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Managed Microsoft services

Dimension Data offers pre-packaged managed Microsoft services which enable your organisation to quickly realise the benefits of a well-maintained environment that delivers real business value. Our approach allows you to tailor the scope of services that are relevant to your business, based on your specific requirements.

Our approach uses Microsoft operations framework – aligned tasks and proactive monitoring to manage these services and minimise incidents or reactive situations. We believe reactive situations should only make up a small percentage of the workload and this is what we strive to reflect in all our Managed Services.

In the event of a reactive situation, our service desk and operations teams will respond in accordance with ITIL service management principles. We are also able to log calls on your behalf, through our Microsoft Premier Support Agreement, should the need arise.

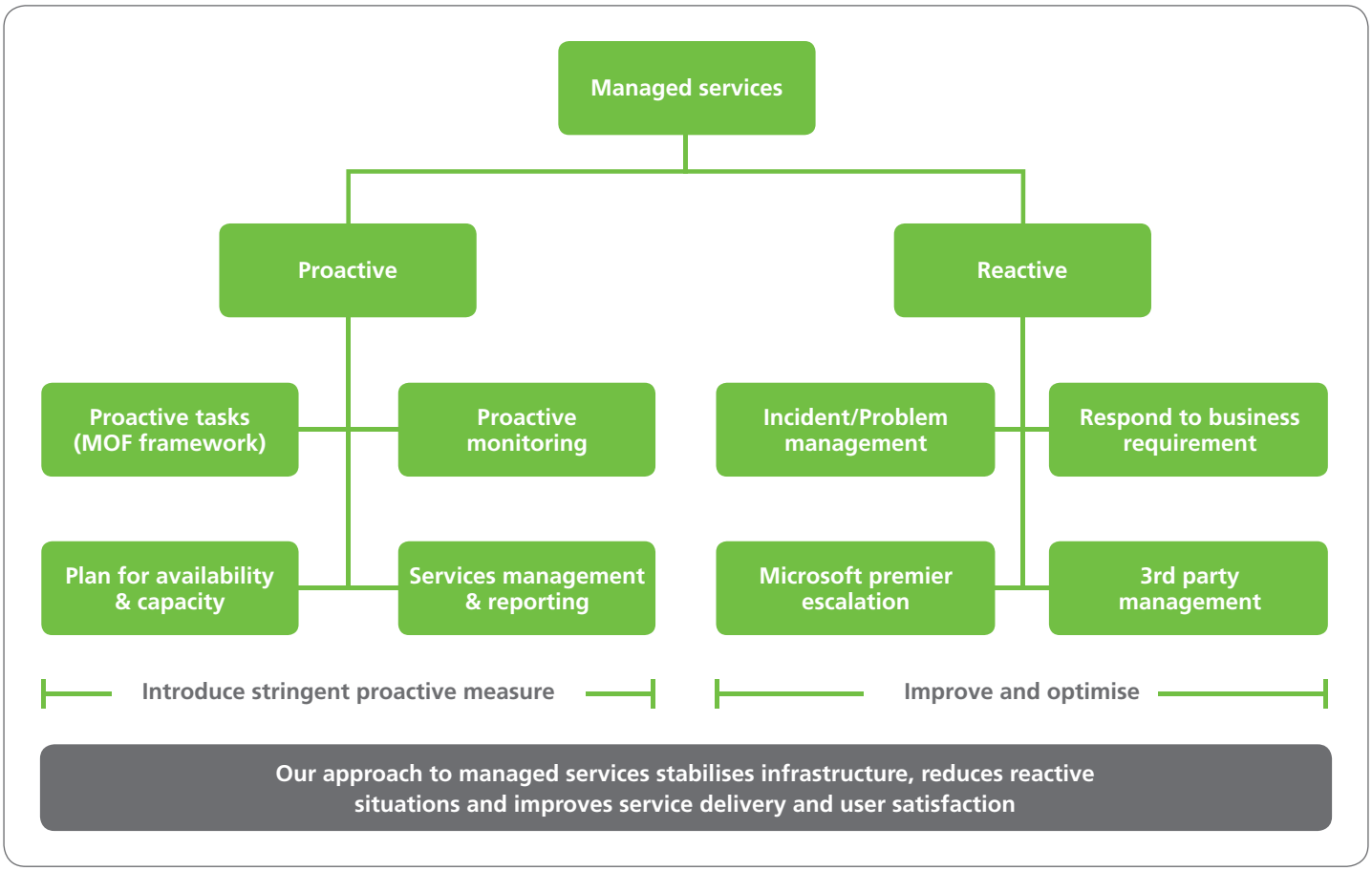
Managed Microsoft Service offerings

Core services

- **Managed Microsoft Service for Systems Center Operations Manager (SCOM)**
  The basis for all our Managed Microsoft Services, SCOM ensures the timely availability of relevant information required by the operations team in your business. The service delivers SCOM maintenance, alert routing to client-specified contacts via multiple channels, creation and maintenance of management consoles and monthly trend reporting
- **Managed Microsoft Service for Active Directory**
  Provides the ongoing administration and management of Active Directory, fulfilling the role of both service and data administrator
- **Managed Microsoft Service for Exchange**
  Ensures access to e-mail, voice mail, calendars and contacts from a wide variety of devices and from any location

Optional custom services

- **Managed Microsoft Service for SQL Server**
  Provides remote and centralised management for the SQL server environment with the aim of keeping company data secure and available at all times
- **Managed Microsoft Service for Systems Center Configuration Manager (SCCM)**
  Delivers services in accordance with the capabilities of the SCCM tool to meet your business needs. It includes SCCM maintenance, hardware and software inventory, metering and reporting, software update management (patch management), software distribution and packaging, desired configuration management and operating system deployments
- **Managed Microsoft Service for Windows server**
  Ensures the security, stability and productivity of your organisation's server infrastructure to accommodate the need for 24 x 7 access to business critical applications. It covers file, print, application and terminal services
- **Managed Microsoft Service for Office Communications Server (OCS)**
  Focuses on the maintenance of the core OCS service, which includes maintaining the integration between OCS and other technologies
- **Managed Microsoft Service for Forefront Suite**
  Delivers the activities required to keep the anti-virus infrastructure updated, optimised and operational with provision of associated reporting. It covers all Forefront components including Forefront Client Security, Forefront server specific products as well as Threat Management Gateway (TMG)



Dimension Data managed services

- Proactively supports defined technologies using repeatable, standardised, best practice processes delivered by specialised service teams
- Offers both system availability and 'mean time to repair' service level agreements that are reported/measured on a monthly basis
- Ensures SLAs to your business are maintained through stringent proactive measures as well as tried and tested reactive incident response procedures, to enhance operational efficiency

Why Dimension Data?

The accolades which Dimension Data has received from partners, clients and industry bodies are the strongest endorsement of our skills and expertise in Microsoft solutions. These awards bear testimony to our extraordinary employees, proven methodologies and organisation-wide focus on crafting solutions that have tangible business benefits for our clients.

Our recent global and regional awards include:

Global Awards

- Global Country of the Year, 2010, Singapore
- Global Partner of the Year for Licensing Solutions, Software Asset Management, 2009
- Global Partner of the Year for Large Account Reseller, 2009
- Global Partner of the Year for Information Worker Solutions, Office Deployment, 2009

Regional Awards

- Best Partner of the Year for Core Infrastructure Optimisation Solution, 2010, Korea
- Application Platform Solution of the Year, 2010, New Zealand
- Microsoft Partner of the Year, 2009, Singapore
- Microsoft Enterprise Partner of the Year, 2009, Singapore
- Best System Integrator of the Year, 2009, Hong Kong

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