffcare, with flexible, online access and Human Resources (HR) self service, is one of the most advanced employee benefit communication and administration solutions available.

Through on demand access to personal details, employees can be kept up to date with information on normal benefits and pension contributions and can also view specialist financial data.

The challenge for Staffcare was to expand capacity to meet growing demand, ensure complete resilience with an increasing load, and to meet the stringent security requirements of large businesses.



certainty / confidence / agility



Implementing the Attenda solution

Staffcare is a cost effective and convenient solution for HR departments. It is sold directly to organisations and used both by HR departments and employees. It is also licenced as a technology platform to independent financial advisers and employee benefits consultancies.

As a fully managed solution, Staffcare can be securely accessed via a corporate intranet or directly over the internet. "We recognised the benefits of Software as a Service (SaaS) for our clients," says Phil Hollingdale, Chief Executive Officer, Staffcare. Hollingdale continues, "This model is great for HR departments – they get an application that reduces the time and cost of administering benefits and helps to retain staff but they do not have to worry about managing, operating or upgrading an IT infrastructure."



"Easy scalability was an important factor and we now have the scope and agility to grow over the period of our contract without paying for extra capacity up front."

Phil Hollingdale, CEO, Staffcare

In June 2005, Attenda was appointed by Staffcare to provide a managed service, migrating from its previous shared hosting arrangement. As Phil Hollingdale goes on to explain, "It became clear that we needed to enhance our hosting facilities." He continues, "When thousands of employees log on to see their monthly payslip or to manage their benefit, it is essential that they get fast access to data in a highly secure environment."

Attenda worked in collaboration with Staffcare to design the architecture for the 24 x 7 hosting environment. With availability and capacity as key requirements, it was essential that the architecture had no single point of failure and sufficient capacity should one part of the infrastructure fail.

As an integral part of its rigorous operations experience and ITIL based methodology, Attenda established appropriate change management processes. These ensured a consistent and agreed approach to new software releases and a position to fail back to should any issues arise.

Attenda's streamlined service delivery platform, Attenda M.O. blends industry best practices and proven technological tools with highly skilled and highly motivated experts to deliver the highest quality managed service at an affordable price.

As Hollingdale adds, "Easy scalability was an important factor and we now have the scope and agility to grow over the period of our contract without paying for extra capacity up front." He continues, "Easy scalability was another factor and we now have the scope and agility to grow over the period of our contract without paying for extra capacity up front."

Realising the business benefits

Staffcare now has the confidence that its clients are receiving consistent and reliable service availability with 24 hour monitoring and the best security checks available. If large or demanding clients ask for extra reassurance about security and back up, Staffcare can demonstrate that they have thought of every contingency.

As Hollingdale comments, "Attenda is now part of our sales process, giving technical assistance when necessary, meaning that we have strong technical credibility. It is now very easy for us to demonstrate Staffcare to prospects and to implement the application for new clients, reducing the length and complexity of our sales cycle."

For Staffcare's clients, they get a total solution with no additional costs and responsibilities, whilst for Staffcare, they do not need to concern themselves with providing support, implementing upgrades or managing multiple platforms.

Through its partnership with Attenda, Staffcare has a sustainable revenue model, which allows the company to predict year on year revenue and growth. With the IT certainty that Attenda provides, Staffcare has been able to free up internal resources, enabling the team to focus on developing, differentiating and marketing the application to meet the business objectives of its clients even more closely.

Attenda

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

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