

Packaged professional services for Microsoft Solutions



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Understanding the maturity of your IT infrastructure and processes is often a daunting task faced by many businesses. Not only do you grapple with costs but, it's also the lack of expertise that many have to contend with. Dimension Data delivers consulting services to help organisations understand their IT infrastructure maturity, IT processes, design, architecture and deployment. We have developed packaged professional solutions that enable organisations to understand and deploy the latest technologies while minimising risk and maximising benefit through pre-test configurations.

As a certified Microsoft Gold and accredited Service Ready partner, Dimension Data is able to offer consistent and repeatable designs for Unified Communications (OCS/Lync and Exchange 2010) and Systems Management (SCCM, SCOM and Win 7 desktop deployment).

Our solutions offerings

System management packages

- Operating system deployment
- Application deployment
- Patch management
- Software asset management

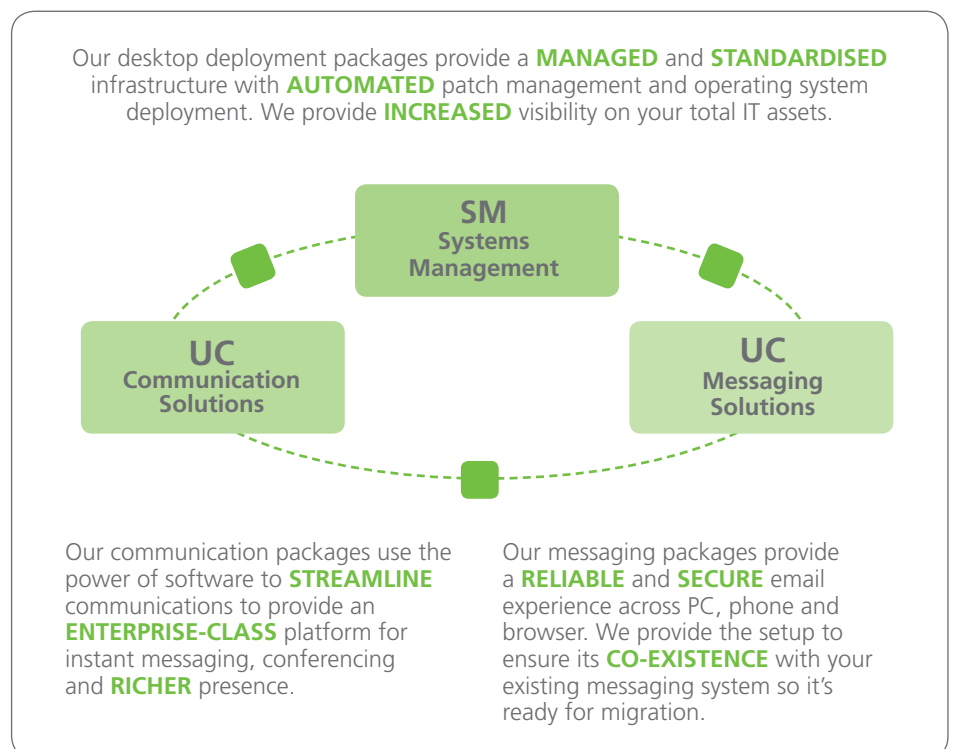
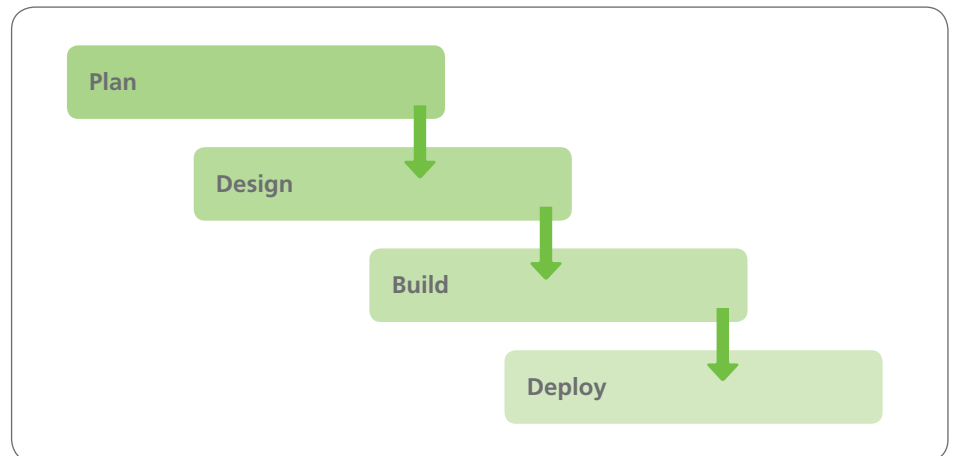
Unified communications solutions packages

- Messaging system deployment
- Co-existence and migration strategy for messaging systems
- Instant messaging, presence and conferencing system deployment

Our approach

Dimension Data's packaged professional services provide a highly dependable deployment approach for all of our packages, which includes four (4) phases:

Plan, Design, Build and Deploy. This will ensure that the packages are delivered with full quality assurance, allowing our clients to enjoy maximum savings and reduce deployment risk.



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Packaged professional services for system management

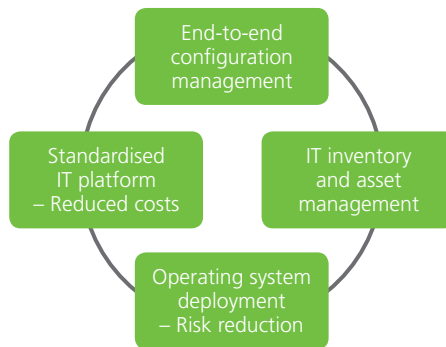
In today's competitive climate, minimising cost is an important consideration for all organisations. If you are still manually rebuilding your desktops, or wishing that you can fully automate your system to save operational costs and gain knowledge of your assets, our packaged professional services for systems management is your answer.

Packaged services for systems management is the solution to managing your infrastructure. It is a low cost service that is both quick to deploy and minimises costs for your organisation. It includes enterprise-class and fixed scope deployment of System Center Configuration Management (SCCM) tools to help assess your IT operational needs.

Systems management powered by System Center Configuration Manager 2007 R2

The primary engagement of IT enterprise management is the deployment of System Center Configuration Manager (SCCM) 2007 R2. It is a configuration management solution with primary technologies for desired configuration management, software update management, asset inventory, and more.

The IT enterprise management deployment gives an organisation a comprehensive toolset to develop, test, configure, and manage their configuration infrastructure. It is designed to reduce cost through more efficient utilisation of IT personnel. In addition, it enables effective managements, which helps prevent unacceptable configuration drift and improves application reliability.



Our offerings

Packaged professional services for systems management offers off-the-shelf solutions that address specific business problems. This low-cost service and quick deployment of managed infrastructure solutions come with a standard design. The packages range from:

Starter

The **Starter Package** offers delivery of streamlined software updates to desktops. It provides information on software and hardware inventory.

Standard

The **Standard Package** offers a standardised automated desktop deployment. This prevents misconfiguration of desktops, thus allowing the deployment of cost-reducing desktop deployment techniques and rapid software deployment.

Advanced

The **Advanced Package** offers Dimension Data's Software License Asset Management (SLAM) which provides reports to help you achieve licensing compliance.

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features comparison			
Features	Starter	Standard	Advanced
Core configuration manager features			
• Primary configuration manager site	✓	✓	✓
• Secondary configuration manager site			✓
Patch management features	✓	✓	✓
Client features			
• Client discovery	✓	✓	✓
• Software inventory	✓	✓	✓
• Hardware inventory	✓	✓	✓
Application software distribution		✓	✓
Operating System Deployment			
• Standard Windows 7 image		✓	✓
• Hardware driver packages		✓	✓
• Customised task sequence			✓
SCCM reporting			
• Reporting website		✓	✓
• Standard SCCM reports		✓	✓
Software license asset management			
• Compliance reports			✓
• Inventory reports			✓
• Unmonitored applications inventory			✓
• Web compliance reports			✓

Aside from the **Packaged Professional Services**, Dimension Data also provides **customised** systems management solutions that include:

- High availability and scalability with multiple SCCM Servers
- Zero-touch desktop deployment with dynamic systems deployment
- Co-existence with existing System Management Server 2003 infrastructure
- End-to-end monitoring with system center operations manager
- Application virtualisation
- Desktop virtualisation
- User self-service provisioning
- Self-service provisioning for software and hardware deployment
- Mobile device management
- Internet-based client management

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Packaged professional services unified communications – Messaging solutions

These days, users demand ready access for their communications. Enterprises face the daily challenge of balancing user demand for easy access with the need to protect against ever-evolving threats to communications security and the necessity to reduce spending.

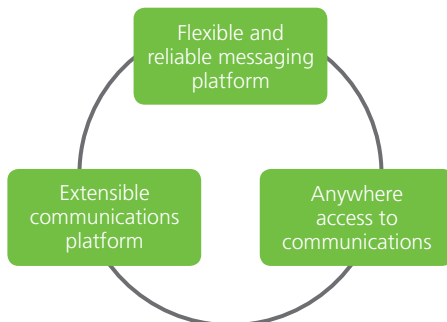
These business messaging challenges can be addressed by our packaged services for Exchange 2010.

Packaged Services for Unified Communications – Messaging offers highly dependable solutions that are suited to your specific technical and business environments.

Messaging Solutions powered by Microsoft Exchange Server 2010

Microsoft Exchange Server 2010 is a flexible and reliable messaging platform that can help organisations reduce messaging costs by 50 to 80 percent. The ability to access business communications at anytime and anyplace, further boost employees' productivity. In addition, businesses can leverage Exchange Server 2010's protection and compliance capabilities for managing risks.

You can achieve new levels of reliability and performance with Microsoft Exchange Server 2010 as it has features that simplify administration, protect communications, and meet demands for greater mobility.



Our offerings

Packaged Professional Services for Unified Communications – Messaging Solutions offer fixed price, scope and delivery packages designed for your business and technical needs. It leverages best practices and unique features to reduce complexity and costs. The packages range from:

Starter

The **Starter Package** offers reliable email experience across PC, phone and browser. It has an integrated contact list and calendar sharing capability as well.

Standard

The **Standard Package** offers tighter security within and outside your organisation by leveraging on transport and anti-spam rules.

Advanced

The **Advanced Package** offers transition/upgrade from an existing messaging environment. It provides the ability for co-existence with an existing messaging infrastructure. It is suitable for organisations that need a high-availability solution for their mailbox servers.

features comparison

Features	Starter	Standard	Advanced
Customised mailbox policies	✓	✓	✓
Task delegation for easy administration	✓	✓	✓
Consistent Global Access List (GAL)	✓	✓	✓
Integrated contact list	✓	✓	✓
Calendar sharing	✓	✓	✓
Email access via Mobile (i.e. PDA, handphone)	✓	✓	✓
Web access via Outlook Web App	✓	✓	✓
Access email anywhere via the Internet	✓	✓	✓
Transport protection rules		✓	✓
Anti-spam security		✓	✓
Email encryption (via third party certificate)		✓	✓
Mailbox resiliency			✓
Messaging co-existence			✓
Mailbox migration			✓

Aside from the **Packaged Professional Services**, Dimension Data also provides **customised** Exchange Server 2010 solutions, which include:

- Monitoring and reporting
 - Monitor databases, mail flow, and connectivity
 - Generate reports
 - Configure logging
- Backup and restore strategy

- Message archival
- High-availability for
 - Non-mailbox servers
 - Public folders
- Message compliance and security
 - Records management
 - Message integrity
 - Anti-virus

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Packaged professional services unified communications – Messaging solutions

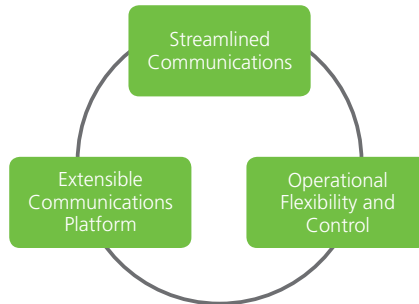
With Microsoft Lync Server 2010, everyone can enjoy a seamless communications experience. You can enjoy benefits such as the improved return on investment, savings costs for your organisation and speed up communications-enabled business process. It is the essence of delivering a truly unified communications experience.

Communication Solutions powered by Microsoft Lync Server 2010

Microsoft's Unified Communications (UC) solutions harness the power of software to streamline how people communicate. Lync Server 2010, one of the cornerstones of Microsoft's UC solution, is the best platform for presence, instant messaging, conferencing, and enterprise voice for businesses around the world.

The Lync Server 2010 continues to deliver on the Microsoft promise to simplify

communications for users, and give IT organisations the flexibility and control to better manage their communications infrastructure. It also provides an extensible platform for communications-enabled business processes.



Our offerings

Packaged Professional Services for Unified Communications is an enterprise communications solution that's low cost and quick to deploy. It comes with a standard design, architecture and a fixed scope that leverages the power of Microsoft Lync Server 2010. The packages range from:

Starter

The **Starter Package** provides seamless communication experience utilising instant messaging, presence and conferencing features, accessible inside your organisation's network premise.

Standard

The **Standard Package** offers secure instant messaging, conferencing and presence functionalities within and outside your organisation.

Advanced

The **Advanced Package** includes auxiliary services on top of the basic Lync Server 2010 features within and outside your organisation. It includes quality of experience monitoring, call details recording and archiving of instant messages and meeting content.



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features comparison						
features	Starter		Standard		Advanced	
	Intranet	Internet	Intranet	Internet	Intranet	Internet
Access						
Instant messaging	✓		✓	✓	✓	✓
Presence	✓		✓	✓	✓	✓
P2P audio calls	✓		✓	✓	✓	✓
P2P video calls	✓		✓	✓	✓	✓
Multi party audio calls	✓		✓	✓	✓	✓
Multi party video calls	✓		✓	✓	✓	✓
Desktop sharing	✓		✓	✓	✓	✓
Web based conferencing						
• PC audio	✓		✓	✓	✓	✓
• Webcams	✓		✓	✓	✓	✓
• Roundtable video	✓		✓	✓	✓	✓
• Application sharing	✓		✓	✓	✓	✓
• Desktop sharing	✓		✓	✓	✓	✓
Presence integration						
• Microsoft Office Suite	✓		✓	✓	✓	✓
• Microsoft Office Sharepoint	✓		✓	✓	✓	✓
Invite non-domain users to a web-based conference			✓		✓	
Archiving of instant messages					✓	
Monitoring of Lync servers					✓	
Archiving of meeting content					✓	
Quality of experience monitoring					✓	
Call details recording					✓	

Aside from our **Packaged Professional Services**, Dimension Data also provide **customised** OCS solutions, which include:

- High availability and scalability
- Lync Server unified communication
 - Dial-in conferencing
 - Response group services
- SIP trunking
- Integration with existing PBX system
- Federation with other communication systems
- Public IM connectivity
- Group chat services
- Full client deployment
- Unified messaging with Exchange
- Monitoring features with SCOM
- LCS, OCS and Lync Server migration strategies
- Backup and restore strategies

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SINGAPORE • TAIWAN
THAILAND • VIETNAM

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