



## Uptime powered by Cisco Services

### What is Uptime powered by Cisco Services?

The results are in. Uptime powered by Cisco Services has been created in response to in-depth research on what IT decision makers want from an IT infrastructure support service. Uptime powered by Cisco Services is an enhanced support service that combines the best of Dimension Data's Uptime and Cisco's service deliverables to support your IT infrastructure and assure business continuity. It provides world-class, end-to-end maintenance for IT infrastructure, which helps deliver optimum network performance. It focuses on delivering maintenance services for Cisco equipment in your infrastructure and gives you access to Cisco and Dimension Data expertise. Uptime powered by Cisco Services is the first collaborative service offering to be taken to market jointly by Dimension Data and Cisco – a result of the Global Services Alliance partnership.

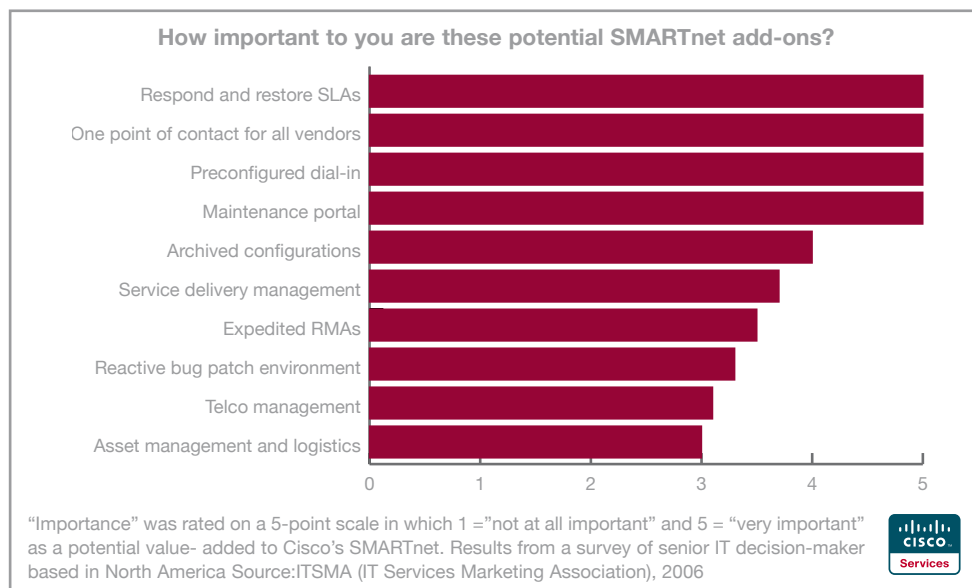
### Our Global Services Alliance with Cisco

Leveraging our long-standing relationship, Dimension Data and Cisco have entered into a Global Services Alliance – a unique partnership model designed to promote even greater collaboration and alignment. This relationship between Dimension Data and Cisco allows us to join forces and provide a consistent level of IT infrastructure support across your network's lifecycle. Additionally the alliance is designed to deliver better services to our valued clients. Through this alliance, we are able to bridge the gap between partner-delivered services and manufacturer-delivered services, giving you the best of both worlds including benefits such as:

- ▲ Worldwide coverage that offers efficiencies in contract administration and management
- ▲ Lifecycle services for your entire IT infrastructure
- ▲ Consistent global service delivery, seamless and available 24x7x365
- ▲ Technology vision and business best practices throughout the network lifecycle

### Support services your peers are demanding

In a survey conducted by ITSMA (IT Services Marketing Association), senior IT decision makers in North America were asked to rate the value of potential add-ons to vendor support offerings. As you can see from the chart below, respond and restore Service Level Agreements, one point of contact for all vendors, pre-configured dial-in and maintenance portal are featured as the top value adds. Uptime powered by Cisco Services provides vendor assured support, while including additional value.



## Why Dimension Data?

- ▲ Dimension Data has hundreds of CCIEs, CISSPs, CCSAs, and CCSEs worldwide and has a preferred partner program that increases our reach from 35 to over 100 countries.
- ▲ We provide global pricing and Contract Management.
- ▲ Dimension Data is a 3rd Party Maintenance provider for onsite support in over 35 countries.
- ▲ We have the ability to support multi vendor networks including: Nortel, Bluecoat, Checkpoint, Packeteer, and more.
- ▲ We deliver our services through 6 Global Service Centers in 15 languages.
- ▲ Integration with Cisco's internal systems, allows Dimension Data to dispatch onsite parts and labor without additional Cisco validation.

## About Dimension Data

Dimension Data is a \$3.8 billion IT services and solutions provider that helps clients Plan, Build, Support, and Manage their IT infrastructures. Dimension Data applies its expertise in Networking, Security, Converged Communications, Microsoft Solutions, Data Centers and Storage, Wireless and Contact Center Technologies and its unique skills in Consulting, Integration and Managed Services to create customized client solutions.

## Real-World Uptime Support Case Study

Learn how an international financial institution is profiting from Uptime powered by Cisco Services, improving IT responsiveness, cutting costs and boosting return on infrastructure investments. For a copy of the case study, please contact [answers@us.didata.com](mailto:answers@us.didata.com).

## Contact us:

**e-mail:** [answers@us.didata.com](mailto:answers@us.didata.com)

**phone:** 866-DIDATA-US

**web:** [www.dimensiondata.com/na](http://www.dimensiondata.com/na)

## Service Overview: Uptime powered by Cisco Services

Dimension Data is the first Global Services Alliance partner to globally offer collaborative services – Uptime powered by Cisco Services. This joint support model combines the best of both Dimension Data and Cisco service offerings to support a client's IT infrastructure, assuring business continuity. This collaborative service helps IT professionals manage their networks and minimize the impact of any downtime by providing Dimension Data as the single source of accountability and Cisco expertise as additional assurance.

### Uptime powered by Cisco Services offers clients two options that include our lead offering:

- ▲ **Uptime powered by Cisco Services – Support:** This service focuses on restoration and is best for clients who want the support of a large IT service provider combined with an intimate service delivery experience.
- ▲ **Uptime powered by Cisco Services – Maintenance:** This service is for clients who have an internal engineering-support organization. It provides dispatch and contract management that would otherwise be time consuming and troublesome.

## Uptime powered by Cisco Services – Support

Cisco service deliverables form the foundation of Uptime powered by Cisco Services – Support. Dimension Data provides First Call (Level 1 and 2 support), serving as a single point of contact for all support service requests on your multi-vendor network. The service provides value-added service elements that improve the quality of service, in turn reducing the mean-time-to-repair reported faults. This offer also features business-driven Service Level Agreements including response and restore commitments. In some cases, Dimension Data accepts financial penalties for non-achievement of an agreed service level. To improve the quality of service we assign a Service Delivery manager to your account. The Service Delivery manager proactively manages your support contact to optimize value delivered – this includes the provision of customized management reports. As part of this high-touch support model Dimension Data keeps archived configurations and provides remote network access (regularly tested and preconfigured), enhancing access speeds and repair times when problems occur.

### Our “Restore to Service” philosophy means:

- ▲ IOS configuration files to failed and replaced devices are restored.
- ▲ Reactive software patching (for the resolution of service-impacting bugs) are applied by our engineers at the approval of the client.

## Uptime powered by Cisco Services – Maintenance

Cisco service deliverables form the foundation of Uptime powered by Cisco Services – Maintenance. Dimension Data provides First Call (Level 1 and 2 support), serving as a single point of contact for all support service requests on your multi-vendor network.

### This service includes:

- ▲ **Fast Track Dispatch** – allows Dimension Data to customize the validation process for onsite parts and labor, decreasing mean-time-to-repair.
- ▲ **Dimension Data Enhanced Contract Management** - provides for annual contract reviews; contract co-termination; budgetary proposals; facilitated moves, adds, changes and deletes; and scheduled business reviews.

### The Uptime Portal is available for both Uptime powered by Cisco Services options and gives you the ability to:

- ▲ Manage tickets online – allows you to create and view trouble tickets online.
- ▲ Create asset reports – helps you establish whether your entire infrastructure is covered by a support agreement.