

# Innovating to meet Global IT Requirements

## Manufacturer

### industry:

Building and Construction

### country:

United States

### business challenge:

The company was juggling 157 separate service contracts with over 300 different contract end dates and more than 50 partners in various countries, as well as a variety of legacy PBX systems. As a result, the company faced potential security breaches and non-compliance to regulations

### solution:

Consolidating all the different maintenance contracts into a single agreement, deployment of a global IPT platform with 75,000 handsets, as well as deployment of security software

### services:

- Planning and deployment services for an IPT infrastructure
- Planning and deployment services for network security
- Managed Services for IP Telephony with committed service level agreements

### results:

- Global maintenance agreement ensures consistent service delivery 24x7 across all operations, thereby empowering the company with ensured uptime
- Streamlined process for global procurement enables savings on maintenance
- Centralized IPT platform enhances communications for employees and cuts on telco costs
- Enhanced network security ensures adherence to compliancy regulations

### Executive Summary

Through its partnership with Dimension Data, this global manufacturer has been able to **standardise its technology environment, consolidate its various global IT maintenance contracts, deploy a global IP telephony platform, increase receptiveness to network issues and become security compliant.**

### Client Overview

Our client is the world's leading manufacturer of construction and mining equipment, diesel and natural gas engines and industrial gas turbines. The client's global dealer network provides a key competitive edge - customers deal with people they know and trust. Almost all dealerships are independent and locally-owned and many have relationships with their customers that span at least two generations. The client's dealers fulfil equipment, service and financing needs for customers in more than 200 countries. Additionally, the company offers rental services through more than 1,500 outlets worldwide.

### Business Challenge

Ongoing growth and expansion on a global scale brought with it a unique set of challenges for our client. The company needed a partner who could help it ensure that its infrastructure continues to support the business's strategic journey. One of the key challenges the manufacturer faced was that it maintained hundreds of different profit and loss centres throughout the world, and each region operated its own

centre without any guidelines governing purchasing. As a result, the company was juggling 157 separate service contracts with over 300 different contract end dates and more than 50 partners in various countries. In addition, the client had a variety of legacy PBX systems and wished to upgrade to Cisco IP telephony. The client was looking for an IT services and solutions company to assist them in consolidating their numerous Cisco Service agreements and support the organisation on a global scale. Regulatory compliance was another priority and the client required specialist expertise to assist them with the implementation of a \$10 million initiative to meet Sarbanes-Oxley Act (SOX)\* requirements.

\* The Sarbanes-Oxley Act of 2002 is a United States federal law initiated in response to a number of major corporate and accounting scandals which resulted in a decline of public trust in accounting and reporting practices. The legislation is wide-ranging and establishes new or enhanced standards for all U.S. public company boards, management, and public accounting firms.

### Relationship History

As Dimension Data's global exposure within this account has increased over the years, we have developed a trusted partnership relationship with the client, at both a local and global level.

### Services Provided

Dimension Data has provided this client with a multi-faceted infrastructure solution that comprehensively supports the business's strategic journey.

“The client benefits from the dedicated focus of its Dimension Data Global Account Team members, who are **consultative in their approach, proactive, visible and dedicated to the client** in their respective countries.”

Jason Szerlong, Dimension Data, Global Account Manager

## How We Delivered

Dimension Data demonstrates a holistic approach to Service Delivery with its Services Continuum, allowing clients to engage at any point and in any order. At each stage, Dimension Data uses proven methodologies and integrated toolsets, which are governed by industry best practice and international standards.

Over the years, Dimension Data has successfully addressed the client's business needs through engagements that span across the Plan, Build Support and Manage Service functions of the Services Continuum.

As a first step, through the Plan Service function, Dimension Data evaluated the client's existing service contracts around the world. We then worked with the client to restructure its multiple IT departments so that only one profit and loss centre would exist at its United

States headquarters location. Next, as part of the Build service function we set about consolidating the hundreds of service contracts with over 50 different partners to just eight contracts with one company, Dimension Data.

The new Support service contracts are for Uptime powered by Cisco Services, which is a solution offered by Dimension Data through its Global Services Alliance with Cisco. This offering combines the best of Dimension Data and Cisco's products and services to provide a customised solution for the client. Dimension Data serves as the single point of accountability, but the client also has the additional assurance of easy access to Cisco's technical and product expertise, if required. Thereafter a full Managed IP telephony Service was implemented to back the Support Service.

Success on this front prompted the client to hand over the reins of a global IP telephony rollout to Dimension Data. Although the client had initially begun the deployment using internal resources, they

recognised the value Dimension Data could add in terms of efficiency and quicker return on investment.

Our advanced IP delivery methodology, coupled with our track record in global deployment initiatives and our Preferred Partner programme, also worked in our favour.

To begin with, Dimension Data conducted a number of regional IP telephony assessments as well as a global assessment, as part of the Plan service function. Thereafter, we moved into the Build Service function, for the global deployment of 75 000 Cisco phones.

More recently, the manufacturer enlisted Dimension Data's support in its \$10 million initiative to meet the robust security measures dictated by the Sarbanes-Oxley Act. This engagement involved Dimension Data deploying Cisco's self-defending network into the manufacturer's global environment, again through the Build service function. The first phase of this initiative is the deployment of Cisco's Security Agent software in 61 000 seats in 400 of their 3 000 servers worldwide.

An additional value-add that we offer this client is our global procurement and logistics services.

This entails ongoing end-to-end management of all the manufacturer's IT infrastructure procurement, real-time tracking of all orders, and asset and serial number tracking on all goods procured.

“The client benefits from the dedicated focus of its Dimension Data Global Account Team members, who are consultative in their approach, proactive, visible and dedicated to the client in their respective countries.”

**Jason Szerlong, Dimension Data, Global Account Manager.**

## Value Derived

The global manufacturer benefits from its partnership with Dimension Data in several key areas:

### High Quality, Consistent Service Delivery

By selecting Uptime powered by Cisco Services, the client is assured of consistent service delivery 24x7 and defined Service Level Agreements. Dimension Data's Uptime Portal gives the client the ability to manage trouble tickets online and create configuration items reports. Also included in the solution are contract management services, an assigned Service Delivery Manager and assigned proactive engineer, onsite service review meetings, a client service portal and preconfigured diagnostic connectivity.

### Our Global Reach

Dimension Data's geographical presence matches up very well with the client's locations and our ability to perform Professional Services worldwide, at a cost effective price and in a short timeframe gives us the edge over the competition. Dimension Data's Global Procurement and Logistics expertise is also key. This capability combines people, process and technology to source from all nine Cisco locations and ship to 174 locations worldwide. We provide the client with online ordering and tracking, directly interfacing into Cisco backend systems and real-time updates from our freight forwarding and courier partners.

According to **Jason Szerlong, Dimension Data's Global Account Manager,**

“Our Global Procurement and Logistics arm's experience and ability to transport basically anywhere in the world helps the client with filing the appropriate paperwork. This represents huge value to them and it will become even more pertinent when the company starts to centralise its procurement within each region.”

### **A Dedicated Global Account Team**

As Dimension Data's partnership with the client has expanded over the years, we have developed a 'trusted partner' relationship at both a local and global level.

" The client benefits from the dedicated focus of its Dimension Data Global Account Team members, who are consultative in their approach, proactive, visible and dedicated to the client in their respective countries," says Szerlong.

### **Our Strategic Partnership with Cisco**

Dimension Data's ability to handle complex Cisco environments and our close relationship with Cisco – as one of the largest Cisco Partners globally – are also key drivers behind the client's decision to select Dimension Data as its technology partner. Dimension Data has over 3,000 Cisco certified employees and has won numerous Cisco awards and accolades over the years, including Cisco Global Enterprise Partner of the Year 2006.

### **Facilitation of Business and IT Alignment**

Perhaps the most important contributory factor to Dimension Data's success is our unique ability to align our offerings with the client's business strategy. For example, one of the manufacturer's key strategic objectives is growth into emerging markets. By leveraging our global footprint with global platforms we are well positioned to help them explore these challenges. The client is also aiming for enterprise consistency through business units, an objective we are able to support through our consistent Service offerings and project methodologies, throughout the world. Last but not least, we are well positioned to meet the client's cost reduction imperatives through predictive pricing, which mitigates risk, improves return on investment and reduces the manufacturer's total cost of ownership.