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Leading Analyst Firm Profiles Dimension Data in a SWOT Analysis for Communications Outsourcing and Professional Services, Worldwide

Johannesburg (South Africa) – July 13, 2010 – Dimension Data, a \$4 billion leading IT solutions and services provider, today announced it is the focus of a strengths, weaknesses, opportunities, and threat (SWOT) analysis¹ by Gartner, Inc., regarding its communications outsourcing and professional services (COPS) capabilities.

Compiled by Gartner analysts, the SWOT examines the strengths, weaknesses, opportunities and threats that Gartner expects to have the greatest impact on an organisation's strategy and market position over the next 12 months.

"We are pleased Gartner chose to evaluate Dimension Data in a SWOT analysis as it provides independent recognition of our status in the COPS marketplace," said Dimension Data CEO Brett Dawson. "We are excited to be recognised by Gartner for our many strengths. In addition, many of the noted opportunities, weaknesses and threats are already being addressed through our corporate strategy and vision."

Today, Dimension Data supports and manages more than \$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 approximately 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.

"In short, we believe this SWOT analysis has helped to confirm that our strategy and focus areas are on target as they are in line with Gartner's assessment. 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.

In addition to the SWOT analysis, Dimension Data was recently positioned by Gartner in the Challengers Quadrant of the Communications Outsourcing and Professional Services (COPS) Magic Quadrant, Worldwide report.²

¹ Gartner, Inc. SWOT: Dimension Data, Communications Outsourcing and Professional Services, Worldwide, 2010, Christine Tenneson, Daniel O'Connell, Katja Ruud, June 25, 2010.

² Gartner "Magic Quadrant for Communications Outsourcing and Professional Services Magic Quadrant, Worldwide" by Eric Goodness. 3 March 2010.

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About the Gartner Magic Quadrant

The Magic Quadrant is copyrighted 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.

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 centre technologies and its unique skills in consulting, integration and managed services to create customised client services.