



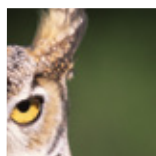
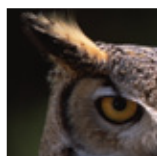
Guaranteed IT Value

IT agility in a constantly changing world

Today, CIOs recognise the need to operate their IT function as a business, providing valuable services to the rest of the organisation, whilst clearly articulating how IT investment is being spent and the returns gained.

IT needs to operate as a service provider, with a catalogue of products and services that are aligned to business needs and corporate goals. This approach requires transparency into services, costs, demand, processes and impact on driving corporate performance. Only then is it possible to consider the question of IT value.

Through Attenda's ValuedAdvice Service, enterprises can ensure that they are getting the best value from their IT investment. The ValuedAdvice Service provides access to the industry's leading advisors, combined with Attenda's pedigree in delivering IT operations; providing the opportunity to deliver value improvement with guaranteed service level improvements, operational cost savings and increased agility.



What does ValuedAdvice mean to you?

The ValuedAdvice Service provides the ability for businesses to understand exactly what their IT costs and service levels are, to determine whether the business is gaining best value from its IT investment. Through an independent review and documented findings, ValuedAdvice provides the opportunity to achieve guaranteed service level improvements, with cost savings and increased efficiencies, for IT operations.

Reducing costs

- Determine baseline for analysis, including “hidden” IT costs – people, power, space
- Assess key cost metrics, including external comparators
- Understand context and constraints on IT budgets, including regulatory and policy
- Recommend actions to reduce cost, without compromising risk and service quality

Improving Service Levels

- Determine the IT service delivery, monitoring and review framework
- Assess service performance, for application, process and infrastructure levels
- Determine whether stakeholders are satisfied with the service levels being delivered
- Recommend actions to improve service levels which are financially prudent

Enhancing Value Governance

- Assess the extent and articulation of IT alignment to business strategy and objectives
- Determine whether IT is able to respond to change, at a pace the enterprise requires
- Review the extent to which IT risks are managed and controlled
- Review whether there is sufficient oversight of IT investment and assets

Delivering Guaranteed IT Value

Using Attenda’s unique ValuedAdvice Service, enterprises can gain access to a selection of the industry’s leading independent advisors, using the advisor of your choice to review your existing IT operations and related services.

Attenda’s ValuedAdvice Service can ensure that your business is getting the best value from its IT investment. Based upon the independent advisors report, Attenda will propose ways of improving service levels, reducing costs and minimising risk, with contractually binding guarantees

Business-centric IT Services

Through a deep understanding of your needs, with independent verification and assurance, Attenda can deliver IT managed services that will increase the value of your IT investment, with contractually guaranteed service level and operating cost outcomes.

Attenda’s outsourced IT service operations extend across the computer room and data centre, facilitating IT transformation and increasing IT value. Clients can benefit from an ITIL best practice framework approach to service delivery, combining Attenda standard services and client specific services. Clients have the confidence to outsource their critical applications and infrastructures to Attenda, as an integral part of their IT strategy

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Business Critical **IT**