

dimension
data 

accelerate your ambition

Conferencing Services

A single, unified service that accelerates your communications and collaboration to bring your teams together – seamlessly.

Conferencing Services bring people together anywhere, anytime, both inside your organisation and from your ecosystem of suppliers, partners, vendors and customers.

Embrace workspaces for tomorrow to:

- **increase your users' productivity** with virtual workspaces and the ability to collaborate online to view, discuss, and update documents in real-time
- **enhance communication** among your internal and external teams with integrated high-definition video

'Give your teams the **right collaboration tools** to make the right decisions – an online conferencing solution to **make decisions in real-time**, and virtual workspaces to communicate on-the-go.'

Collaboration tools are non-negotiable

The pace of business shows no sign of slowing down – if anything, it's getting faster. At the same time, there's less investment, fewer resources, and no margin for error. The potential for slow decision-making and cumbersome processes is magnified as the commercial world speeds up.

You need the right tools to bring geographically dispersed people together in a flexible and efficient manner – to make decisions in the right way and at the right time. This in turn allows you to compete effectively and to be more agile in a changing marketplace.

...but what is your conferencing experience like today?

Is the experience consistent across your organisation? Do you default to audio conferencing or are you experiencing richer and more productive interactions with web and video?

Individual business units or departments within your organisation may even be purchasing their own conferencing tools, and you need to consolidate to save costs and create better interoperability.

...and how do you collaborate with people outside your organisation?

How do you maintain momentum through ongoing collaboration with people outside your organisation? Can you connect with your ecosystem of suppliers, partners, vendors and customers – in a seamless and efficient manner?

Conferencing Services blend it all together

We evolve your user experience by blending a conferencing solution and virtual workspace – in one package. Teams share documents, presentations, and applications with Cisco WebEx. Users create virtual workspaces with another person or with a group and send messages, share files, and meet – all in one place – by using Cisco Spark. We also empower you with an analytics dashboard to monitor cost, usage patterns, and employee conferencing behaviour, anywhere, and on any device.

Our aim is to work with you to help you achieve your business ambitions

That is why we offer a range of consumption models – from on-premise options, owned and operated by yourself, to completely outsourced and cloud-based communication and collaboration solutions.

Your users can now enjoy seamless collaboration with geographically dispersed colleagues, clients, partners, and suppliers. We bring together your teams to make decisions more quickly and efficiently.



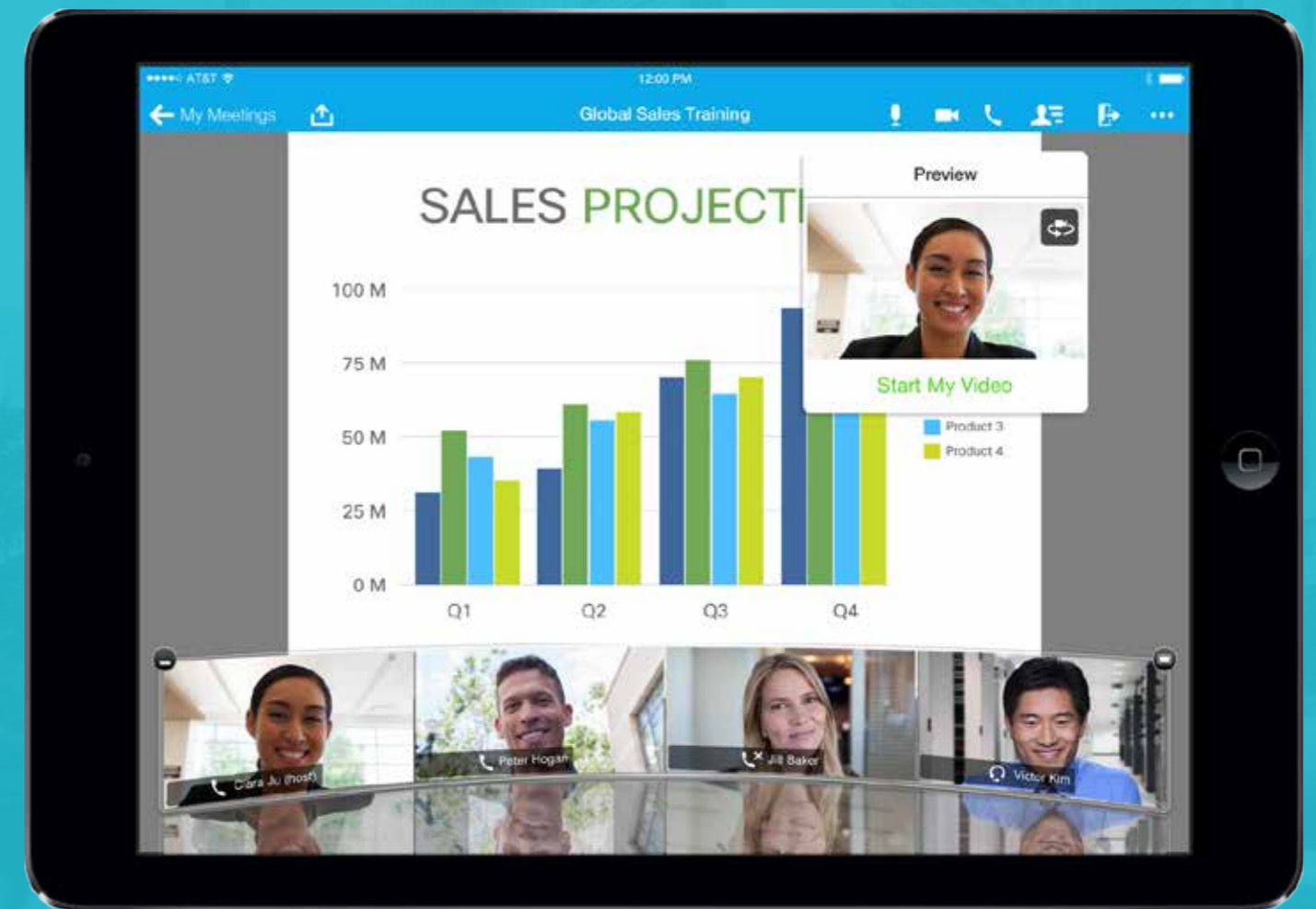
What do you get with Conferencing Services?

Powerful web conferencing solution to enhance virtual collaboration

Organise compelling web conferences thanks to **Cisco WebEx's** extensive set of features, and make high-level presentations with anyone, as easily as if you were face-to-face.

Benefits include:

- presentation, document, application, and desktop sharing
- high-definition video conferencing
- access from PC, tablet, phone, or video conferencing system
- Active Speaker feature so you can see who's talking in a conference – and mute them if there's background noise



What do you get with Conferencing Services?

Integrated audio conferencing to improve meeting effectiveness

Teams can only be productive when they have a consistent **audio conferencing** experience. By joining forces with Arkadin, Dimension Data's sister company in the NTT Group, we're now able to extend and expand our existing implementation and integration expertise of Cisco WebEx.

We deliver:

- fully integrated, crystal clear audio conferencing
- local country numbers for international attendees and support in local languages
- the most competitive international rates
- quality of service and audio performance
- unique computer audio features
- global, live support and assistance in a local language

We also utilise **Cisco WebEx Cloud Connected Audio**, which naturally integrates into WebEx meetings, through SIP trunk and/or PSTN. You can expect:

- ports-based pricing (requires a minimum usage of 500k minutes per month) which makes monthly audio costs predictable and easier to budget by eliminating PSTN transport and termination charges for users on the same network. Per-minute and per-user pricing will be available shortly
- extension of your existing IP network investments by adding audio, which simplifies IT support and maintenance
- eliminates the need to administer and maintain a complicated on-premises audio solution and makes all future enhancements and upgrades available without additional deployments



What do you get with Conferencing Services?

Reporting and analytics dashboard to add insight and improve decision-making

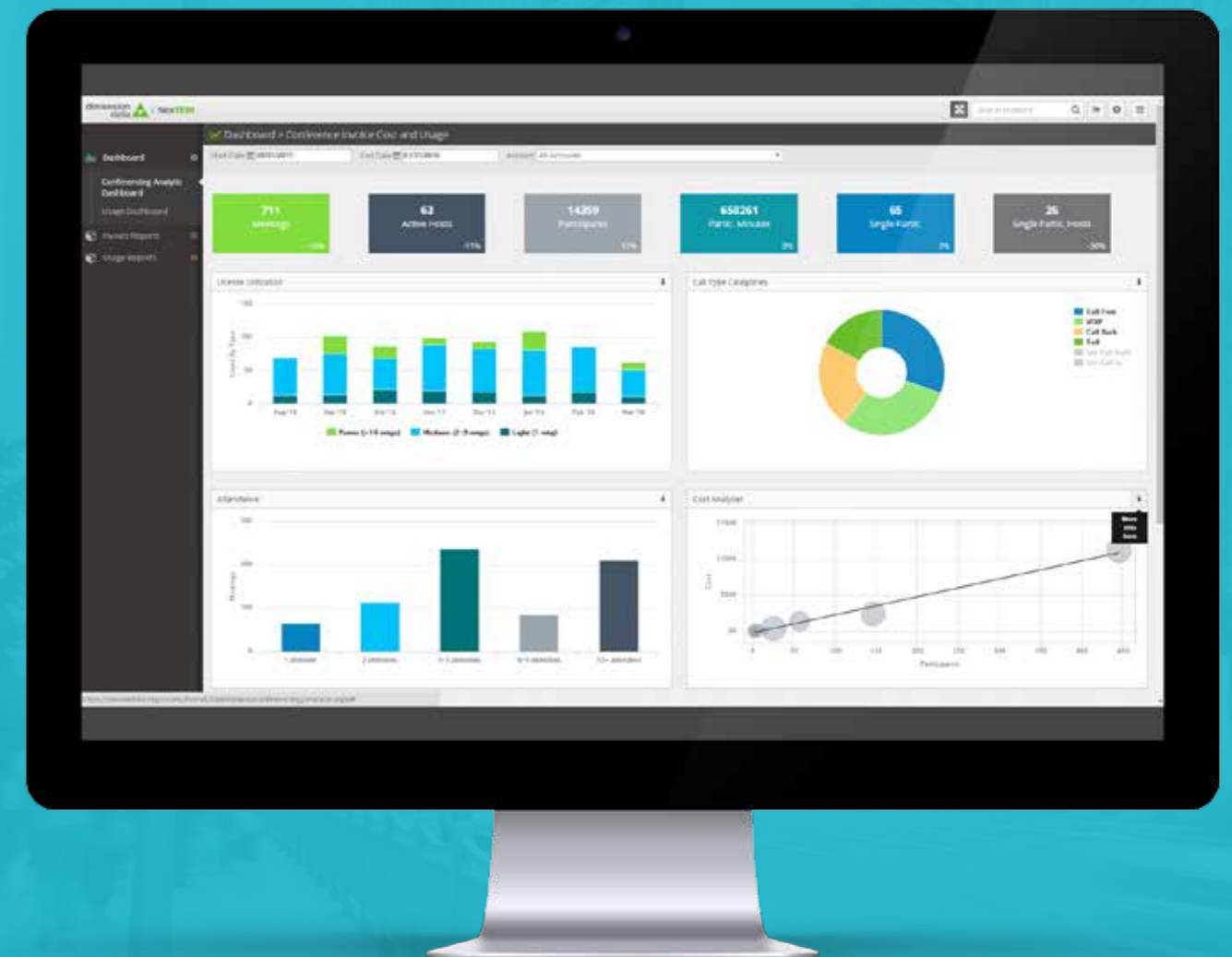
We bring you the ultimate integrated multi-vendor analytics solution for audio, web, and video conferencing. The **Conferencing Analytics Dashboard** is an all-encompassing cloud-based analytics solution – designed to help you achieve business outcomes.

Monitor cost, usage patterns, and employee conferencing behaviour, anywhere, and on any device. You can also conduct detailed analysis on meetings among geographically dispersed colleagues and clients, and implement governance policies that enable cost-efficient, strategically optimised collaboration environments.

Benefits:

- Reduce costs
- Increase usage and adoption to maximise your conferencing investment
- Quantify business benefits of conferencing tools
- Drive productivity and efficiency
- Benchmark against industry standard of usage

Our Cisco WebEx clients get the Conferencing Analytics Dashboard bundled as a value-add at no additional cost.



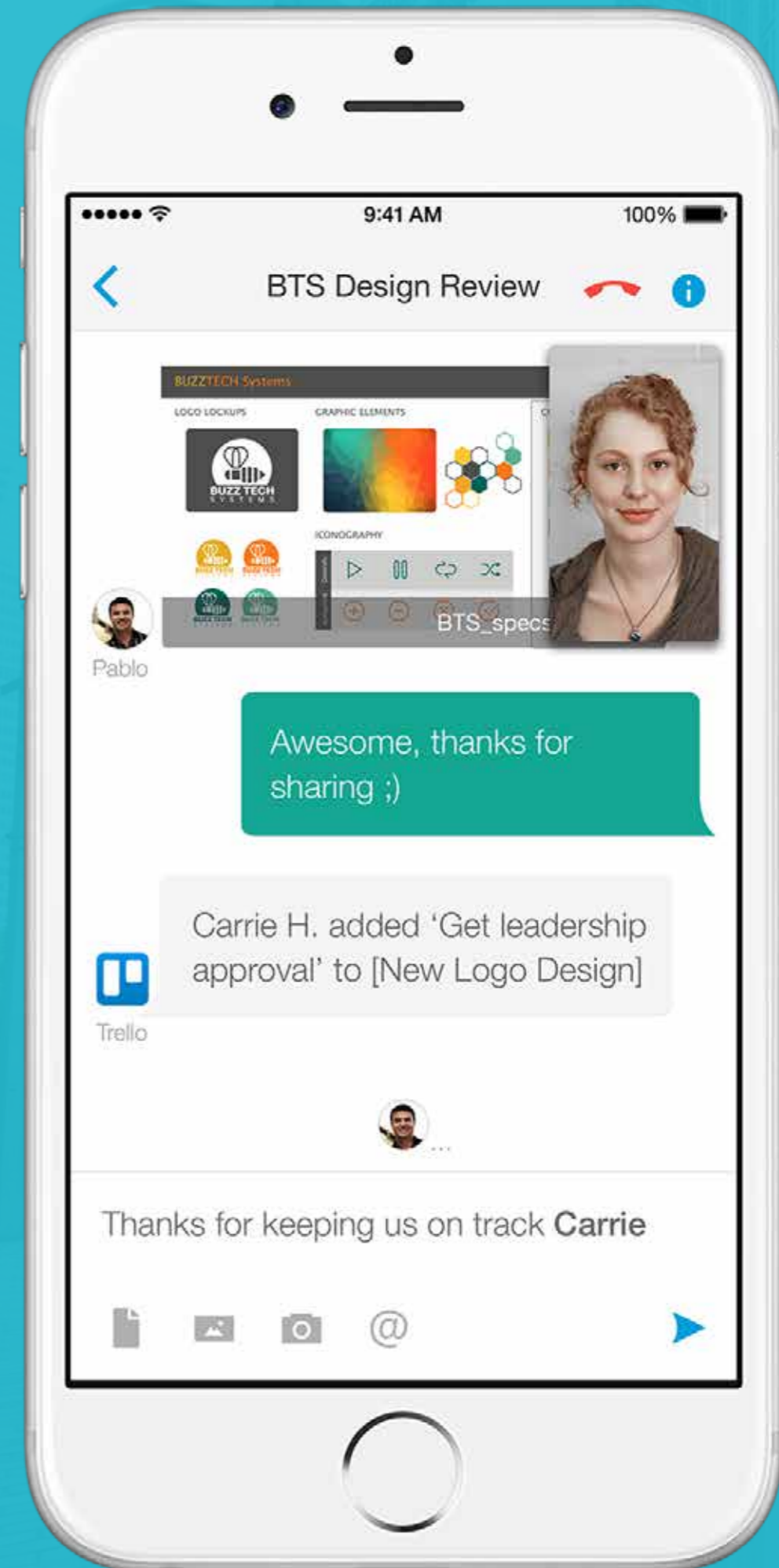
What do you get with Conferencing Services?

All the collaboration tools you need

We offer you **Cisco Spark®**, an all-in-one business messaging application, virtual meeting solution, and phone system.

You'll be able to:

- send unlimited messages to keep the conversation going with another person or with the team
- easily pull in documents and preview files instantly
- review a history of messages and files so that everyone can always be up-to-date regardless of time zone or location
- start face-to-face meetings with screen sharing to accelerate decision making
- participate from a mobile device, PC, or even a browser for anywhere, anytime collaboration
- work securely with end-to-end encryption so that only the intended recipients can read shared messages and files





We have unrivalled expertise and experience

Dimension Data has a strong heritage in systems integration, integration expertise, lifecycle of services approach, strength in emerging markets, and local and global footprint. We have a direct presence in 58 countries, with an ability to deliver in another 103 countries through preferred partners.

We've been a leader in unified communications from the start – we helped Microsoft® integrate to Cisco and Cisco integrate to Microsoft. We are Cisco's largest global collaboration partner, a Cisco Gold Partner in every region we operate, and a Unified Communications Master in 11 countries. We hold over 60 Cisco voice CCIEs and 500 Cisco unified communications certifications worldwide.

Did you know:

- Dimension Data is a wholly-owned subsidiary of NTT Group
 - Our clients include 75% of Fortune 100 and 60% of Fortune 500
 - Dimension Data is the only Unified Communications-as-a-Service (UCaaS) provider to be placed in the Gartner Global Magic Quadrant for IaaS
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With our Conferencing Services you get:

- a single service that gives you reliable audio, web and video conferencing, and virtual workspaces for your users
- full site implementation, provisioning service, and technical support – all with a single point-of-contact
- affordable software-as-a-service delivery model with low cost of ownership, no maintenance costs and free upgrades
- User training and adoption services
- Analytics platform to help maximise your conferencing investment
- Simplified conferencing lifecycle management through our world-leading NexTEM cloud platform. This includes inventory, ordering, invoice management, billing, invoice validation, cost allocation, and payment.

... so you can accelerate collaboration to match your digital business ambitions

Visit us at dimensiondata.com

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