

Accelerate your ambition

Dimension Data corporate overview



Just the facts

- Founded in 1983
 - 2010 global revenues of US\$4.7 billion
 - Wholly-owned subsidiary of the NTT Group
 - Client-centric, services focused business
 - Deep technical and integration expertise across a variety of IT disciplines, including – networking, security, unified communications and collaboration, data centres, virtualisation, Microsoft and contact centres
 - Strategic alliance partnerships with respected technology vendors, including Cisco and Microsoft
 - Over 6,000 clients across all industry sectors, including financial services, telecommunications, healthcare, manufacturing, government and education
 - 79% of Global Fortune 100 and 60% of Global Fortune 500 are clients
 - Over 12,000 employees with operations in 49 countries across five continents
 - Global footprint, delivering international business to a consistent standard
 - Extensive experience in emerging markets
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The **demands on IT** are more intense than ever. Business units are demanding more **value**. IT decision makers are under increasing pressure to extract gains from transformational technologies. You need to look at the viability of using a combination of **new technologies, processes** and **delivery models** that will enable – not hold back – your organisation's **momentum** as it strives to excel.

Taking your business where it wants to go

Creating business success has never been a simple feat, but these days complexity is shifting into high gear. Globalisation is changing the world, opening up new markets and sources of supply but also increasing competition. There is continuous pressure to shorten production cycles and reduce costs to maintain competitive advantage. At the same time, the obligations on businesses have never been greater. Every aspect of your organisation is under the spotlight and every new market and regulatory change brings new rules and requirements.

Dimension Data stands ready to help you respond to today's challenges, with targeted, pertinent services and IT solutions that take the pressure off of you so you focus on your business stakeholders and clients. Together with our partners, we offer deep technology, industry and business expertise, a firm understanding of what's required for success, coupled with proven ability and industry skills to help you make it happen – a solid foundation on which you can build success.

Execution speed and quality are key to strong relationships in our business. Everything we do centres on swiftly and thoroughly understanding your business needs and acting on them. We bring passion, skills and technology to each relationship to help determine the right direction and deliver the appropriate, customised solution, every time.

We seek out opportunities for improvement and innovation within our clients' IT infrastructures. This means we can ensure that the solutions deliver to the immediate needs of today, while keeping an eye on the future.



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The focus we place on employees' development is critical for retention and, in turn, relationship continuity with our clients. Our corporate university includes more than **2,000 courses**, available in **8 different languages**. In 2010, employees registered for over **45,200 online courses**, increasing their skills and capabilities to serve our clients.



People who make it happen

While technology lies at the heart of IT solutions, we believe true business value is achieved through people – yours and ours. Our employees' commitment to building relationships with our clients, determination to deliver and pride in results are hallmarks of our business. By drawing on our understanding of business and IT trends, technology capabilities, and extensive practical experience, our technology professionals create and deliver scalable solutions and relationships that generate sustainable advantage for your organisation.



Partnering for your success

There is a bewildering array of IT hardware and software available to businesses today. But many IT leaders don't have the time to familiarise themselves with all the features and trade-offs of alternative solutions to their problems. It doesn't have to be that way for your business. Dimension Data can assist in evaluating and managing vendors. Through our relationships with industry leading technology manufacturers, we can recommend the right mix of solutions and services that deliver to your particular requirements.

Dimension Data draws on our compelling and complementary global partnerships with vendors such as Cisco, Microsoft, EMC, VMWare, McAfee and Check Point, in the 49 countries in which we operate. If your objectives call for expertise further afield, we'll draw on our comprehensive network of Preferred Partners, whose reach extends across an additional 70 countries.

Dimension Data employs almost 400 CCIEs (Cisco Certified Internetwork Experts), the largest number outside of Cisco, and over 300 Microsoft Certified Systems Engineers.

The development of **technical skills** and capability within Dimension Data is what enables us to drive consistent, **high quality execution** for our clients. In 2010, over **2,600 employees** acquired more than **8,500 technical certifications** across 46 different vendors.

Services

Dimension Data delivers services **consistently across the world**. This is achieved through the Global Services Operating Architecture – our **service delivery platform** for monitoring and support, information sharing and flexible reporting. The platform's capabilities allow us to **roll out** new features, as requested by clients and services teams, **within a matter of days**.

At Dimension Data we believe in the power of technology to transform your organisation, make things work better ... and take your business to the next level. But this can't be achieved through a series of ad-hoc interventions or point solutions – every IT estate has a myriad of interdependencies. This doesn't necessarily make managing IT more difficult. It does mean taking a step back to consider the bigger picture and then implementing the appropriate management tools and processes. What's called for is a lifecycle IT services approach: thorough planning, seamless integration as well as the requisite level of support and management to keep the environment robust and responsive.

Dimension Data's lifecycle of services provides organisations such as yours with a toolset to create a stable yet agile technology estate – one that sets you up to embrace business change confidently and securely.



Consulting Services

Today's IT leaders are under immense pressure to integrate business strategies with IT, to deliver projects that enable growth while keeping a sharp focus on IT costs. Are you faced with the challenge of integrating new technologies seamlessly into your IT environment while also providing the right level of support and management to keep the environment performing optimally at all times? If so, the Dimension Data Consulting Services team can assist by providing strategic, architectural, operational and implementation expertise to help you better plan initiatives relating to your IT estate. Through our blended teams of technology and services experts we can help you chart the way forward in a structured and risk-contained manner, considering all interdependencies associated with new IT initiatives. Our teams deliver across a spectrum of consulting services including ICT Business, IT Strategy and Governance, IT Optimisation and Service Management, Technical Architecture and Technology.

Professional Services

Project management is a discipline that every IT team needs to master. From developing entirely new infrastructures to upgrading legacy networks, you need to be able to coherently integrate old and new infrastructures while demonstrating the right level of return on investment to your business stakeholders. Dimension Data's team of professional services experts can assist you alleviate the pressure on your internal resources and mitigate risk associated with your IT projects.

We design, implement and manage any project, anywhere in the world, working collaboratively with you to understand your requirements and execute a cost effective outcome. You can look forward to your technology assets arriving at the right time, in the right place, and being swiftly integrated into your environment, regardless of the geographies in which you operate.

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

Dimension Data's **consulting team** has on average **10 years** of IT infrastructure and service management consulting **experience**.

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Support Services

When it comes to supporting your IT environment, one size does not fit all. Different parts of your network may require more coverage than others. Perhaps you have a heterogeneous mix of hardware? Maybe you're looking for consistent service levels across multiple locations from a single provider? Dimension Data has developed a suite of Support Services in response to clients' needs for multi-geography, multi-vendor support from a single source. Our services include maintenance tasks - delivered to pre-agreed service levels - as well as activities that proactively solve IT issues to prevent incidents from occurring. We also perform regular scheduled activities including preventative maintenance and technology reviews in the context of your technology roadmap.

Dimension Data's Support and Managed Services offerings are aligned to the IT Infrastructure Library (ITIL) framework. With five Global Service Centres strategically located around the world in Boston, Frankfurt, Bangalore, Melbourne and Johannesburg, Dimension Data delivers globally consistent Support and Managed Services wherever our clients may be.

Managed Services

As your IT and business infrastructures mature, you need to manage the growing convergence between technology layers and the continued complexity of your IT environment. Dimension Data can help. Our Managed Services teams focus on anticipating your requirements not only in terms of response times and service levels, but also through extracting maximum business value from your IT investment.

By outsourcing your IT infrastructure operations and management to us, you can rest assured that your infrastructure is under watchful eyes and that any non-conformities will be proactively addressed. Additionally, you'll receive comprehensive management reports and recommendations on ways to further accelerate the performance of your IT estate.

IT Outsourcing Services

We know that, without a large IT department or justification for big expenditures on technology, you need solutions that will get the job done, cost-effectively and simply, while delivering a rapid and strong return on investment. Tasked with growing your business, you need to free up your internal team's own time to focus on their core competencies. To cope with the ever-growing management burden, more and more businesses are moving from out-tasking discrete Managed and Professional Services to a complete IT Outsourcing solution.

And why not? Dimension Data can help you focus squarely on pursuing your business ambitions by managing diverse technology domains on your behalf. We can effectively troubleshoot problems and manage your network, anytime, anywhere, regardless of its size.

Dimension Data supports and manages more than \$12.5 billion worth of **networking equipment** on a **24 x 7 x 365** basis around the globe for over 22,000 companies. We manage over 1 million **new incidents** a year through our **five global service centres** around the world.

Logistics and Supply Chain Services

IT and procurement teams all need to clear the same hurdles when co-ordinating IT deployments – particularly global deployments. Making sure assets arrive on time, at the right place, for the right cost and in the right condition, is no small feat. How would you like a single point of accountability for all IT procurement and logistics needs, visibility into your total supply chain – from order placement through to delivery and invoice; and total cost sourcing for your IT equipment? Dimension Data's Logistics and Supply Chain Services provide clients efficiency, control, risk mitigation and visibility through each step of the IT procurement process – quote, procure, source, ship, clear, deliver, and invoice.

In 2010, Dimension Data Direct generated \$17bn in quotes for clients, **reducing their cost per transaction by up to 30%**. Clients reduced their total cost of ownership by recouping the VAT charges with procurement.

International Business

International business is complex and fraught with potential risk. How do you leverage economies of scale and global buying power, key a sharp eye on corporate governance, while still ensuring business alignment and cost containment? Dimension Data's International Business Services deliver complex multi-geography solutions on your behalf. We ease the administrative burden typically associated with multi-national business transactions through our understanding of international laws, taxes and customs procedures.

Our global footprint means that we have feet on the ground in 49 countries and can supply multi-vendor services across 140 countries. You get local business support wherever you are.



Dimension Data guarantees client response times and service levels – 24x7x2, 24x7x4, 8x5x4 and 8x5x next business day – as part of our maintenance and support offering across each of our 49 countries.

Areas of Expertise

Dimension Data brings our Services expertise to bear across **six areas** of **core competency**.



Network Integration

Pervasive communication is a business necessity. With the growing dependence of business on online data and applications, your network is the nerve centre of mission critical operations as well as the foundation of new strategic projects. Without a robust and high-performing network, productivity drops and end-user frustration mounts.

Dimension Data's Network Integration business applies experience gained and lessons learned from over 25 years to create a secure and manageable infrastructure, across wired and wireless environments, through enterprise and service provider applications with a sharp focus on efficiency and performance.

Dimension Data has designed, built and managed over **7,800 IP networks** for organisations of all sizes across **five continents**.

Security Solutions

A constantly evolving security threat landscape, increased pressure around compliance and the potentially devastating impact of a security breach, means that your business doesn't just rely on IT, it's dependent on secure IT. Compliance, threat management and data loss prevention need to be top of mind. Additionally, business enabling technologies such as wireless and mobility, virtualisation and third-party connections also pose potential security challenges that need to be addressed. Dimension Data understands that security has to support – not hold back – the aspirations of your business. Our security professionals ensure that your entire infrastructure is protected from information theft to malicious code and unauthorised access.

We have nearly 1,000 vendor authorisations and certifications from our strategic security partners across the globe.

With over **500 security professionals** in our business, of whom 70 are consultants, we provide engagements ranging from application penetration tests through ISO27000 gap analyses and PCI compliance assessments to risk assessments.



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Converged Communications

Collaboration has become a business imperative. Should your business fail to plan for collaboration, the best result will be an environment filled with a myriad of systems and devices that duplicate functionality, do not integrate and leave users frustrated. At worst, you'll fail to attract and retain key employees, find that your competitors are more agile, and ultimately that your customers choose to do business with others.

Dimension Data's Converged Communications line of business can assist you to integrate traditional communication tools – such as telephony and e-mail – with contemporary collaboration technologies such as Instant Messaging and visual communications. We can also offer you innovative ways to communicate internally as well as with customers from any location using any device and accessing any application.

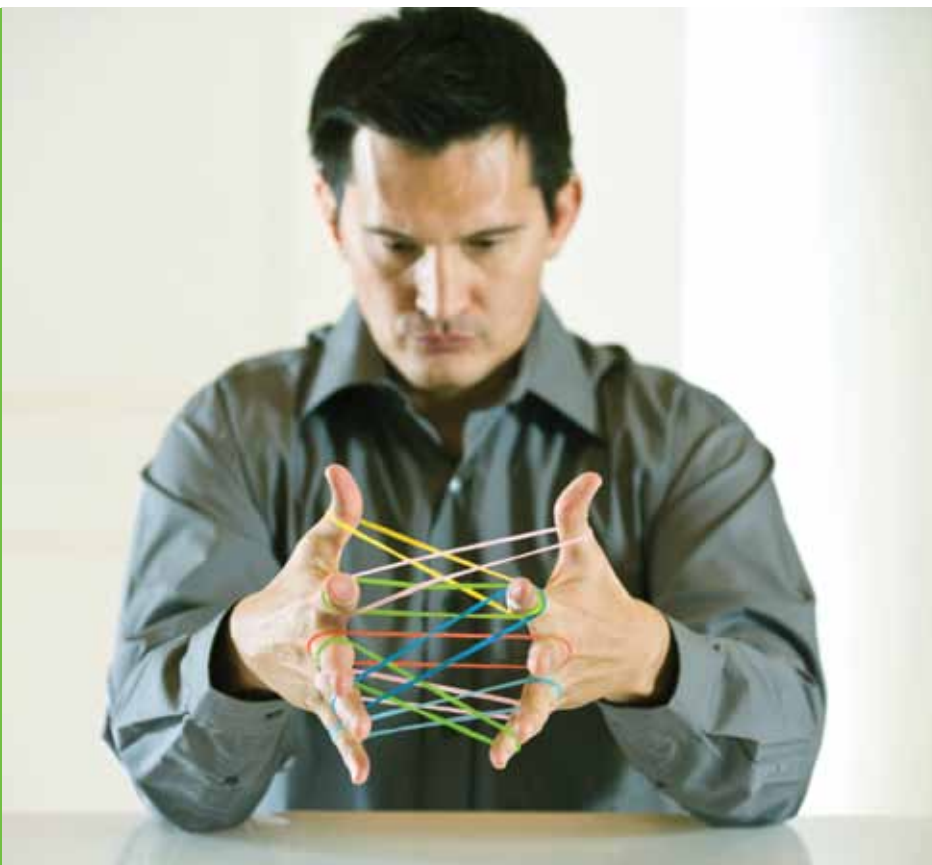
Data Centre Solutions

Data is exploding. Data centres are under mounting pressure to provide fast, scalable, secure and more efficient business services. Transforming data into new, actionable intelligence can help you gain a new level of insight and help you make timely business decisions, enabling you to become proactive and predictive, rather than reactive. Information thus becomes a strategic asset – one that can keep you one step ahead of the competition. Yet, against this backdrop, concerns such as security, compliance and cost remain. Dimension Data's Data Centre Solutions line of business provides comprehensive services around data centre requirements, including storage, archiving, backup and recovery, virtualisation and consolidation and cloud computing.

With our Data Profiler Assessment Service, we are able on average to reclaim in excess of 35% of clients' storage disk space.

Dimension Data has **deployed over 2,000,000 IP handsets** for clients **around the world.**

We are Cisco's largest partner in IP telephony and a strategic partner with Cisco and TANDBERG in visual communications.



Customer Interactive Solutions

Contact centres are an integral part of the way you interact with your customers. How do you ensure your infrastructure is available, responsive and meets your contact centre performance needs? Managing contact centre performance needs specialised, technical skills that are expensive to retain and often divert your team's attention away from the strategic initiatives of your business. Through our Customer Interactive Solutions line of business, Dimension Data can help maximise call routing efficiency, automate interactions and enhance agent performance, optimising your overall business performance.

Microsoft Solutions

Microsoft's technologies are pervasive in business today. From its desktop operating systems to complex server solutions, Microsoft is often the technology vendor of choice for essential IT and business activities. Considering the investment most organisations have made in Microsoft technologies, it becomes the natural place to start to extract efficiencies and remove cost from the business. Dimension Data's Microsoft Solutions line of business can alleviate this pressure by helping you plan, deploy and manage secure, optimised Microsoft desktop and server infrastructures that enable effective communication and collaboration to better achieve business goals.

Dimension Data holds more than 1,400 Microsoft certifications, including over 300 Microsoft Certified Systems Engineers. We are a Microsoft Gold Certified Partner in 21 countries on five continents.

Through supporting our clients requirements, we have enabled over **seven billion customer interactions** each year; deployed over 30,000 workforce optimisation seats worldwide; designed, built and managed over **450 contact centres worldwide.**



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Innovative and sustainable solutions and services

Climate change is a global concern. Every organisation is feeling the pressure to reduce their impact on the environment through consolidation of technology, reduction in carbon emissions or management of hazardous electronic waste. As a member of the IT industry, Dimension Data understands that we have the responsibility to help you improve your sustainability profile. We offer our clients solutions that make business sense, realising efficiencies and delivering savings for pocket and planet alike. We'd welcome the opportunity to discuss how we could assist your organisation manage and reduce its ongoing impact on the environment.



Thank you for engaging with our company. All good relationships start with a direct conversation. We would welcome the opportunity to **discuss how we could be of assistance in helping your company achieve its business ambitions.**

To set up an appointment, please call your nearest Dimension Data office.



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MAURITIUS • MOROCCO • NAMIBIA
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