

# accelerate your ambition

## Dimension Data at a Glance



Dimension Data is a US\$4.7 billion IT solutions and services provider with 12,382 highly skilled employees to service clients across 49 countries worldwide. Today, we help 79% of the Fortune 100 and 60% of the Fortune 500 to harness the power of technology to deliver competitive advantage.

### Our value proposition

Dimension Data combines its domain expertise in networking, converged communications, security, Microsoft, data centre and contact centre technologies with complementary capabilities in consulting, integration and managed services to help our clients to achieve their business goals.

### Our focus areas

#### Network Integration

We create secure and manageable communications networks, across wired and wireless infrastructure, for both enterprise and service provider applications, to deliver improved end-user performance.

*Dimension Data enables 12.5 million users to connect through networks we design, build and support.*

#### Security Solutions

Our portfolio of security solutions supports any organisation in creating an adaptable and self-defending secure infrastructure and an architecture that enables effective compliance and risk management, mobility, interoperability and business continuity.

*We have 20 years' security experience and over 500 highly skilled security employees.*

### About Dimension Data:

- Founded in 1983.
- Wholly owned subsidiary of the NTT Group.
- 6,000 Clients across all major industry verticals.
- Established global footprint coupled with unrivalled experience in emerging markets.
- In 2010, Dimension Data was positioned in the Challengers Quadrant of Communications Outsourcing and Professional Services Magic Quadrant (COPS) Worldwide report.
- Our global procurement and logistics experts provide 24x7x365 cross-border shipping and customs clearance support.
- Recognised industry leader with 96 client, vendor and industry awards in 2010.

### Data Centre Solutions

Our data centre solutions enable organisations to reduce the risk associated with IT disruption, improve operational efficiency and minimise cost and complexity.

We have planned and built to manage 8,000 servers and 1.5PB of storage, and perform more than one million backup jobs every year.

### Converged Communications

We integrate traditional communication tools with new collaboration technologies to provide fresh, innovative ways to communicate from any location, using any device to access any application.

We have deployed more than 2,000,000 IP telephony handsets for clients around the world.

### Customer Interactive Solutions

We design, build and operate contact centre solutions that enable the integrated management and growth of valuable customer interactions across multiple communications channels.

Every year we facilitate over seven billion client conversations in contact centres around the world.

### Microsoft Solutions

We help organisations to plan, deploy and manage secure, optimised Microsoft desktop and server infrastructures that enable effective communication and collaboration to better achieve business goals.

We have enabled organisations to collaborate by helping deploy over one million seats of Microsoft® Office Communications Server and over 300 instances of Microsoft® SharePoint®.

### Services

We apply our best practice approach to the delivery of professional and managed services, to significantly reduce the complexity and risk of managing IT infrastructure.

We provide clients with local language support in 17 languages around the clock, through our five Global Service Centres.

### Partner Relationships

We know that partnering is an important strategy for delivering the broad range of solutions that today's competitive market requires.

Our strategic alliance partnerships allow us to deliver solutions worldwide that yield high returns for our clients.

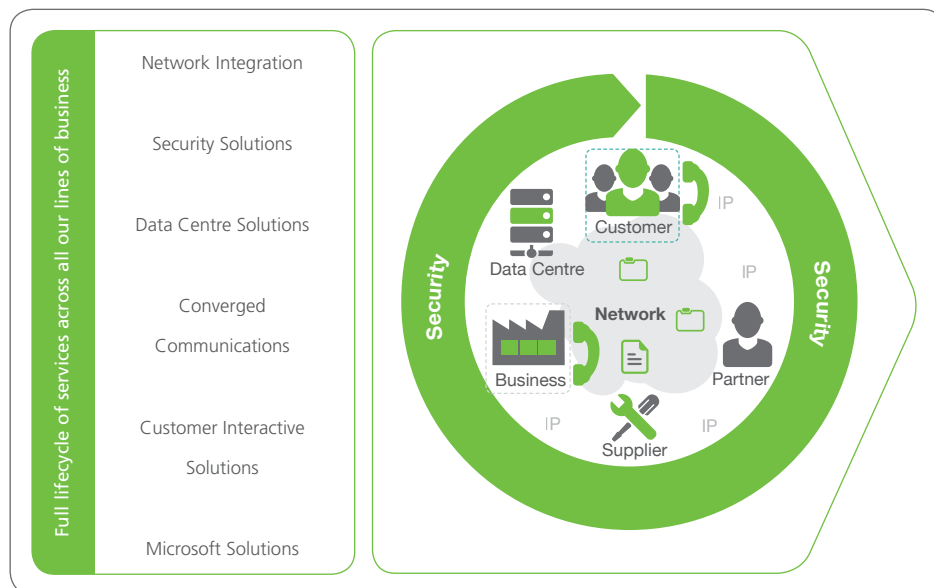
Our partners are industry leaders, dominant software and hardware companies, and premier communications vendors.

This enables us to have preferred access to the latest technologies, advanced training opportunities and co-marketing efforts, giving our clients the benefits of our quick-to-market, innovative solutions.

Dimension Data is certified to the highest levels with many of the world's leading technology producers.

### Awards and Achievements:

- Dimension Data is one of four companies worldwide to achieve Global Certification from Cisco.
- Microsoft Gold Partner in 21 countries on 5 continents.
- Global Cisco Gold Partner in 33 countries.
- TANDBERG South Africa's Technology Specialist - Unified Communications Partner of the Year.
- Highest level of certification with our global security partners (Blue Coat, Check Point, Cisco, Iron Port, McAfee, Fortinet and RSA).
- Cisco's Technology Excellence Partner of the Year (2009).
- Microsoft's Global Partner of the Year - Large Account Reseller (2009).



### The business issues we address

In addition to our strong technology domain expertise we work with our clients to solve critical business issues through technology, including:

- **Drive operational efficiency of IT infrastructures** - We balance the ongoing issue of driving down operational costs versus improving reliability, flexibility and quality of service.

- **Create profitable customer relationships** - We help organisations develop and improve communication channels to deliver lasting customer relationships at lower costs.
- **Improve employee productivity** - We help organisations improve employee and partner collaboration to deliver greater employee productivity, improved information sharing and knowledge management.

- **Secure networks, applications and data** - We help organisations reduce their risks by offering solutions that protect, detect, and respond to external and internal incidents and threats.
- **Maximise the value of information assets** - Our objective is to maximise the value of information within an organisation whilst minimising the cost of creating, sharing and storing the information.