

Preferred Partner Programme



Global business is our business. Resulting from the need for Dimension Data to meet the requirements of our global clients and provide worldwide multi-vendor solutions the Preferred Partner Programme was born. Established in 2003, the programme enables Dimension Data to deliver multi-vendor solutions in over 140 countries on five continents.

The Dimension Data Preferred Partner Programme has established a consolidated network of approved partners who can deliver, at a minimum, multi-vendor capabilities in geographies where Dimension Data does not have a direct presence. Dimension Data maintains a collaborative relationship with our Preferred Partners to ensure a better understanding of their business and an aligned delivery strategy.

In essence we have developed a process where Preferred Partners work with Dimension Data Supply Chain Services (SCS) to provide a seamless delivery of multi-vendor solutions across the globe.

Benefits of the programme

- Consistent, effective service delivery that extends across both geographies and technologies
- Global pricing, meaning multinational clients can benefit from the convenience of receiving only one quote, in one currency, if they so wish
- Central or local (in country) billing models
- A single point of contact accountability and ownership
- Global Service Level Agreements

Established in 2003, the programme enables Dimension Data to deliver multi-vendor solutions in over **140 countries** on **five continents**.

Preferred partner ordering models

There are two methods for ordering services from Preferred Partners.

Client Transactional Models – Services

services | central model services

- Client order placed directly on Dimension Data for services in multiple countries

- Dimension Data places order on Preferred Partner per delivery country

services | local model

- Client order placed locally directly on Preferred Partner for services

- Preferred Partner delivers service locally

- Preferred Partner invoices client

Preferred partner vendors

- Microsoft
- Check Point
- Blue Coat
- Riverbed
- TANDBERG
- Avaya
- Fortinet
- F5
- McAfee
- Cisco

Structured **global supply and support agreements** with a single **global channel partner**

About Preferred Partner Programme

- Programme established in 2003
- Through our Preferred Partner Programme Dimension Data is able to deliver multi-vendor solutions in over 140 countries on five continents
- Aligned with Dimension Data Supply Chain Services (SCS) to provide a seamless delivery of multi-vendor solutions across the globe

- Structured global supply and support agreements with a single global channel partner
- The PPP team consists of Preferred Partner Regional Managers (PPRM) who are responsible for the relationship management of the Preferred Partners within their region and a core team who manage contract development, tool set, processes and reporting
- Provide ordering models that fit with the client budgeting process

Preferred partner engagement and selection process

Dimension Data ensures that all its Preferred Partners adhere to strict SLAs. Our Preferred Partners adopt our processes and methods and deliver to our high standards of service and quality.

Putting in place Preferred Partners comprises two key areas; **Selection Process** which is preactivation and **Programme Management** or **post activation**.

The selection process is divided into three stages, i.e: **Introduction**, **Engagement** and **Activation**. Programme Management is divided into two stages or groups of post activation activities.

ENGAGEMENT PROCESS

