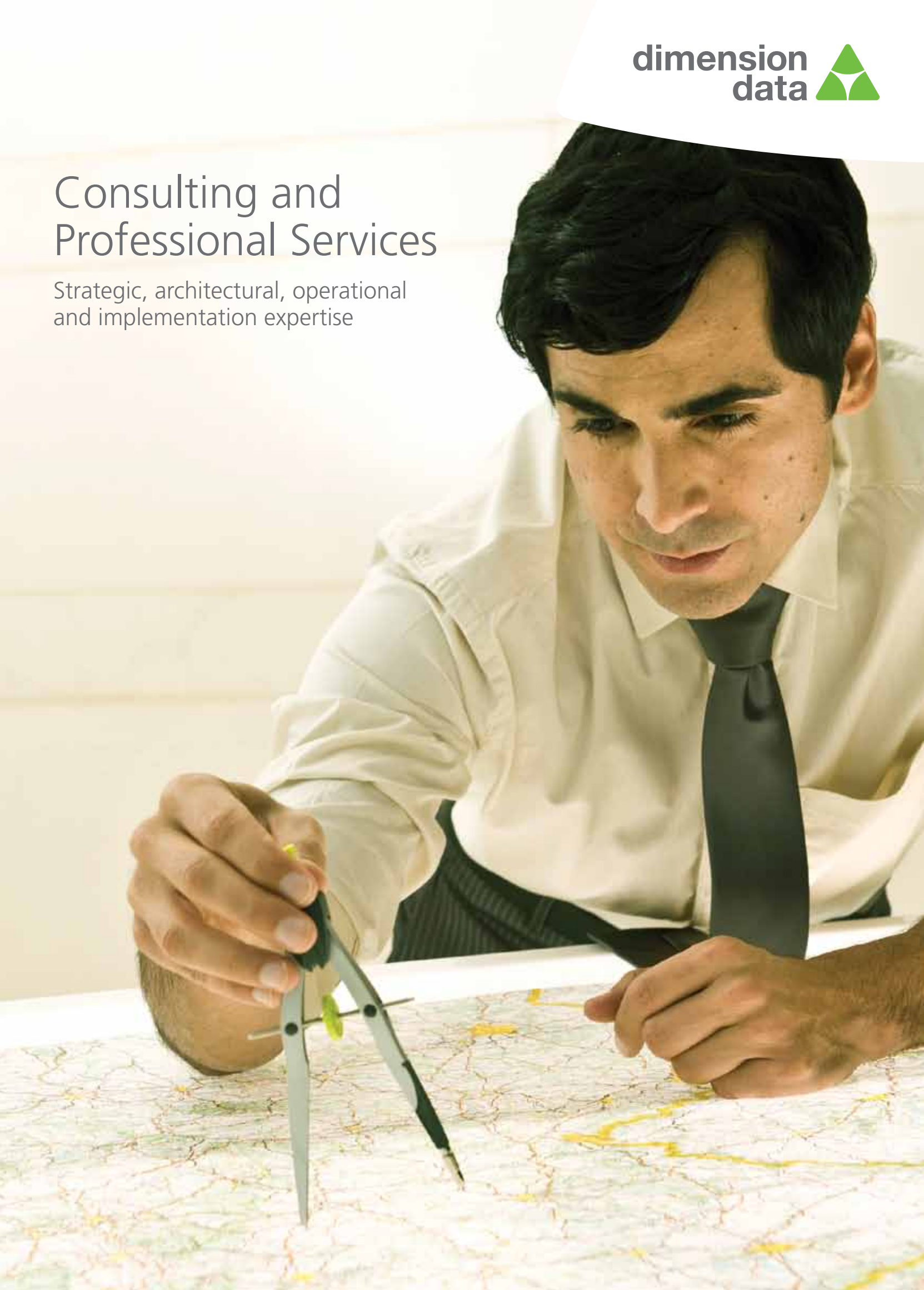


# Consulting and Professional Services

Strategic, architectural, operational  
and implementation expertise



How do you ensure the seamless integration of new and existing technologies and services – not just into your own IT environment but through the entire supplier and partner value chain, while ensuring minimal disruptions and optimal performance at all times?





Businesses today face **fierce competition** and **new challenges** but also significant opportunities; **opportunities** to drive competitive advantage by **leveraging** existing and new communications and information technologies through the **right delivery models**, including cloud.

For the IT function, these realities translate into the need to look beyond simple cost-saving. IT leaders today are expected to develop systematic efficiencies by total re-engineering – making major end-to-end process changes or automations. These include eradicating manual or paper processes, enabling secured online access, driving innovation in new product and service capabilities such as e-commerce, social marketing, smartphone or location-based innovations. Currently, they need to maintain good governance despite regulatory changes and an increasingly complex partner ecosystem, as well as build long-term sustainability in the power and resource efficiency of business systems and information architecture.

While new technologies and business models such as virtualisation and cloud computing hold significant potential for IT to better deliver to the expectations of the business, such initiatives need to be comprehensively planned and coherently managed through to execution. User expectations must be managed and risk must be identified and mitigated at every step. You simply cannot afford to address drivers and IT solutions in an isolated and fragmented manner.

Indeed, making an investment in the right technology is only one of the critical components of a successful project. But what about execution? All too often, ensuring that the technology is implemented efficiently and on-time represents the major hurdle that causes you the greatest headache. Are your projects consistently completed late or over budget? Is application of standard processes haphazard at best? Are project management principles utilised in a reactive manner? Do stress and overtime work run rife throughout the project's lifecycle?

**Dimension Data can assist.**

By drawing on our understanding of the value derived from virtualisation, cloud and traditional technology advancements, along with in-depth architectural, process, governance and technical expertise, Dimension Data helps you evaluate your business from every angle to deliver an appropriate customised solution to meet your specific business environment and goals.

We also support you in the delivery and deployment of new solutions, through our professional services capability. Our view is that successful projects don't just happen –

rather, they must be meticulously planned and controlled in order to meet the objectives, on time, within budget and to scope. Many of our clients also opt to benefit from the expertise of our International Programme Office, which is dedicated to taking the pain out of rolling out complex international projects. Depending on your needs, we can provide our services on a 'time and material' basis or as part of a discrete project.

It's time to optimise the return from your IT initiatives. Get the right consulting and professional services partner today.

Founded in 1983, Dimension Data is the leading ICT services and solutions provider that uses its technology expertise, global service delivery capability, and entrepreneurial spirit to accelerate the business ambitions of its clients. Dimension Data is a member of the NTT Group.

# Consulting and Professional Services

## Our service offering and capabilities

Through proven methodologies, technology, business expertise, and a commitment to sustainability principles, we deliver consulting and professional services for on-premise, managed, hosted, or cloud-based solutions in the following areas:

**ICT Business Consulting** includes industry, business, and application consulting expertise to assist our clients to better leverage the strengths of IT and IT-services to optimise their business performance and produce value-driven results.

**IT Strategy and Cloud Consulting** takes the guesswork out of strategic technology and sourcing decisions to ensure the alignment of IT with business goals. We achieve this through impact and risk assessments of specific technologies, architecture, IT services

– and outsourcing partnerships. We use this information to craft roadmaps for enterprise architecture and cloud services to reflect unique business position, needs and capabilities.

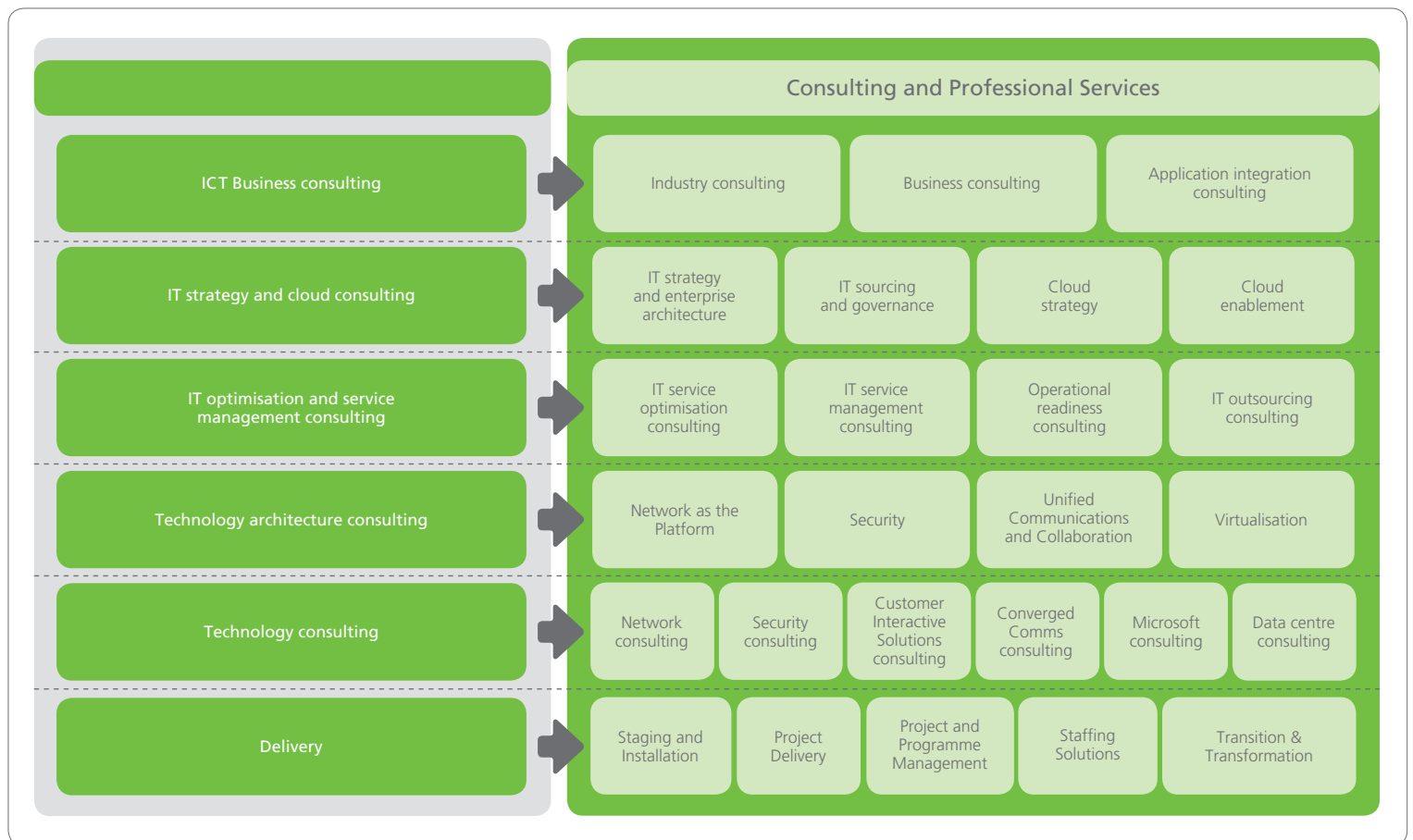
**IT Optimisation and Service Management Consulting** optimises IT operations through service management and operational readiness assessments. It also enhances the architecture roadmap by identifying the appropriate strategy, design and transition considerations to ensure any IT transformation is successfully managed and continuously improved.

**Technology Architecture Consulting** uses architecture best practices and proprietary frameworks in network, unified communications and collaboration, virtualisation, and security to ensure an integrated IT architecture roadmap that supports the business strategy and enables

cloud computing and alternative delivery models, such as outsourcing.

**Technology Consulting** analyses your current IT situation, validates requirements through a proprietary consulting services methodology and evaluates the relevance and potential impact of incorporating new technologies across all technology domains: network, security, converged communications, Microsoft solutions, data centres and customer interactive solutions.

**Delivery** provides quality staging, installation and delivery of architected solutions. Our expertise in project and programme management, and transition and transformation, ensures that business risk is kept in check. Additionally, we offer staffing solutions, to bolster your internal capabilities, if required.



Dimension Data's Consulting and Professional Services Offerings



Based on our **leadership** and **extensive experiences**, we have developed a significant portfolio of proprietary **structured assessments** and **deployment methodologies** which we leverage to improve the **quality, speed**, and **clarity** of our consulting and professional services engagements.

## Consulting and Professional Services

Dimension Data's Consulting and Professional Services practice

At Dimension Data, we recognise the benefits of effective consideration of the **full lifecycle** of new IT solutions, from in-depth planning and integration to support, management, and ongoing innovation. Dimension Data's Consulting and Professional Services practice leverages its **deep expertise** and **proprietary methodologies** in technology, architecture, and services to assist clients in achieving **new solutions** that deliver **measurable value** to the business.



### Our approach

Dimension Data relies on proven methodologies for building comprehensive and fully integrated solutions to address your operational issues, IT and business requirements.

When you engage Dimension Data, we typically commence with a strategic workshop/meeting to better understand your business drivers and help prioritise strategic initiatives based on your requirements.

We then conduct an **extensive review** of your environment to **assess the current state** and **future state of your IT capabilities** leveraging our extensive tools, benchmarks and architecture frameworks. The outputs are used as the basis to create a vision, strategy, and roadmap to achieve the desired solution.

We believe that there are a number of critical elements to any transformation programme. For this reason, we incorporate the following into our analysis and design:

1. **Programme and Portfolio Management**

– all of our consulting engagements are governed by our Project and Programme Management methodologies which are aligned with PMBOK and Prince2.

2. **Architecture and Roadmap** – inputs from all assessments are brought together to create a single roadmap of initiatives covering people, processes, organisation, tools, security and technology ensuring that client value is realised. Transitional architectures will ensure maintained capability while transforming your IT services.

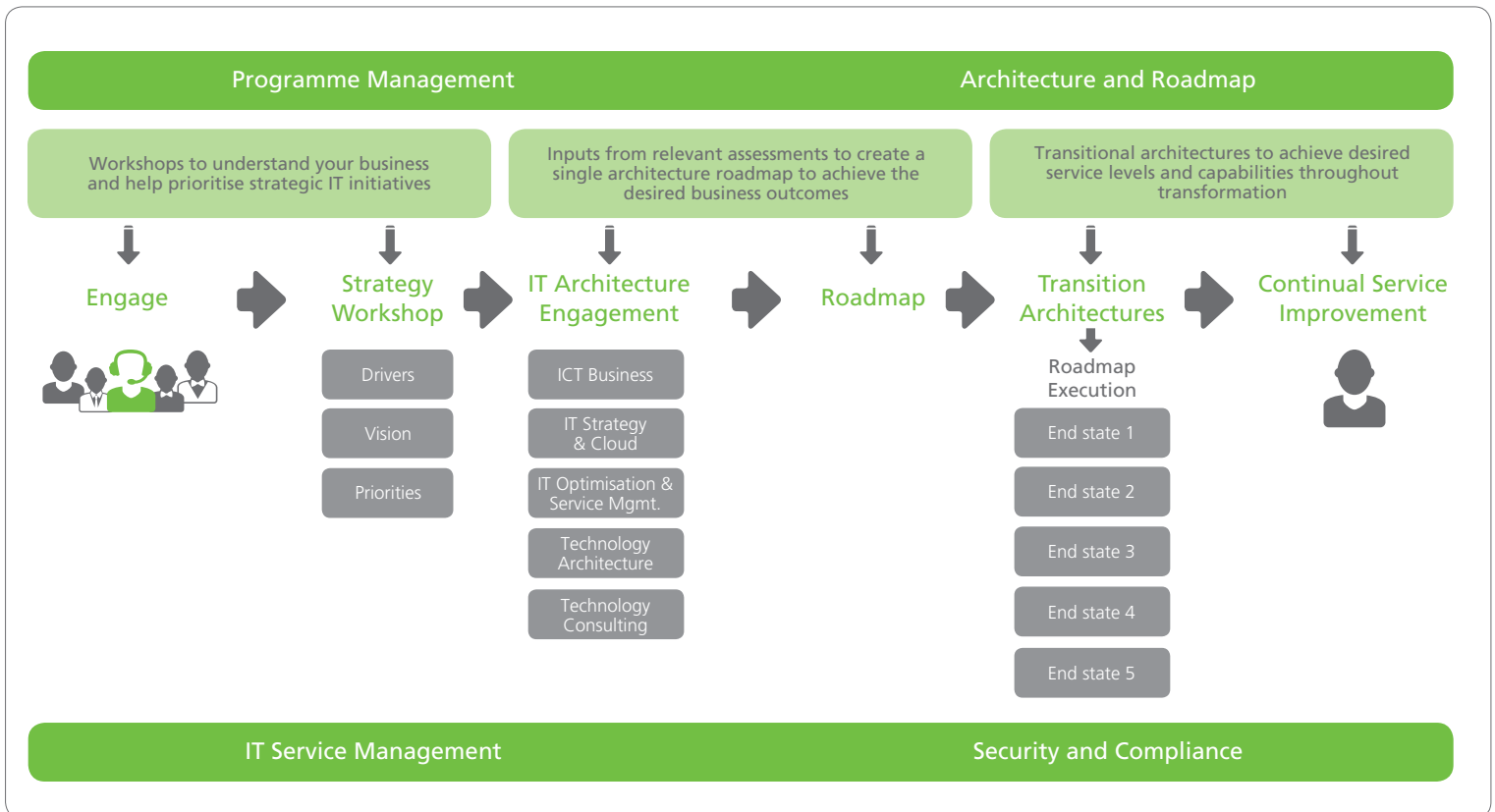
3. **IT Service Management** – assesses your current capability to conceptualise improvement initiatives for consolidation in the overall roadmap. Focused on people, processes, tools and governance, we identify the appropriate strategy, design and transition considerations to ensure successful management and continuous improvement of your transformation programme.

4. **Security, Governance, Risk and**

**Compliance** – delivers a view of the overall risk in your IT environment in accordance with ISO/IEC 27001. The analysis which comprises four risk indices – Confidentiality, Integrity, Availability and Audit – determines your residual risk and current maturity level, and is included in the roadmap to address gaps and improve security posture.

Dimension Data’s team of consultants and professional services experts are available to support the execution of these projects, or build a comprehensive transformation plan to modernise the entire IT infrastructure.

Dimension Data employs over 500 Project Management practitioners and more than 2,900 Professional Services experts across the globe.



Dimension Data’s Client Engagement Approach



Every IT infrastructure has a myriad of interdependencies. At Dimension Data, we believe business transformation cannot be achieved through a series of ad-hoc interventions or point solutions – **it's essential to be able to consider the bigger picture** when implementing new technology and capabilities.

### Our methodology

By using comprehensive and well established methodologies, we offer the advantage of consistency in the way we engage, initiate, discover, construct, recommend and execute solutions within your IT environment.

Our specialised methods and tools have been refined through repeated use within different areas of our clients' infrastructures. In addition, every engagement project will build a continual service improvement culture and programme within your organisation to ensure that your operations are continually improved to support changing needs and grow along with your business.

We firmly believe that a robust methodology, coupled with the right level of project management skills, is the key to successful project delivery and deployment. To this end, we've created a proprietary project management and delivery methodology known as Primer. Primer combines the fundamental concepts of project management best practice methodologies, including PMI's PMBoK, OGC's PRINCE2 and ISO 9001:20000 with our own experience, gained over several decades across various geographies and vertical industries. We augment our Primer framework with a portfolio of technology-specific deployment methodologies, such as our highly regarded IP Telephony Deployment Methodology, that encapsulate our many years of practical implementation experiences as well as best practice guidance from our vendors, industry operating models and reference frameworks, such as Cisco's PPDIIO and Microsoft's MSF 4.0.

The development of technical skills and capability within Dimension Data is what enables us to drive consistent, high quality execution for our clients.

Dimension Data draws on complementary global partnerships with vendors such as Cisco, Microsoft, EMC, VMware, McAfee and Check Point to deliver the right mix of solutions and services to suit your requirements.

### Dimension Data's expertise

As a leading IT services provider, we recognise and understand emerging technologies better than our competitors. Our unique experience allows us to provide comprehensive strategic, architectural, operational and implementation expertise to help you navigate your business transformation in a structured and risk-controlled manner, considering all interdependencies associated with new IT initiatives.

Through our years of experience, Dimension Data **offers clients** the following **key business differentiators**:

- Consulting based on extensive **infrastructure design, implementation and technology management** experience
- First-to-market status with many advanced networking deployments as a result of **strong relationships with technology partners**

- Experience in assisting clients in navigating both **IT architecture strategy and IT operations** management throughout the cycle of planning, building, supporting, managing, improving, and innovating within the IT environment
- Depth of **technical expertise and excellent track record** in helping thousands of businesses worldwide overcome complex IT challenges
- **Defined methodologies and best practices** based on ITIL V2, ITIL V3, ISO/IEC 20000, ISO/IEC 27000 and COBIT to meet compliance goals across people, processes and technology
- **Exceptional service delivery** in the management of multi-vendor, multi-geography, and multi-cultural environments, with local language capabilities, local delivery, global consistency, and local end-market services

### Dimension Data at a glance

- Wholly-owned subsidiary of the NTT Group
- A client base that spans all industry sectors including financial services, manufacturing, media & communications, travel & transportation, and public sector
- Strategic partnerships with leading technology vendors
- Extensive global footprint with unrivalled experience in emerging markets



**All great relationships start with a conversation.**

So why not give us a call? We welcome the opportunity to assist you in achieving your business ambitions.

To set up an appointment, simply visit our website at [www.dimensiondata.com](http://www.dimensiondata.com).





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