

# Attenda

Always On Managed Services

## TM Group case study

TM Group re-platforms its hosted infrastructure to provide full scalability

The Government's Home Information Pack (HIP) initiative created an increased demand for TM Group services. So, as part of its strategic growth plan, TM Group decided to embark upon a major refresh of its IT infrastructure to provide full scalability for the future. TM also needed a DR solution to support its Business Continuity Plan.

TM Group offers a service to conveyancers and their staff, providing a simple and efficient way to manage and order property searches online. The service is designed to reduce delays and administrative costs for busy solicitors, provided on a pay as you go basis.

To take advantage of the latest available technologies to re-platform its IT infrastructure and implement a fully mirrored Disaster Recovery (DR) solution, TM Group placed a three year contract renewal with Attenda.



certainty / confidence / agility



## Implementing the Attenda solution

Attenda initially implemented an infrastructure technology refresh incorporating an Enterprise SAN and a move to the latest Microsoft technologies, including 64 bit Windows and SQL 2005.

In the second phase of the project, Attenda built and implemented a second duplicate environment, located in Frankfurt, to act as the initial DR solution. The specific design of the infrastructure has helped to mitigate the risks identified within the BCP, ensuring the continuity of the business in the event of an unexpected disruption and protecting the security and integrity of the data. The DR platform is an exact mirror of the live platform, providing TM with an immediate BCP solution.

Attenda had all of the necessary skills and experience, using the latest technology, to replicate data and rapidly recover applications in alternate locations. The DR plan is owned by TM, with Attenda contributing where appropriate during a DR invocation.

Paul Albone, Commercial Director, TM Group comments, "We recognised that we had to take DR seriously. Our previous experience with Attenda gave us the confidence to extend our managed service contract with them to also embrace a cost effective DR solution."



**"We get 100% of our income from the web service and Attenda takes care of this for us, ensuring that our mission critical web applications are secure and always available, even in the event of a major disaster."**

Paul Albone, Commercial Director, TM Group

## Realising the business benefits

Attenda has been able to support TM through a difficult and rapid learning curve, providing the flexibility that the company needed to ensure that future business requirements could be accommodated.

Attenda's knowledge and expertise in DR has enabled a cost effective DR solution to be implemented with ease. The Attenda solution has provided TM with a robust platform and DR solution, with the scalability required to meet the forecast increase in business volumes.

TM's web application is a complex, mission critical B2B platform with payment, storage and customer service all vital components of the system.

"Our relationship with Attenda is a strong one and we are confident that we can build and grow that relationship" comments Albone. He adds, "Attenda and TM share the same ethos in high quality client service, they have proved that they really do understand our business."

TM has invested in a robust, secure and highly available service from Attenda, providing the right foundation and partnership to grow the business. Attenda's shared operating platform, Attenda M.O. has helped to provide TM with the security and reassurance that it requires to support its operational growth.

Through its industry-leading monitoring and management centre, Attenda is the first to detect when something is about to go wrong with TM's business critical applications and to recover the business within the BCP. Customer confidence is key to the successful growth of TM's business and their services need to be responsive and consistently available.

Albone concludes, "We get 100% of our income from the web service and Attenda takes care of this for us, ensuring that our mission critical web applications are secure and always available, even in the event of a major disaster."



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