FluidOne

Attivo Group

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About FluidOne

At FluidOne, we are proud to be an award-winning Connected Cloud Solutions provider that's consistently achieving one of the highest Net Promoter Scores (NPS) in the industry. Our own national fibre network, Platform One, underlies each of our services and is the most connected network in the UK. Our services cover connectivity, SD-WAN, cyber security, IT & cloud managed services, mobile & IoT, UCaaS and CCaaS.

We design tailored solutions to help each of our customers and partners digitally transform their IT and communications. We combine the services of our specialist partners in cyber security, IT managed services, and UC with our unparalleled connectivity to create multi-cloud and multi-connected environments that are secure and safe for them to use.

About Attivo

Attivo is an Independent, Chartered Financial Planning and Wealth Management company.
Founded in 1998 by Stephen Harper, Chief Executive, the Group has several subsidiary businesses specialising in investment, pensions, wealth management and all aspects of professional financial planning. The Group currently controls over £500m funds under management, administration and advice with a 5 year plan to increase this figure to £2bn.
For more information, go to www.attivogroup.co.uk

ICT Managed Services for the rapid growth & acquisition strategy
of wealth management firm, Attivo Group

Having the right technology, support and expertise is critical to keep your business going forward for the long term.

Independent, Chartered Financial Planning and Wealth Management firm Attivo Group are a great example. Our strong technical and strategic support has been key to the company achieving a more robust, efficient and scalable ICT environment. It has provided the solid foundation needed to support their rapid growth, driven by their focused acquisition strategy.

The Challenge

In searching for a support company, Attivo wanted a single provider with the necessary skills and experience to meet all their technology needs.

Stephen Bareham, Finance Director said: "With their proven track record, depth of knowledge and expertise, we were confident FluidOne were the right partner to work with. We knew they would give us a well managed IT infrastructure and the operational efficiencies we wanted to achieve."

The company initially had a Managed Services contract with us to improve the performance, reliability and efficiency of their IT infrastructure, before extending it to include other critical areas of their business.

The Solution

For Attivo, our dedicated account manager works closely with them, ensuring they are always gaining maximum value and quality from our services. And our expert technology consultants are also on hand to provide ongoing advice.

Through regular review and assessment of their environment, we have always been able to identify additional solutions and services that deliver even greater benefits for their business. From the outset Attivo benefitted from our experience and expertise in managing, monitoring and maintaining their core IT infrastructure. This included servers, workstations and endpoints alongside essential best practice guidance.Through a mix of specialist tools and ongoing advice we've further improved the security of their data and helped keep their services compliant. Operating in a heavily regulated industry, such support is invaluable to keep Attivo going forward and compliant with fast changing legislation.

Our suite of intelligent monitoring tools that we offer with our Managed Services has been fundamental in helping to achieve this. By enabling us to proactively and remotely manage Attivo's IT infrastructure, we can immediately spot and resolve any developing vulnerabilities or intrusions. We can also keep track of licensing, hardware and software across their network and alert them of any anomalies they need to resolve.

This monitoring capability has also allowed us to maintain Attivo's storage requirements in line with their growth and headcount. Developments include the new Storage Area Network (SAN) repository we installed to maintain the scalability and availability of their IT infrastructure.

Result

This ability to understand Attivo's business and always identify the right solution for their needs is a key reason why we've gone on to become their communications, connectivity and business continuity partner.

Communications

Scalability is crucial for Attivo. Besides their IT, we quickly recognised that Attivo's communications systems needed improving to provide the scalability they needed to meet their long term business aims. We moved them to a Mitel MiVoice Office 250 system and Hosted Exchange. With its hybrid platform the Mitel system was ideal, giving Attivo the option to expand their communications digitally and more quickly through IP. The ability to deploy VoIP was also beneficial allowing the company's many satellite offices and remote workers to easily communicate between sites.
Similarly, with no hardware or software to install, the cloud mail platform allowed them to scale up and down quickly. They could also save money, as the pay per user model meant they only paid for resources they actually used.

MiVoice Office

- Integrates well with other business applications including Attivo's CRM
- Quick and simple to call up essential case history on a customer, if needed for an audit or regulatory requirement.
- Works seamlessly with call recording equipment, enabling stored and recorded calls to be easily retrieved

Hosted Exchange

- All data is stored centrally
- Simple to use search tools makes it much easier and faster to locate specific emails, without having to dedicate too much time and resources

Connectivity

A growing headcount increases demands on a company's network, slowing it down and affecting reliability. We advised Attivo to upgrade their connectivity, moving them to a more powerful Ethernet solution.
This gave them the performance needed to meet increased user needs and the necessary speed and reliability for more hosted solutions in the future.

Business continuity

As a result of their ongoing expansion and exponential data growth, Attivo's virtual environment had to be protected further.
We moved them to a new business continuity solution to protect their ICT infrastructure and ensure service continuity. The solution included:
- Mirroring & replicating their live virtual server environment to an offsite data centre
- Providing a recovery time objective of 2 hours
- Enabling remote access to their data centre infrastructure
- Allowing employees to connect and access their data & applications from a local repository centre, in the event of a failure to the live server environment

Get In Touch

We are here to help and with our expertise, we can recommend the right product for your business.