

Attenda

Always On Managed Services

Web Applications managed service

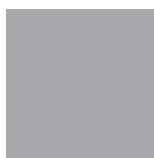
Enterprise agility in a constantly changing world

Web applications can empower your business and the internet is a powerful network that can be used to develop relationships with your clients, partners, suppliers and employees. Whether it is running large scale e-commerce sites processing millions of transactions a year or specialist enterprise intranet facing applications, security, reliability and their availability are essential to the success of your business.

Additionally, Web services will continue to catalyse software innovation and standardisation by integrating third-party applications, tools and services, providing organisations with greater agility and flexibility in the deployment of these vital business applications.

Minimising downtime is critical so with Attenda's Web Applications Managed Service you can ensure that your Internet facing applications are always available.

Downtime is not just measured in terms of lost revenue or increased costs, it can fundamentally damage the reputation and image of your organisation. So, for many companies, selectively outsourcing the management of complex web operations to the leading industry specialist is the ideal solution.



certainty / confidence / agility

What does this mean for you?

Attenda has proven expertise in managing many of Europe's largest and highest profile websites. By delivering this IT certainty we enable you to focus on what you do best – your core business – rather than worrying about your day to day IT operations. Our service is delivered with a comprehensive business-led Service Level Agreement that is customised to your exact business requirements.

Attenda's Web Applications managed service ensures that your Internet facing applications are available, secure and meeting the needs of your business 24 x 7.

- We ensure that your business is always on, giving you the availability, performance and security that you need – whether it is for large e-commerce systems or Internet applications for a closed user group
- Your in-house team can focus on developing your e-commerce business and strategic web applications, with the confidence that your live applications are available, secure and scalable.
- We have proven expertise in managing large websites and web applications for clients such as bmi, easyCar, Microsoft, nhs.uk and Travelodge who all rely upon Attenda for their web applications hosting and management solutions
- We deliver you IT certainty, enabling you to focus on strategic developments that add value to the business, rather than 24 x 7 IT operations

'We ensure the transactional integrity of your web applications and provide you with the utmost security for your sensitive information.'

Our Web Applications Managed Service ensures that your Internet facing applications are available, secure and meeting your business needs 24 x 7 x 365.

- We offer advanced monitoring and management, twenty four hours a day, seven days a week, to continuously check transactional integrity and application performance
- We provide a comprehensive architecture design service, thus ensuring that your web infrastructure can cope with current and future planned demand
- The solution is all built on Attenda's industry defining IT operations platform, Attenda M.O.
- We provide an SLA that covers service availability, incident management and reporting in a straight forward and transparent manner
- All changes undertaken are subject to our rigorous ITIL based change management process
- We take on the responsibility for Patch management within the solution
- We provide a single point of contact for your solution so there is someone who can take ownership of all issues up to and including the custom application itself
- A Technical Service Manager acts as a member of your own operations team, working with you systematically to iron out availability, performance and security related issues

This leaves your in-house specialists free to concentrate on the higher value application support activities and your business operation, making IT become a business enabler, adding value rather than adding cost.

Managing your web applications for a certain future

Attenda ensures the transactional integrity of your web applications and provide you with the utmost security for your sensitive information. Our mission is to increase your application performance, applications availability and protect against malicious defacement. We achieve this by using a team of highly skilled, highly motivated and certified engineers with the expertise to design and deploy always available web applications solutions.

Our ISO 20000 certification reinforces our commitment to delivering the very highest quality service levels, and as an ISO 27001 certified organisation our world class processes and controls provide you with confidence in the highest levels of security for your systems and sensitive data.

With our ability to offer predictable costs for the operational support of Web Applications, we remove the uncertainty of 'time and materials' based supply. Our experience in the rapid deployment of new systems will save you time and effort and more importantly reduce your risk, instilling business confidence.

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