



**For further information:**

Hilary King  
Global PR and analyst relations manager  
Tel: +27 11 575 6728  
mobile: +27 82 414 9623  
[hilary.king@za.didata.com](mailto:hilary.king@za.didata.com)

**Leading Analyst Firm Recognises Dimension Data in the Challengers Quadrant for Communications Outsourcing and Professional Services Magic Quadrant, Worldwide**

*Positioning Based on Completeness of Vision and Ability to Execute*

**Johannesburg, South Africa – (8 March, 2010)** – Dimension Data, the \$4 billion leading IT solutions and services provider, today announced it has been positioned by Gartner, Inc., in the Challengers Quadrant of the Communications Outsourcing and Professional Services Magic Quadrant (COPS) Worldwide<sup>1</sup> report.

Compiled by Gartner analysts, the Magic Quadrant examined 17 vendors of IT services for business communications systems worldwide, employing two main evaluation criteria. These include ability to execute and completeness of vision.

Dimension Data CEO, Brett Dawson said, “We are pleased to be evaluated by Gartner for our completeness of vision and ability to execute. There are hundreds of service providers in the worldwide market, yet only a handful of designated Challengers. We are delighted to be one of the few.

“Our Group focus is to deliver high-quality, cost-effective communications and professional services that enable our clients’ businesses. We believe being positioned by Gartner in the Challengers Quadrant therefore underscores our ongoing drive to deliver a superior level of client satisfaction.”

<sup>1</sup> Gartner “Magic Quadrant for Communications Outsourcing and Professional Services Magic Quadrant, Worldwide” by Eric Goodness. 3 March 2010

“Last year, Dimension Data upgraded its service management platform to improve our service delivery and our clients’ business continuity. The new service platform is world class and we expect our clients to benefit from this investment over the short and medium term,” he explained.

Today, Dimension Data supports and manages over \$12.5 billion worth of networking equipment on a 24x7x365 basis around the globe. Its five strategically-located Global Service Centres receive 900,000 service requests from some 10,000 clients each year. This translates into an impressive incident resolution rate in excess of 2,500 per day.

One of the hallmarks of Dimension Data's service delivery capabilities is its ability to deliver a consistent service experience across all geographies with local support in 13 languages.

“Dimension Data will continue to invest in, and enhance its infrastructure and service capabilities to deliver unsurpassed global solutions to multinational clients, wherever they do business in the world,” Dawson said.

-ends-

To read Gartner’s Magic Quadrant for Communications Outsourcing and Professional Services, Worldwide, visit: [www.dimensiondata.com/gartnermagicquadrant](http://www.dimensiondata.com/gartnermagicquadrant)

#### **About Dimension Data**

Dimension Data (LSE:DDT), a specialist IT services and solutions provider, helps clients plan, build, support and manage their network and IT infrastructures. Dimension Data applies its expertise in networking, security, operating environments, storage and contact center technologies and its unique skills in consulting, integration and managed services to create customised client services. [www.dimensiondata.com](http://www.dimensiondata.com)

#### **About the Magic Quadrant**

The Magic Quadrant is copyrighted 3 March 2010 by Gartner, Inc. and is reused with permission. The Magic Quadrant is a graphical representation of a marketplace at and for a specific time period. It depicts Gartner's analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the Magic Quadrant, and does not advise technology users to select only those vendors placed in the "Leaders" quadrant. The Magic Quadrant is intended solely as a research tool, and is not meant to be a specific guide to action. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.