



Attenda
Business Critical 

Eversheds Case Study

Eversheds creates an on demand environment for its business critical website

International law firm Eversheds wanted to showcase its brand through a single consolidated website – eversheds.com – delivering this to users in a highly available, secure and cost effective way.

As one of the largest international full service law firms in the world, Eversheds operates across a broad set of industry sectors. The firm is recognised as both an innovative and distinctive force in the legal world, focused on creative and cost effective solutions, for the benefit of its clients.

The internal team at Eversheds were already working to consolidate the associated group websites into a single instance. Additionally, Eversheds wanted to find a replacement hosting solution for their Deeds Online application, which provides clients with instant access to electronic copies of property deeds through a secure online system.

Attenda was commissioned to host the consolidated Eversheds public-facing website, which acts as a core interface for both internal and external users.



Implementing the Attenda Solution

The desired business outcome was to engage with a single provider to host Eversheds.com and Deeds Online Solution (plus associated websites), onto a single managed hosting platform.

The chosen design needed to accommodate the delivery of a solution that could cope with the peaks in demand, as over 50% of Eversheds clients use the application between 0900 and 1100 daily.

The three key requirements from the provider were:

- 1) high availability and performant infrastructure solution,
- 2) cost effective deployment and on-going management and
- 3) agile and scalable solution design.

Commenting on the solution design, Paul Caris, CIO, Eversheds said: "I was impressed with Attenda's approach. Unlike many infrastructure service providers, Attenda's solution designers took the time to understand the critically and functionality of the applications to be hosted, ensuring the technology solution was fit for purpose."

The solution design incorporates Attenda shared service components, with capacity on demand, using the Attenda cloud Infrastructure as a Service platform to provide Eversheds with access to an enterprise-class platform, but with reduced TCO. The solution also provides capability for future growth considerations; ensuring that expansion of the Eversheds.com application and the introduction of further clients onto the Deeds Online solution can be seamlessly catered for.

To ensure a low risk migration for the Eversheds brand, business and revenue critical web application platform, Attenda extended its standard project implementation engagement to provide senior project management resource to Eversheds, to oversee the project engagement, not only from a traditional hosting provider perspective, but also to manage the client deliverables. This client-specific engagement approach removed the need for Eversheds' own internal project management resource, and it established the necessary focus on the project to ensure a smooth and successful transition of service. Further, the Attenda Project Manager won one of Eversheds' internal IT Awards, for her performance, not only demonstrating strong technical competence, but also her popularity and respect by all of the Eversheds team.

Jonathan Townend, Head of e-business, Eversheds adds, "With the solution, Attenda can allocate compute power on a capacity on demand basis, eliminating the need for us to invest in dedicated servers to cater for peaks in demand."

Townend continues, "Attenda assumes capacity management responsibility as part of their managed services offering, to monitor utilisation, and proactively alert us to any perceived future resource bottlenecks."

Eversheds are a global organisation and demand to access Eversheds.com website originates from a worldwide audience. So, the ability to optimise latency and availability of connectivity to end users was also an essential part of the solution design.

The Business Benefits

The users are delighted with the improved performance of the system.

"Attenda's sophisticated operations platform monitors application availability and performance for both Eversheds.com and Deeds Online web applications, including synthetic transaction monitors, truly replicating an Eversheds end user journey through the application." says Townend.

Like Eversheds, Attenda uses PRINCE2 a structured process-based method for effective management of client migrations and deployments, with its proven and established best practices in project management. Use of PRINCE2 has supported attainment of the six key Eversheds business requirements for solution delivery: 1) Establishing clear objectives, deliverables and measures of success; 2) Managing risk; 3) Managing change; 4) Optimising use of organisational resources; 5) Incorporating quality objectives and 6) Managing communication.

The relationship and level of communication with Attenda was a key part of the project success. The structuring of the project management facilitated this communication and the smooth running of the project. Recognising the risk of moving to a new service provider, Eversheds saw this project as a test case for building a longer term partnership with Attenda, for other projects within the business.

Attenda provides Eversheds with a business-led SLA, with 99.5% availability, delivering a highly available, resilient and performant environment that reflects the 'brand critical' nature of the web applications and infrastructure.



"This business outcome focus is reflected commercially through the provision of an application level SLA that underpins our business processes and directly aligns with the end user experience."

Paul Caris, CIO, Eversheds



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