Cloud Services

Infrastructure-as-a-Service
Accelerate your **IT and business transformation** with our network-centric, highly secure **private and public cloud services** - all backed-up by a **99.999% availability service level agreement**.
Our secure, high availability cloud services power the production applications organisations depend on to run their business. We provide the managed service capabilities, cloud deployment options, and cloud features you require to accelerate your transformation to a hybrid IT infrastructure with a tailored environment that meets your specific needs.

‘If you do not have the infrastructure foundation and a digital-ready network, you will miss opportunities to enter new markets and drive revenue, add cost to support traditional and digital platforms, and be exposed to security and performance risks.’

Why Hybrid IT?

Hybrid IT accelerates innovation, improves uptime and applications performance, optimises operational costs, and reduces business and IT risk. A hybrid IT environment with the right mix of on-premise infrastructure, private, and public cloud services:

- enables IT to transition to a new delivery model
- delivers the agility needed to rapidly respond to growth, competitive threats, and new business opportunities
- supports a cost-effective approach to disaster recovery

But change is difficult. Hybrid IT environments are complex. And managing a secure, high-performance IT environment with limited staff, time, and scarce capital is a challenge.

Are you planning to build or buying your own private cloud?

Many organisations want the agility that cloud-based, self-service infrastructure provides but compliance and security requirements prevent them from using a public cloud for production workloads. Building or buying your own private cloud is an option but it’s expensive, takes a long time, and requires in-house staff for start-up, monitoring, and management. And then, what about scalability? Do you have the in-house skills to manage your cloud? Will you be able to keep current with the latest cloud technology after your cloud is built?

Should you use a managed service provider?

Seeking expert assistance to help you manage your cloud is an option. But which provider will you choose? If you choose a managed service provider for your private cloud environment, will you need another to help you manage some portion of your on-premise environment? And what about integration? How will you satisfy these requirements consistently everywhere you do business?

After years of growth in cloud services, organizations are realizing that they must manage a hybrid of cloud and traditional infrastructure services for the indefinite future.

- Gartner, IT Market Clock for Hybrid Infrastructure Services, 22 June 2016
Dimension Data supports any combination of infrastructure, networking, and managed services from your on-premise data centres across the network and into the cloud.

We have what it takes to support your IT transformation

Dimension Data supports any combination of infrastructure, networking, and managed services from your on-premise data centres across the network and into the cloud. We offer highly secure private, public, and community clouds backed by 99.999% availability service level agreements (SLAs) for both the network and infrastructure.

We complement these offerings with professional, consulting, and managed services to provide a uniquely tailored environment that meets your needs. We can deliver and manage an agile, cost-effective, secure, and fully integrated hybrid IT infrastructure to power those core workloads you depend on to run your business.

Improving the viewer experience through innovation
Better collaboration at a lower cost
Addressing challenging conservation issues
Process innovation improving healthcare outcomes

‘No matter where a client is on their unique journey, the moment they engage Dimension Data, we become their trusted guide.’
We offer multiple cloud deployment models with consistent service delivery around the world.

**Public cloud.** A highly secure, shared service cloud with virtual segregation of compute and storage and private Layer 2 virtual LANs (VLANs) providing unlimited capacity around the globe.

**Private cloud.** A fixed or consumption-based alternative to building your own private cloud deployed with less risk and faster deployment. Offered in three configurations with expansion capabilities and delivered from your premises, a colocation data centre, or one of our worldwide data centres.

**Provider cloud.** A dedicated cloud platform offered for resale by service providers or an infrastructure shared among organisations that have similar needs and requirements.

**Hybrid cloud.** We define hybrid as any combination of cloud deployment models. All of our clouds use a consistent user interface and the same Dimension Data CloudControl™ management system.

**The SLAs offered for each of our deployment models include:**

- network and server uptime of 99.999%
- service credit cap of up to 100%
- latency target of less than one millisecond for cloud servers in the same VLAN

**Integration with physical devices**
We support the integration of physical devices into any of our cloud environments to enable migration of applications to the cloud that require tight, low latency integration with physical devices.

We offer **multiple cloud deployment models with consistent service delivery around the world.**
Network-centric design with multiple security layers

Maintain security and control with virtual data centres

With our Infrastructure-as-a-Service offerings, you can create and deploy multiple, logically segregated virtual data centres. Each of these can be independently configured with their own firewall and load-balancing capabilities. You can tightly control IP4 and IP6 traffic flows between VLANs within and between these virtual data centres. These capabilities allow you to maintain isolation and segregation across departments and groups within your organisation. Our advanced network capabilities deliver the support you need for production workloads.

Extend your corporate network into the cloud

Our cloud connectivity choices allow multiple disparate environments to communicate with each other. Choices include the public IP, private connectivity, and the optimised VPN network that we provide between our worldwide cloud data centre locations.

The ability to define your own private IP addresses combined with our private network connectivity options allows seamless and highly secure network integration to your corporate environment.

Cloud security certifications and accreditations

- ISO 27001, the International Organization for Standardization (ISO) certification for information security management systems and processes
- ISO 27018 recognition, an emerging global standard for privacy and data protection in the cloud
- Cloud Security Alliance (CSA) Security, Trust and Assurance Registry (STAR) Registered Solution Provider, an industry programme for security assurance in the cloud
- HIPPA Business Associate Agreement
CloudControl management system for ease of use and simplified management

The Dimension Data CloudControl™ makes our infrastructure as a service offerings easy to use and simple to manage. CloudControl provides an intuitive, self-service user interface for provisioning, deploying and governing IT resources and high performance production workloads.

Service transparency to improve governance

We improve governance with effective monitoring and service transparency:
- monitor 32 different metrics using custom dashboards
- generate detailed usage reports for every asset in your account
- access a complete audit trial of changes to your environment

Cloud Self-Service Migration Tool accelerates migration

The Cloud Self-Service Migration Tool gives you the ability to migrate Windows and Linux workloads from any platform to any Dimension Data worldwide location safely and securely. Hardware-agnostic, the tool delivers real-time replication across any geographic distance, globally or locally, and from any provider.

It’s available at no charge to all of our clients to support their move to our Managed Cloud Platform.

Managed service capabilities in the cloud

With Dimension Data, you determine the level of support you require for each application. We can take on the routine maintenance and management tasks to keep your operating systems and applications running at optimal performance levels. Leverage our managed service capabilities to gain scalability of skilled technical resources for your operating systems and your applications and refocus your IT team time on higher value tasks.

‘Security, reliability, and uptime were the three most important aspects we looked at. Dimension Data brought the skills and the technology.’

- Wessel Visser, Director, Corporate Group, FujiFilm
We accelerate your IT transformation

We have the services, capabilities, experience, and expertise to accelerate your IT transformation to a hybrid IT operating environment. Networking, security, data centres, and systems integration are in our DNA. It’s who we are. It’s what we do. It’s how we can deliver a tailor-made hybrid IT solution that’s right for your business.
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We can take on the routine maintenance and management tasks to keep your operating systems and applications running at optimal performance levels.
The global cloud destination of choice for enterprise applications

With Dimension Data Infrastructure-as-a-Service you get:

• tailored solutions to support your production workloads
• support from on-premise data centres across the network and into the cloud
• highly secure, network-centric cloud services both backed up by 99.999% availability SLAs

… to speed innovation, improve performance, reduce risk and optimise cost with a tailored hybrid IT solution.

Get in touch

If you believe you can do anything, we’re here to help.
Visit dimensiondata.com/cloud