

Service Aggregation

A single point of contact for efficient IT support



CLIENT

Service Aggregation

Service Aggregation for efficient IT support

In recent years, businesses have moved away from the traditional method of insourcing or outsourcing their IT needs. This is due to the increased complexity of doing business and the inflexible nature of these traditional sourcing models. Now the trend is towards harnessing the best of both sourcing models.

Within this environment, the most advantageous option for your business is to provide a service desk that manages first-contact resolution between your end-users and your chosen IT partners. This reduces the burden on your internal IT department and enables your internal resources to focus on their core strengths.

The cost of upgrading skills and providing expert and responsive support for your end-users is prohibitively high. The simple reason for this is that the tools they use daily have become increasingly complex, spanning a range of products from various vendors. Failing to provide adequate support will simply escalate your overhead costs.

In all likelihood, end-user support falls outside of your core business focus – so why not give that responsibility to the experts?

The Dimension Data solution

Dimension Data is well aware of the fact that technology infrastructures need to transform in order to deliver diversity and drive down costs. The lack of proper support diminishes your business' efficiency, affects employee productivity, and increases the probability of extended downtime. The result is that your company is significantly less competitive.

Dimension Data's Service Aggregation provides a **single point** of contact for level zero to level three incident management resolution across a range of applications for the **network, business and desktop applications**.

Delivered by our onshore, nearshore and offshore Global Service Centres (GSCs) with processes and systems defined by the Information Technology Infrastructure Library (ITIL), Dimension Data delivers **consistent** best-in-class quality of service to your **local, regional and global** operations.

We provide innovative, web-enabled self-help as well as dedicated telephony access to live agents with the right tools to ensure resolution of all your defined IT support needs.

Available in a continuum of services that range from those appropriate for the needs of small and midsize businesses up to those designed to meet the needs of large enterprises, Dimension Data Service Aggregation delivers the following **scope of work**:

Business Applications

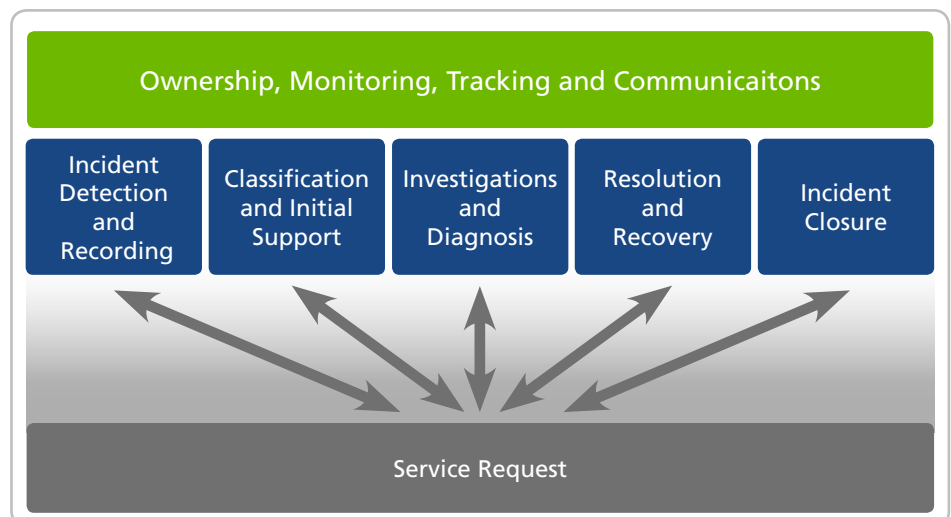
- Microsoft Office
- Microsoft Outlook
- Microsoft Windows OS/XP/Vista/7
- Lotus Notes
- Printers and scanners

IT Administration

- Password reset
- User ID unlock
- Request for application account

Media Player

- Windows Media Player
- RealPlayer (basic player)
- Apple QuickTime Player standard
- Apple iTunes



Dimensin Data's Service Aggregation Workflow Overview

Service Aggregation deliverables

Call Management

You have a single point of contact for all defined support requirements. There is only one number to call for 24x7 support. With English as the standard language and other languages available as options, all calls are logged, prioritised and monitored until formally closed. Multi-channel support ensures that you are able to contact your dedicated service desk via e-mail, telephone or the web.

First Contact Resolution Support We offer initial troubleshooting and attempted resolution on initial contact. End-user acceptance tests are conducted for all incidents resolved at this stage.

Escalations

Calls are escalated when incidents are about to breach the predetermined SLA thresholds.

Incident Management

By adhering to the escalation procedure and in accordance with the SLA, we restore service operations to normalcy as quickly as possible.

Remote Service Desk Support

We provide extended troubleshooting and attempted resolution for server, desktop, mobile and network devices on reported calls using a standard remote connectivity tool.

Standard Reporting

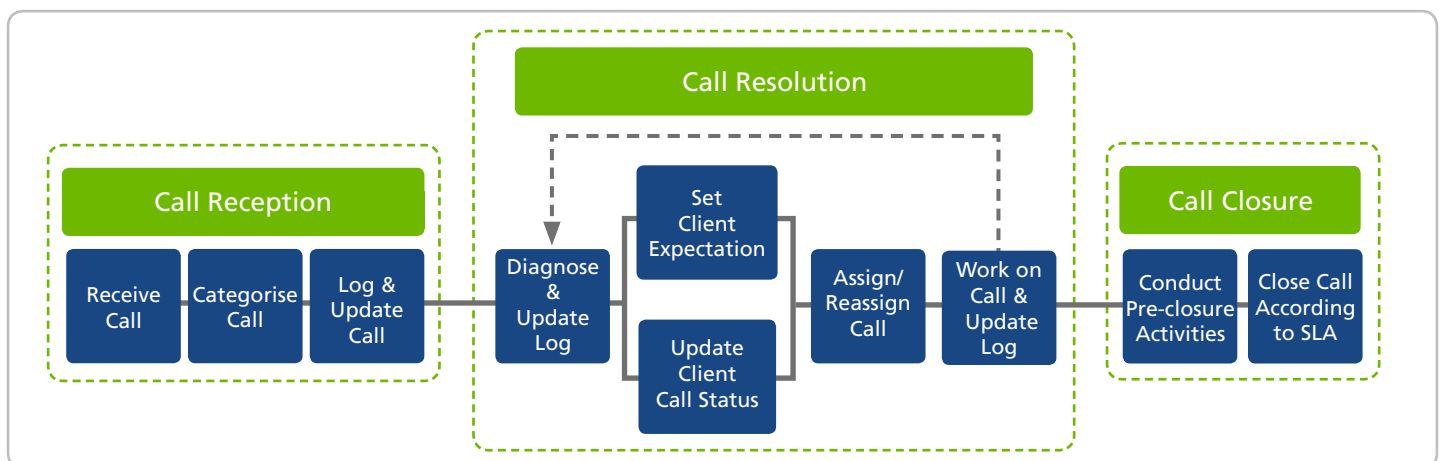
We provide monthly reports of all services logged with your dedicated service desk, analysis of repeat incidents as well as recommended remedies. These reports provide statistics on the achievement of service level objectives, the number of tickets issued and the nature of the incidents.

IT Satisfaction Surveys

End-user satisfaction surveys that are conducted online, on-demand to assess user experience. We will plan, prepare and implement the survey and thereafter deliver the captured field data in predefined categories.

Third-party Management

We manage calls logged against a third party in accordance with, and provide a monthly status report on contractual issues pertaining to each of the contracts.



Dimensin Data's Call Management & Resolution Support Structure



Service Aggregation

Benefits of Service Aggregation

Dimension Data's Service Aggregation supports end-users with a single point of contact to address all support concerns or technical problems. Tailored to meet your precise needs, our service desk can help transform your support to add value to your business and deliver the following benefits:

Expertise at lower costs

You have access to current and relevant expertise delivered by a dedicated team of professionals thanks to Dimension Data's economies of scale.

Fewer calls

We strive to pro-actively identify and resolve repeat calls to prevent future issues. Through the automation of processes, use of tools and IT satisfaction surveys, we are able to reduce call volumes.

Faster call resolution

We strive for first-contact resolution to prevent any future issues. By analysing the incidents and service requests, and informing users proactively, we can manage your requirements efficiently.

Growing with you

As your business evolves and its priorities shift, our Service Aggregation adapts to support your changing needs.

More profitable

By focusing on core business goals, you're able to increase revenue and profit while enhancing employee productivity.

Our promise

Our strict adherence to your Service Level Agreements (SLAs) in our commitment to service excellence.

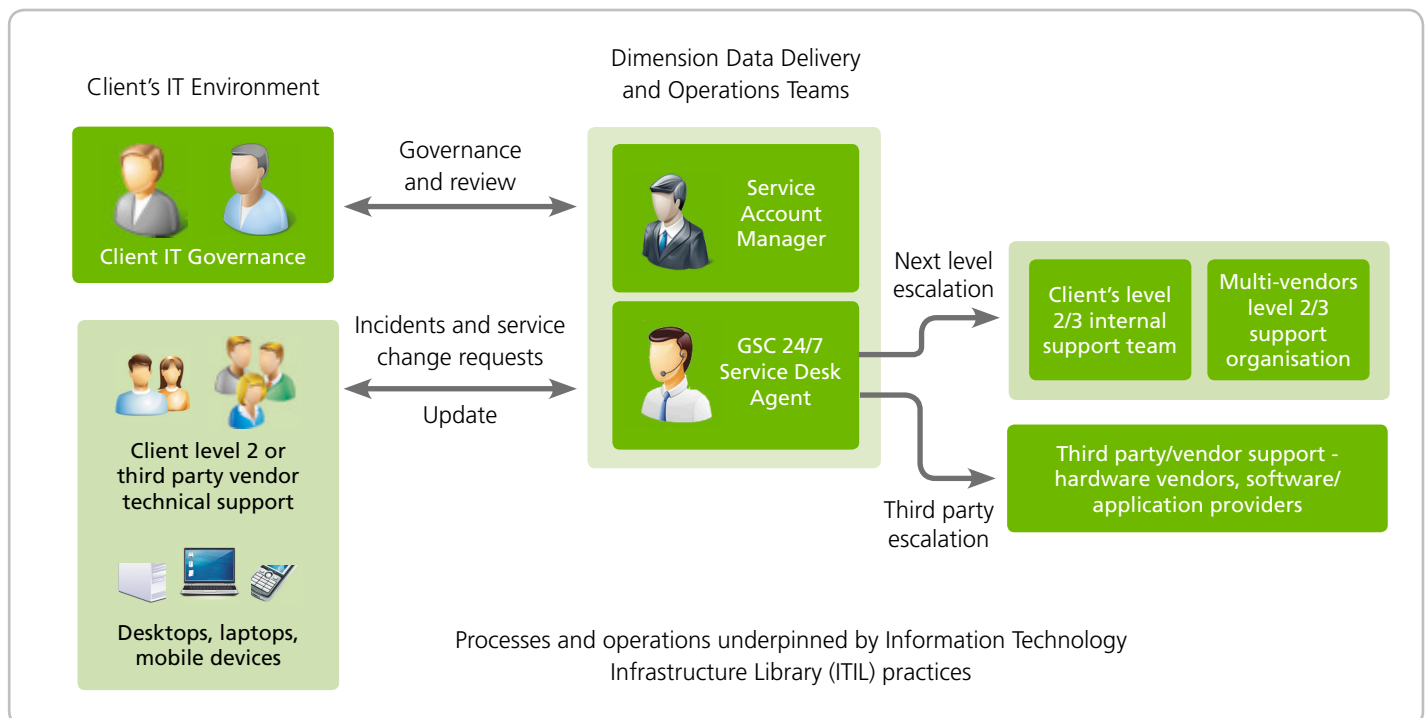
How we deliver results

Dimension Data's Service Aggregation is different because we don't impose a 'one-size-fits-all' solution; we rely on our experience and an intimate understanding of your current IT environment.

Through our consultative approach, we first take the time to understand your business and technology needs to design a solution that meets your requirements. The next step is to assist you with the transition from your existing support structure to our service desk.

We deliver our support services through our onshore, nearshore and offshore GSCs. Should any incident require attention, all you need to do is notify us by contacting your dedicated service desk. The agents can quickly diagnose and remedy the problem by using remote diagnostic tools and a detailed online knowledge base.

If required, our agents will assign issues to third parties based on the service profile. Throughout the resolution process, we'll keep you informed about progress made and, if required, your employees may use the personalised end-user portal to track progress or report any further issues. Information is shared between all levels of support throughout our delivery network using our common IT service management platform and service delivery processes.



Dimension Data supports and manages more than **USD12.5 billion** worth of networking equipment on a **24x7x365 basis around the globe.**

Why Dimension Data Service Aggregation?

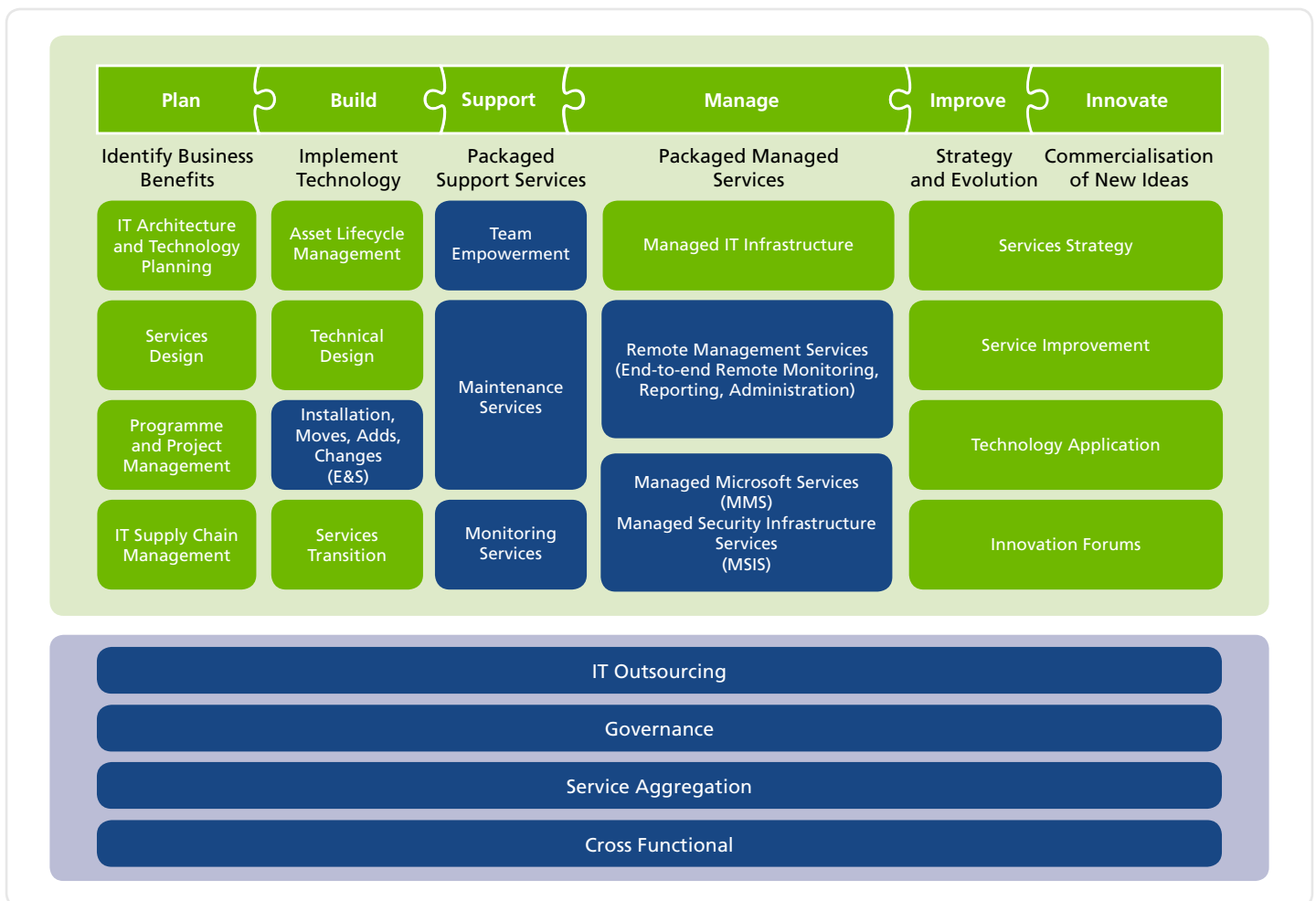
We are recognised experts in the global managed services field because of our dedicated focus on people, processes and systems. We have a passion for IT services, believing in our ability to accelerate our clients' business growth, and the results that our clients have derived speak for themselves.

To date, we have invested over USD58 million in our service and logistics infrastructure reaching up to 160 countries worldwide through direct presence, Preferred Partner Programme and vendor ecosystems.

Dimension Data supports and manages more than USD12.5 billion worth of networking equipment on a 24x7x365 basis around the globe. We also handle in excess of 900,000 service requests for almost 10,000 clients every year.

Thanks to our long-standing strategic partnership with leading technology vendors, we have unrivalled access to the industry's top engineers and technical expertise. Dimension Data delivers managed services that are underscored by ITIL best practices. Our approach to service delivery ensures that your IT investment is closely aligned to your business needs.

In addition to Service Aggregation, Dimension Data offers a range of services to meet our clients' support and business needs, including Uptime support service, monitoring services, infrastructure management services, and professional services.



Dimension Data Services Offerings

MIDDLE EAST & AFRICA

ALGERIA • ANGOLA
BOTSWANA • GHANA • KENYA
MOROCCO • NAMIBIA • NIGERIA
SAUDI ARABIA • SOUTH AFRICA
TANZANIA • UGANDA
UNITED ARAB EMIRATES

ASIA

CHINA • HONG KONG
INDIA • INDONESIA • JAPAN
KOREA • MALAYSIA
NEW ZEALAND • PHILIPPINES
SINGAPORE • TAIWAN
THAILAND • VIETNAM

AUSTRALIA

AUSTRALIAN CAPITAL TERRITORY
NEW SOUTH WALES • QUEENSLAND
SOUTH AUSTRALIA • VICTORIA
WESTERN AUSTRALIA

EUROPE

BELGIUM • CZECH REPUBLIC
FRANCE • GERMANY
ITALY • LUXEMBOURG
NETHERLANDS • SPAIN
SWITZERLAND • UNITED KINGDOM

AMERICAS

BRAZIL • CANADA • CHILE
MEXICO • UNITED STATES