Automated Patch Management Saves Attenda 40 Engineering Hours a Month

Attenda

Profile:
Attenda specialises in providing business-critical IT services to keep its clients' critical applications transacting.

Industry:
IT Services

Network:
1,500 plus servers

Solution:
- Ivanti® Patch for Windows

Benefits:
- Saved 40 engineering hours a month
- Intuitive, automated patch management
- Simplified client reporting
- Reduces human error
- Drives efficiency
- Provides clients with peace of mind

Overview

Attenda is one of the UK's leading managed services and cloud platform providers, helping UK mid-market organisations to manage and safeguard the availability of their critical business applications. The company has 270 - plus employees, who service clients from its head office in Staines and a regional office in Caerphilly, Wales. Attenda operates three datacentres in the UK, including one in Farnborough in partnership with its sister company, Datum Datacentres, which specialises in co-location services.

Since its inception in 1997, Attenda has enjoyed consistent year-on-year growth of 15 percent; and it continues to focus on achieving organic growth by providing exceptional services to its expanding client base.

Situation

Attenda is responsible for managing a diverse range of business-critical IT environments on behalf of its clients, including both physical and virtual devices from a variety of vendors. Although each of these clients has a unique set of business requirements and IT systems under management, Attenda must be able to guarantee the same consistent high service levels. Effective patch management processes are crucial to protecting client servers from existing vulnerabilities and emerging threats.

"If client environments are not updated with the latest approved patches in a timely manner, business continuity could be at risk," says Richard Booth, Technical Operations Manager at Attenda. "As many of our clients are Internet-based companies, this could quickly impact their profitability—and both of our reputations."

He adds, "Best-practice patch management is also important for monitoring the software running on client devices and meeting our collective ISO standards certifications for security, quality, IT service management, and business continuity."

Driving greater efficiency with automation

Some 30 to 40 Attenda employees use Ivanti Patch for Windows on a regular basis; the solution is highly intuitive, so training is quick and easy to deliver. These users include the administration team who schedule patching during the day, leaving night-shift engineers able to focus on more technical activities.

"We've kept abreast of the patch management tools available on the market, and the Ivanti solution continues to offer the best functionality and pricing."

— Bob Mulders
*Team Leader, Systems and
Network Management, Vos Logistics*

"We've saved 40 engineer hours a month by automating patch management," affirms Booth. "Through using the solution we have been able to make better use of our resources, provide clients with accurate security inventories, and reduce the risk of human error."

Booth concludes: "Using Ivanti Patch for Windows makes us more efficient, which means we can offer more value whilst providing our clients with peace of mind about the security of their servers and cloud services provision."

About Ivanti

Ivanti is a pioneer in agentless patch management and a leader in innovative systems security and management solutions. Since 1993, Ivanti has been at the forefront of patch management, first by providing the only third-party patch management to Microsoft System Center Configuration Manager customers and later asserting industry leadership in the patching of virtual machines. Its products and solutions also include Ivanti Patch for Windows and Ivanti Patch for Microsoft System Center. Ivanti's "Just Add Water and Stir" approach allows customers to get up and running in as little as 30 minutes.

www.ivanti.com

1.800.982.2130

sales@ivanti.com