



dimension  
data

accelerate  
your ambition

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# How to master hybrid IT

Get the *speed and agility* you want,  
with the *visibility and control* you need

## Every digital business is built on hybrid IT

Unleashing the power of your data, creating workspaces for tomorrow, and revolutionising your customer experience – the ambitions of a digital business all depend on mastering hybrid IT.

It promises speed, agility, and cost savings – but brings with it challenges in visibility, control, and governance.

Our integrated approach to hybrid IT gives you the speed of execution and cost savings you want, with the ability you need to manage governance, risk, and compliance.

*To make hybrid IT work for your business, we:*

- Translate your business strategy into hybrid architectures, and help you migrate your workloads
- Accelerate execution by maximising use of abstraction, orchestration, and automation
- Provide hybrid public and private cloud platforms, and transform your data centre operations
- Optimise network performance across your entire hybrid infrastructure
- Implement your security policy across the many attack surfaces in your hybrid environments
- Support and/or manage some, or all, of your hybrid IT
- Improve resilience and governance through modernised back-up and disaster recovery approach

**“The process of moving from a dedicated hosted server to the cloud was seamless. Dimension Data’s platform gave us the ability to execute fast – and the result is a great customer experience.”**

Gavin Singh, E-commerce and Digital Marketing Manager, Hirsch



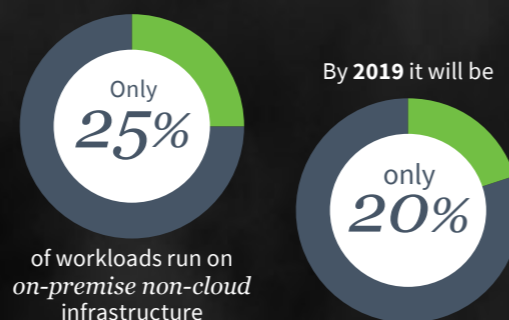
## Hybrid IT is changing – and so are the challenges

What you want from your IT hasn't changed, but with hybrid IT, it's all different...

You always wanted to:	But now it's:
increase speed	not just of applications, but speed of execution too
ease interoperability	not just between technologies, but between services
improve control	not just of your own assets, but of resources you don't own
reduce risk	not just defending a perimeter, but multiple attack surfaces
optimise cost	not just capex vs opex, but now fixed vs consumption-based

### Hybrid IT is now mainstream

According to research we commissioned from *451 Research* in early 2017<sup>1</sup>, only 25% of workloads still run on on-premise non-cloud infrastructure – and by 2019 it will be only 20%. Clouds account for 62% of workloads today, with 38% running on non-cloud infrastructure.



### The shape of hybrid is shifting

	2017		2019
On-premise non-cloud	24%	↓	20%
On-premise private cloud	18%	↑	20%
Hosted private cloud	15%	↑	17%
Public cloud	14%	↑	15%

### The biggest challenges of hybrid IT

Managing hybrid IT presents many challenges. Our research found that among large organisations:



### The main factors inhibiting hybrid cloud adoption

- 1 Lack of interoperability
- 2 Difficulty of multi cloud management
- 3 Complexity of automation
- 4 Support and management challenges

<sup>1</sup> Hybrid IT: What it Means for Enterprises Now and Going Forward, 2017, 451 Research

### Why we went for hybrid IT

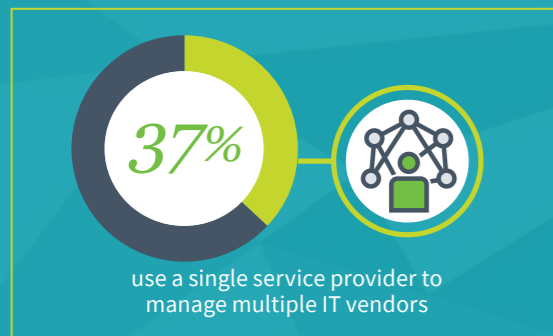
“We were reaching end of life on a lot of our equipment, storage and servers, and networking. So we had to make a big decision: invest a considerable amount of money to upgrade our data centre and everything that was within it, or let someone else, essentially, worry about that.

We decided to take a hybrid IT approach, so that we have the ability to grow out as we need. As our different business units are expanding, our storage is being consumed more rapidly, but it's not something we have to worry about. And then, if things start to slow down in the next year or two, we can bring that back down to the levels that we need.”

Jeremy Bree, CIO, Henley Properties

# We bring together and manage all your hybrid IT as one

## Services



## Visibility

Our client portals will show you a graphical view of how your hybrid applications, infrastructure, and cloud services are performing.

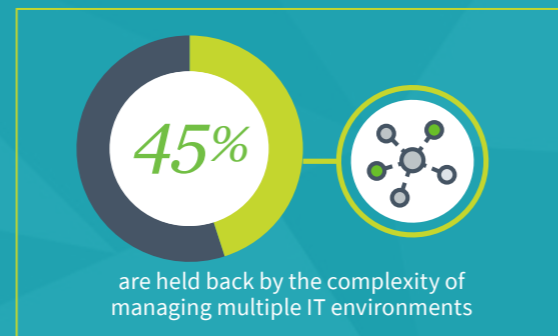
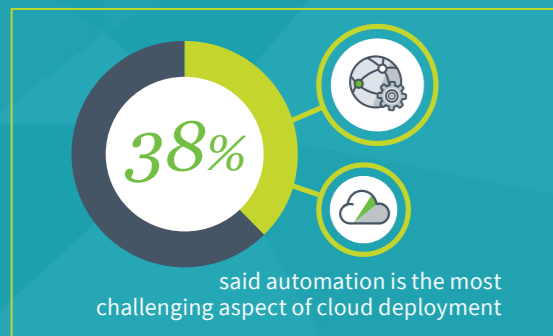
You can see at a glance if your systems are hitting SLAs, if security vulnerabilities have been patched, or when proactive maintenance might be needed.

This provides the oversight required to manage governance, risk, and compliance more effectively. You will also be able to see services like hyperscale clouds through the portals.

## Strategy

Our consultants will understand your business objectives and operational challenges, and translate them into immediate outcomes and longer-term strategies for applications, infrastructure, and operational management that will deliver your desired outcomes across a hybrid environment.

For example, we'll advise on workload strategy whether it's for core business systems, or legacy applications, taking data location into consideration for governance and compliance purposes, and planning how to optimise performance given the location of resources and users.



## Control

Our service layer consists of systems, tools, processes, and highly-skilled people that orchestrate and automate your hybrid IT environment.

It delivers common services for hybrid deployments, such as federated identity management, and by leveraging libraries, it connects to numerous clouds centrally and helps avoid vendor lock-in.

The service layer accelerates on-boarding, consolidates metering, drives workflow, and incorporates embedded analytics and reporting. Data governance rules are set up once and executed automatically, helping ensure compliance.

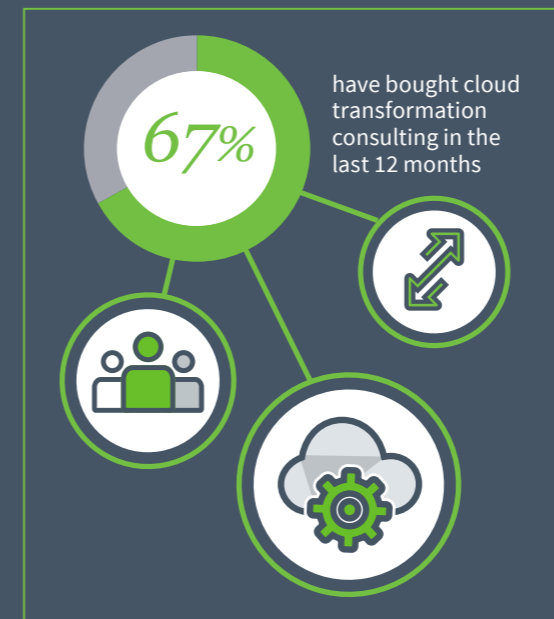
## Management

We can provide any combination of support or managed services. We can simply support your IT assets, wherever they're located, or if you wish, we can manage, or take over, all or part of your day-to-day operations.

Either way, we'll put together the right set of services, tools, platforms, people, and processes to deliver the outcomes you want.

Open standards make it easy for you to scale up or down quickly, move from physical to virtual, and switch from cloud to cloud.

## Infrastructure



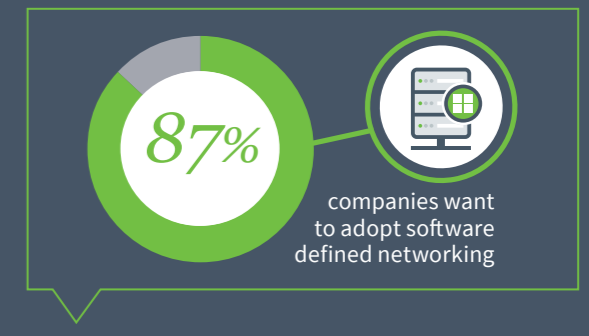
## Data centre and cloud

We provide data centre transformation and architecture consulting, co-location and hosting, and fully managed data centre services.

We leverage our own network of data centres, and those of our parent, NTT, the largest data centre provider in the world, all of which have low latency network connections.

We cover traditional, converged, and hyper-converged data centre technologies, and we offer business continuity-as-a-service across all venues. We provide integrated public and private cloud platforms, designed for high-performance production workloads and multi-venue apps.

All of these services are orchestrated through our abstraction layer and automated as far as possible, giving you superior levels of visibility and control, service-provider flexibility, faster implementation and scalability, and reduced cost.



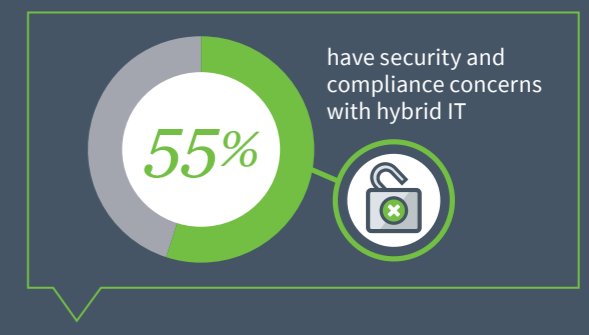
## Network

With hybrid IT, the network is more important than ever. We architect, implement, support and/or manage all the networks in your hybrid environment:

- your hybrid WAN
- campus fixed and wireless access
- data centre network
- and cloud networks

We'll help you evolve towards a software defined network fabric that lets you scale and flex network resources as dynamically as the rest of your hybrid IT.

We'll connect your hybrid resources with a network that combines lowest possible cost with greatest technical efficiency.

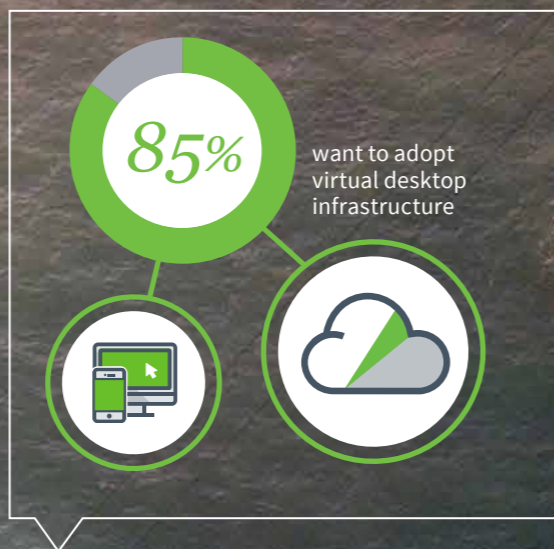


## Cybersecurity

Our consultants will understand your business objectives and operational challenges, and translate them into immediate outcomes and longer-term strategies for applications, infrastructure, and operational management that will deliver your desired outcomes across a hybrid environment.

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## Solutions



### *End-user computing and collaboration*

We plan, design, and implement digital workspace solutions that make optimum use of hybrid architectures.

We work with multiple software and platform vendors to deliver voice, email, messaging, conferencing, and video services to desktop, tablet, and mobile devices.

We often blend on-site deployments with cloud based services in a single solution. Our managed cloud platform is optimised for real-time collaboration workloads.

We operate federated identity management services across your hybrid landscape, and manage user adoption, helping you get the best possible return on your investment in collaboration.

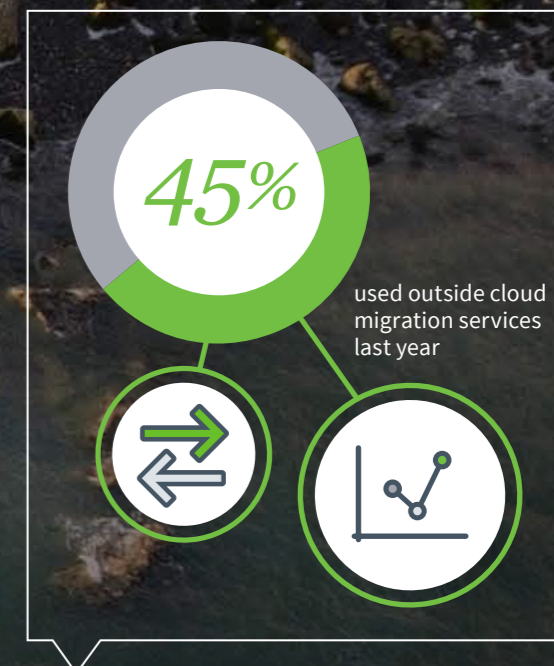


### *Customer experience*

We deliver omnichannel customer contact solutions integrated across hybrid IT.

For example, a solution may combine call routing in the cloud with an on-site call manager. A corporate headquarters may have an on-premises solution, while branches are served from the cloud, with both accessing CRM and analytics applications from the cloud.

Our solutions give you more choice in how you deliver a superior client experience cost-effectively across a hybrid environment.



### *Core business systems*

We can help you optimise placement and performance of your core business platforms.

For example, you might want your back-office system on a private cloud, integrated with a web front end app that sits in a public cloud.

We advise on, implement, migrate, and manage enterprise workloads and infrastructure on hybrid IT. We have a managed cloud platform optimised for business systems like SAP and Oracle.

# What makes our approach *better*?

We take a *practical approach* to your hybrid IT

1

## Visibility and control

Assess immediate issues, implement quick wins, improve control of security and compliance.

2

## Abstract and orchestrate

Design your services, move onto service layer platform, implement abstraction, and introduce automation.

3

## Automate and optimise

Extend automation to cybersecurity, applications, infrastructure, networking, and service operations.

We can deliver *the outcomes you want* from your hybrid IT

## Stronger security

We kept the 2015 Tour de France analytics service 100% secure in the face of millions of scans and thousands of attacks on our complex hybrid IT infrastructure.

## Faster service processes

Incident response time is 55% faster, and incident fix time is 37% faster, on networks we manage with service desk integration (Network Barometer Report 2016).

## Better network availability

On the networks we monitor, incident response is 69% faster, and repair time is reduced by 32% (Network Barometer Report 2016).

## Award-winning tools

Our Manage Centre portal won the 2017 Design Business Association award for Design Effectiveness.

We're already delivering *the outcomes our clients want* from hybrid IT

Israeli data centre provider, *MedOne*, use our managed cloud platform to offer superior performance, security, and compliance.

Australian retailer, *Woolworths*, use our hybrid contact centre-as-a-service to delight their customers. It's resulted in 40% more efficient email processing and a 10% shorter calls.

**“Our competitors struggle to present similar SLAs or meet compliance requirements around data retention, security, availability, and business continuity.”**

Lior Rozental, VP Business Development, MedOne

**“We definitely know that we have the infrastructure to surprise and delight our customers”**

Tzipi Avioz, Group Head Digital Commerce, Woolworths Limited

## Integrating and managing hybrid IT – it's what we do

We're not an equipment manufacturer or a software vendor – we're an IT services company with a mature operating model. Integrating and managing diverse IT is what we've been doing for 30 years.

Today this means applying the three core competencies of hybrid IT that we've embedded into our service model: abstraction, orchestration, and automation.

This is how we transform your applications, operations, and infrastructure – in fact your whole business – from legacy to digital.

Let's talk about how we can help you master hybrid IT.

*Get in touch*

Visit us at [www.dimensiondata.com/hybridITinsights](http://www.dimensiondata.com/hybridITinsights)

