

Attenda Implements Hornbill's Supportworks ITSM as Key Part of Managed Services Platform



Attenda

Business Benefits:

- One integrated system enables the relationships between problems, incidents and changes easier to trace.
- Supportworks ITSM underpins Attenda's existing mature ITIL processes.
- Integration of Attenda's monitoring platform with Supportworks ITSM enables fast ticketing of support calls.
- Reports enable management information to be displayed, with a drill-down facility for more detail if required.
- Ability to spot recurring Incidents facilitates Problem Management.

Leading internet and enterprise systems specialist implements ITIL service management system to manage complex IT infrastructures for clients

Established in 1997, Attenda is Europe's leading specialist in operating Internet and enterprise applications. The company provides infrastructure management, web application system management, Citrix, SAP Managed service and Software as a Service facilities for over 130 Clients including bmi, Christian Aid, easyCar, Microsoft, NHS, Princes, St James's Place and Travelodge.

To ensure a responsive, proactive management service for client systems, Attenda uses Hornbill's Supportworks ITSM service management software to enable its 24 x 7 Support team to track Incident, Problem and Change requests.

Supportworks ITSM replaced an existing customised ticketing system that had been in place for over seven years. Hornbill's solution was originally selected over four other vendor offerings chiefly for the ease with which it could be integrated into Attenda's existing systems, its compliance with the ITIL framework and potential for further customisation.

Ease of Integration

Being a managed service provider, Attenda's support function has a different approach from the traditional reactive helpdesk supporting internal users or clients. Attenda monitor client environments proactively, raising calls as incidents arise - whether network, hardware, software or business service related. All monitoring alerts are channelled into Attenda's proprietary web based interface,

Continued overleaf

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Russell Jefford,
Applications Manager,
Attenda Limited

from where integration work (carried out in conjunction with Attenda's developers) enables calls to be logged directly into Supportworks ITSM with just a couple of mouse clicks.

Since Attenda already possessed a mature Configuration Management Database (CMDB) containing data on client solutions (servers, routers, software, business services, etc), the decision was taken to replicate the data in Attenda's CMDB to Supportworks ITSM CMDB on a frequent basis, thus ensuring that monitoring alerts are automatically associated with the relevant Configuration Items when calls are logged.

This integration makes it easy for Attenda management to gather performance statistics and run reports to identify the relationships between the various types of calls as well as to view a comprehensive Incident, Problem and Change Management history against each Configuration Item in Supportworks ITSM.

"The ability to obtain an instant history of activity at the level of each Configuration Item is an invaluable resource when trying to troubleshoot issues," said Russell Jefford, Applications Manager at Attenda. "It also facilitates problem management, making it easier to spot recurring incidents. Our Support staff can now easily drill down to the next level of information to make much more informed decisions."

Attenda, ITIL and Supportworks ITSM

Supportworks ITSM was also chosen since it provided a good platform to support Attenda's existing processes. According to Jefford; "ITIL concepts and processes have been deeply embedded in everything Attenda does for many years. However our previous ticketing systems did not always make it easy to 'live' our own implementation of ITIL. The Supportworks ITSM platform provided a great starting point for a single ticketing system, with its customisability the key to enable further tailoring to suit our exact requirements. Attenda's recent ISO 20000 accreditation is testimony to the success of the implementation."

Customisation - The Future

To date Attenda has been delighted with the flexibility and functionality that Supportworks ITSM has given. Since the initial implementation, Attenda staff have received additional training to further customise Supportworks ITSM for their needs and within months of switching over to Supportworks have already begun further tailoring and fine tuning the ITSM template to their evolving requirements.



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