

dimension  
data



accelerate your ambition

# Manage Centre

Manage your IT operations from  
a single graphical interface



## One place where you can see all your technology

Technology services are getting more complex all the time. Hybrid IT and cloud architectures, multiple vendors and carriers, and applications acquired by lines of business rather than IT... They're all making it harder to see the wood for the trees.

The more reliant on technology your business becomes, the more critical it is to have visibility and control, and to be able to prioritise instantly.

IDC recent report states:

- to succeed with digital transformation it is imperative to have an optimized IT infrastructure
- investment in people, tools and processes are key drivers for successful adoption of digitization



## The visibility to fulfil your vision

Dimension Data's Manage Centre gives you the visibility you need to manage your IT environment – in one place.

### It gives you an immediate, graphical view of your whole IT service operation:

- colour coding shows you instantly where to focus
- charts, diagrams, and maps make important things clear at a glance
- you can drill down to analyse the data and understand trends
- and see the impact that your technology is having on the business

If you're trying to support the business more strategically, or optimise your IT services, Manage Centre will give you the visibility to fulfil your vision.

## Put Manage Centre at the heart of your IT service operation

With Manage Centre in place, you'll instantly be able to determine the critical things to focus on across your multi-vendor environment. That way, you only need apply your valuable time to business operational challenges that actually need your attention.

This will free up your time to rise above day-to-day issues, understand the trends beneath the data, and consider recommendations for future improvements.

You'll be able to run your IT operation optimally, and become the strategic partner to the business that you aspire to be.



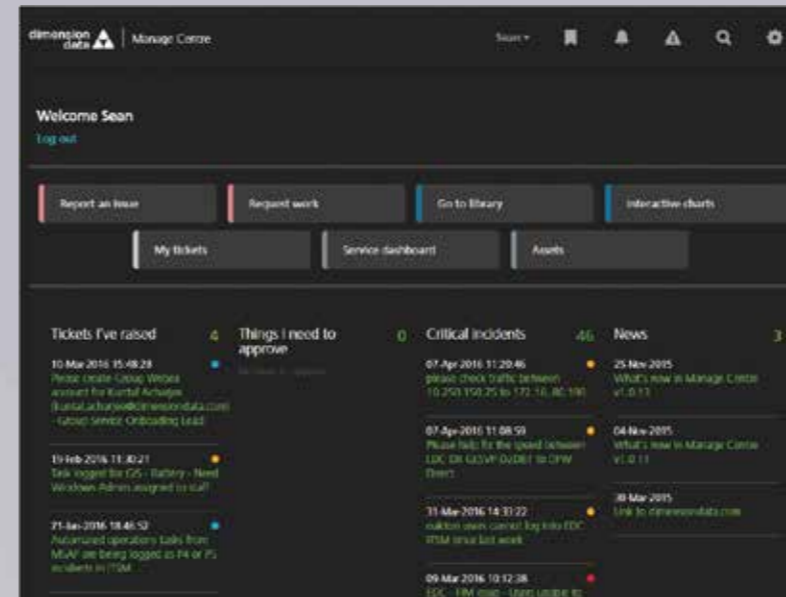
# The value Manage Centre adds

The value Manage  
Centre adds  
depends on what  
service package  
you're on:



## Support Services

For clients on support services, Manage Centre enables you to view your multi-vendor assets, associated contracts, and any incidents impacting them. You can view your service levels, reports and interrogate trends across your asset base. The portal lets you log, track and interact with incidents real time through a simple, intuitive user interface.



## Proactive Support Service features

Manage Centre can provide access to real-time availability and performance charts. If you have asked us to do your MACDs (routine moves, adds, changes and deletes) you can use the portal to place a request and track its progress. Colour - coded traffic lights and menus enable you to easily identify and drill-down into critical issues. The asset tracking and analytics dashboard enables you to identify assets requiring your attention, highlights risks and vulnerabilities, to assist in your decision making for asset support, refresh and transformation.



## Managed Services

Through Manage Centre, you can view current changes or problem statistics and analyse trends across your environment. You can get service reports, availability and capacity recommendations, and vendor patch notifications from the portal library. For network environments, the portal can show a geographical network map. Again, colour coding shows any issues instantly, and you can drill down to see the network topology of your sites. If you'd like us to, we can also work with you to devise business service maps that show graphically what impact changes or incidents would have on your business performance.



Let us show you

Call your local sales office and request a demo. Let us come and give you a demo of the Manage Centre, so you can see for yourself how much easier it makes it to see and manage all your IT services.

Get in touch at [dimensiondata.com/managecentre](http://dimensiondata.com/managecentre)

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