

# Uptime

Dimension Data's Maintenance and Support Offering



## Uptime Maintenance and Support Services

Now more than ever, your IT no longer merely supports the business, but drives the business. Seemingly small faults can bring a system down and in today's competitive marketplace; outages can be extraordinarily expensive in terms of business productivity and damaged client confidence. Downtime equates to wasted productivity, lost sales, user frustration and increased overheads. With service continuity at risk, you need ways to improve response times to downtime and more importantly, you need to put measures in place that ensure that you are covered when the unforeseen happens.

### So what are your options?

You might decide to employ internal resources to manage unscheduled downtime, but this can work out to be a costly option, requiring you to increase your highly skilled staff count across multiple technologies and various geographies. Outsourcing this service to an IT service provider is therefore a logical alternative and will provide you with predictable costs, a framework for efficient resource allocation, while at the same time protecting your business from risk and the unwelcome expense of downtime. While many vendors will say they can ensure your service continuity, few can rival Dimension Data's credentials, namely: 25 years of experience, a global footprint, world-class technical expertise across many technologies, as well as direct access to the world's leading vendor expertise.

### Why choose Uptime?

#### Consistent Global Service Delivery:

Delivered through our extensive global footprint, with a direct presence in 47 countries and extended service coverage in another 120 countries through our Preferred Partner Programme. Clear communication is facilitated through local language support. We speak 13 different languages in our five Global Service Centres (GSCs).

#### Access to Leading Technical Expertise:

You have access to Dimension Data's world-class engineers, spanning six technology areas of expertise globally and if relevant third party expertise, through our global partnerships with leading technology vendors; such as Cisco, Blue Coat, Genesis, Avaya, Microsoft, EMC and HP to name a few...

#### Best-in-Class Service Level Agreements:

We sign Service Level Agreements (SLAs) that continually motivate us to resolve issues speedily. Our SLA "clock" starts from the moment you call our Global Service Centre. Furthermore you can choose a SLA that meets your specific business requirements and on a per device basis.

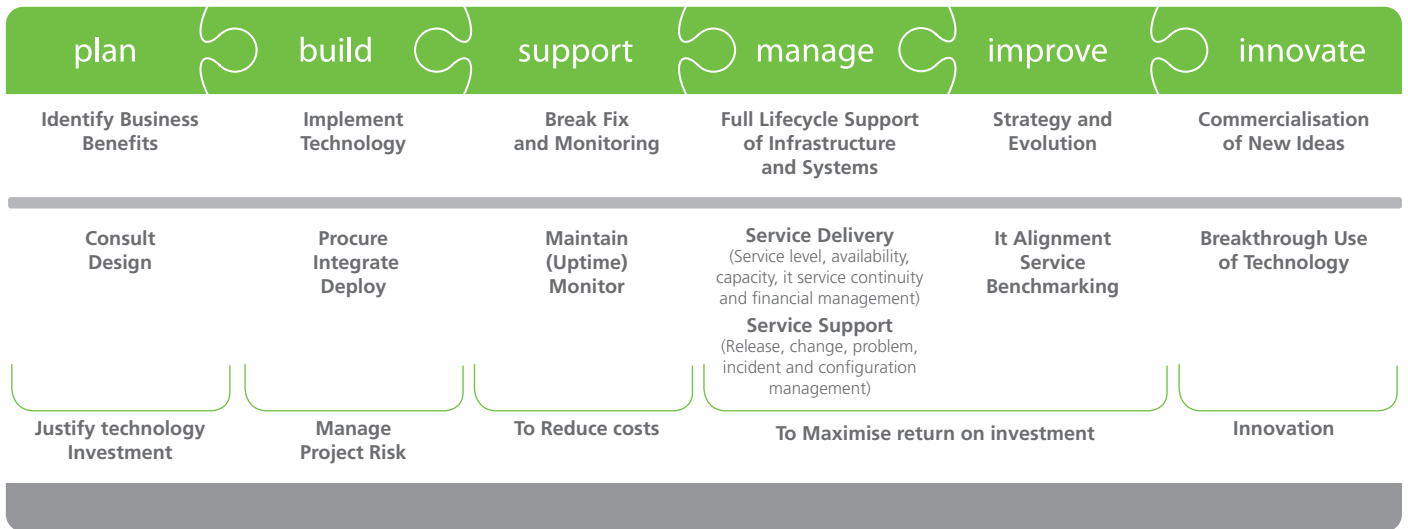
**Uptime** – Ensures maximum availability of your converged information technology infrastructure, **wherever you are** in the world.



# Uptime Maintenance and Support Services

## Dimension Data's holistic approach to Services: the Services Continuum

Our holistic approach to Service Delivery is illustrated by our Services Continuum, through which, we will engage with you to Plan, Build, Support, Manage, Improve and Innovate your IT environment. As a strategic technology partner, Dimension Data takes an all-encompassing approach to the delivery of Services. Uptime is our leading "Support" service offering.



**Plan** - We help you evaluate your current environment and justify your investment in new technology.

**Build** - We help you procure equipment before implementing and deploying new solutions. Our role is to reduce risk and ensure projects are delivered to you on time and within budget.

**Support** - We monitor and maintain your information and communication technologies. Through our investment in people, processes and systems, we are able to deliver a higher quality of service at a better cost than you could manage in-house.

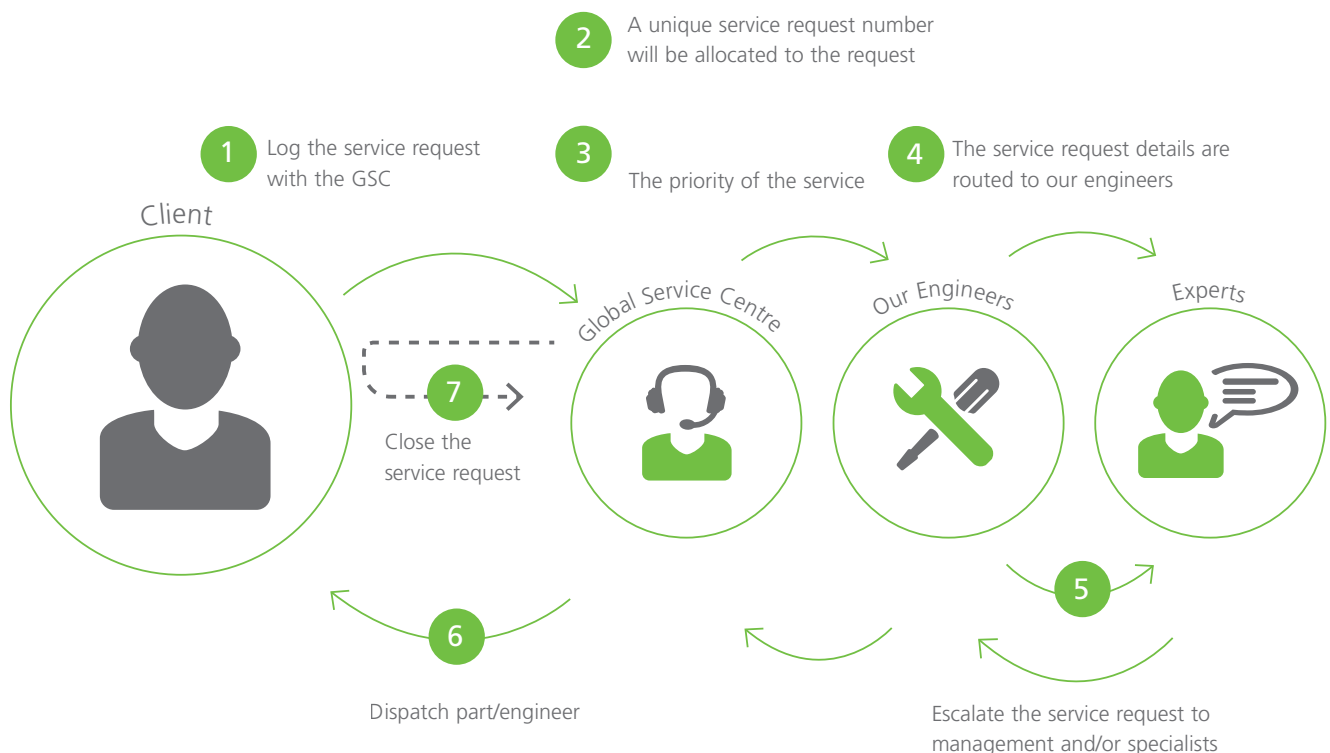
**Manage** - We can take ownership of and responsibility for running your IT environment throughout the technology lifecycle. By proactively interacting with your environment, we can lower your operating costs, reduce incidents and faults, and maximise your return on IT investment.



## Uptime Maintenance and Support Services

### How is Uptime delivered to you?

- 1 Once you have reported a service request to one of our GSCs, the GSC closest to you is assigned as your single point of contact. This means that we will keep you informed throughout the resolution process and take ownership and responsibility for registering and managing the service request until it is resolved.
- 2 At this stage a unique service request number is allocated to your request, which enables you to track its progress via our online portal.
- 3 In consultation with you, the urgency and impact of the service request is recorded and thereafter it is prioritised by the GSC.
- 4 If required, the service request's details are routed to our engineers to assist with further diagnosis and to provide technical support.
- 5 If necessary, our GSC will escalate your service request to the product vendor's technical team.
- 6 Depending on the service options you procured and the nature of the service request, an engineer or parts will be sent to your site within the agreed timeframe.
- 7 Finally, the GSC will contact you to confirm the service request's resolution and closure.



## Uptime Maintenance and Support Services

### What makes Uptime tick?

Uptime is made up of a number of service elements, which all work together to minimise downtime and assure business continuity. Similarly a watch is driven by its cogs, which work together to keep time and to keep the watch ticking.

### Multi Vendor Management

Procures and manages Underpinning Contracts (UCs) with multiple global and regional vendors. The agreements that Dimension Data has in place with vendors allow us to provide you with a single interface for the support of all technologies covered by your Uptime contract.

### Incident Management

Enables quick and accurate diagnosis of a reported incident and the necessary steps to resolution, thereby minimising downtime.

### Service Levels

Ensures incidents are resolved quickly and within an agreed timeframe. A real benefit of choosing Uptime is the Service Level flexibility and you can choose from a number of Service Levels that suit your specific needs.

### Parts to Site

Parts to Site is a logistics service that provides you with replacements for your faulty hardware.

### Engineer to Site

Provides for dispatching an engineer to your site when our resources are unable to resolve the incident remotely.

### Service Level Management

Provides information that improves the stability of your infrastructure and the quality of our service delivery. Service Level Management provides specialised reports as well as service management reviews, with recommendations on how to further decrease downtime in your environment.

### Subscription Services

Procures and renews your vendor subscription services, ensuring that your environment is optimised and functioning efficiently.

### Services Portal

Provides you with access to a web-portal that enables you to log requests, query the status of requests and view contract information and reports.

### Licence Renewal

Reminds you when "right of use" licences are up for renewal so that you are not burdened by the responsibility of tracking multiple renewal dates and don't run the risk of not having access to a service – due to late/non renewal.

### Assessments

Include performance of and reporting on a predetermined assessment service.

### Moves, Adds, Changes and Deletes

Keeps your technology environment up-to-date with the constant Moves, Adds, Changes and Deletes and frees up your internal resources to focus on running your business.

### Consultant on Call

Provides specialised, telephonic support for issues not related to a logged incident, such as configuration advice.

### Site Based Services

Guarantees the ultimate responsiveness to incidents, by stationing an engineer/s as well as spares at your premises. We will arrange that the engineer/s are trained and informed and that their specific tasks are defined in consultation with you.



## Uptime Maintenance and Support Services

### Partnering with leading vendors:

- Network Integration - Cisco, Blue Coat, Juniper, Riverbed, F5
- Security - McAfee, Blue Coat, Cisco, Fortinet, Check Point, Juniper
- Converged Communications - Cisco, TANDBERG, Avaya
- Microsoft Solutions - Microsoft
- Data Centre and Storage Solutions - Sun, Symantec, HP, VMWare, EMC
- Customer Interactive Solutions - Cisco, Genesys, Avaya

### Dimension Data's Global Technology Areas of expertise:

#### Network Integration

Dimension Data understands that networks must be flexible, tailored to meet communication needs, compliant with regulation and corporate governance and also aligned with industry standards. Most importantly, we know that networks should simply work – seamlessly facilitating organisations' changing communication needs. Businesses today depend on networks that are always on, and always accessible.

#### Security

Defending the 'trusted' internal network from the 'enemy' outside is not enough to secure today's corporate network. Its vulnerability extends to any number of sources – friendly (mobile and remote workers, business partners, clients) and malicious (viruses, hackers, corporate espionage and sabotage). The only way to protect yourself and to assure the integrity of your network, information and applications, is to integrate security into all your technologies and devices.

#### Customer Interactive Solutions

With our broad spectrum of contact centre integration, self-service, workforce optimisation, interaction management, hosting and outsourcing solutions, Dimension Data is well positioned to help clients streamline their contact centre operations – improving productivity, increasing efficiency, and enhancing customer experience. We touch over six billion customers in interactions every year via contact centres and self-service channels we've planned, designed, integrated, and managed on behalf of our clients.

#### Data Centre and Storage Solutions

The need to quickly access large volumes of core business data is high priority in today's fast paced business environment. Dimension Data's knowledge of communication networks helps clients develop strategies to store, archive and manage data for improved productivity and increased operational efficiencies and alignment with regulatory issues. Our portfolio of Data Centre and Storage solutions helps you reduce the risk associated with IT disruption, improve operational efficiency and minimise cost and complexity.

#### Converged Communications

Converged Communications offers companies new and integrated channels for connectivity, communication and collaboration that improve business process speeds and overall productivity. The convergence and integration of traditional communication methods with new technologies (IP telephony, instant messaging, conferencing, presence and identity) allows for better communication, enhancing business agility while driving down costs and risk.

#### Microsoft Solutions

Most businesses have invested in Microsoft infrastructure and are looking for ways to extract efficiencies, cost savings and productivity benefits. Dimension Data designs, supports and maximises Microsoft infrastructure from the basic building blocks of the Windows operating system to the implementation of high-end management solutions and services. Our solutions for unified communications empower employees and clients to improve business communications and collaborate better.

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