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Attenda

Always On Managed Services

Business overview

Attenda is one of the UK's leading managed services and cloud platform providers, specialising in designing and running business critical applications for its clients. Since the company's inception in 1997, it has grown at a consistent 15% per year. Recognised as a Challenger in the Gartner Magic Quadrant for Cloud-Enabled Managed Hosting, Europe, 2014, Attenda's focus is on IT operations, with responsibility for the availability, security and performance of business critical applications. It enjoys a 100% client referral rate – with either a single critical application or the entire IT estate managed by Attenda.



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*Rob Stainsby
Manager of Technical Design
Consultancy*

The challenge

Attenda is a client services organisation, and therefore is frequently involved in putting together managed service solution proposals. These proposal documents require input from many individuals; each providing their own expertise and content. Until August 2014, this was achieved through emailing out sections of the document for authoring and review; resulting in the creation of multiple spreadsheets, many disparate email attachments, and lots of time consuming administration to collate.

As a result, this not only led to requests for information being lost in email, but also it overly burdened administration for busy people, and created serial, lengthy, and frequently duplicated reviews. As Rob Stainsby, Manager of Technical Design Consultancy for Attenda, stated: "This process was ultimately sub-quality, inefficient and frustrating for all; and, most importantly, it delayed our response in getting proposals out to clients."



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The solution

Recognising that the process was underperforming, Attenda looked to PleaseReview to provide an improved solution. This choice was based on several criteria: most importantly, it needed the software to facilitate consistent, quality and timely reviews, in order to expedite the submission of proposals to clients. It also needed to be able to produce more efficient, measurable and consistent reviews, to lower the risk of a review being 'missed in the email inbox', and to also allow for real-time collaborative review.

Following the decision to adopt PleaseReview, a trial was undertaken, along with a process and guideline definition phase. Once completed, the formal software release took place, along with a guideline and awareness session for staff to understand the new process and its benefits.

Attenda utilises the full functionality of PleaseReview, making use of the co-authoring and collaborative review capabilities for proposal document preparation, review and management.

The results

Since implementation, Attenda has validated that consistent and timely reviews are performed more efficiently. Collaborative reviews can take place in real time, and are fully auditable; and the simple, yet powerful review features of PleaseReview make the job of producing quality proposals far, far easier.

By removing the frustrations and having real data that can be measured, Attenda agrees that it has seen an all-round improvement, and staff feedback has undoubtedly been positive. User satisfaction is high and all agree that the investment in PleaseReview has provided a rapid return.

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