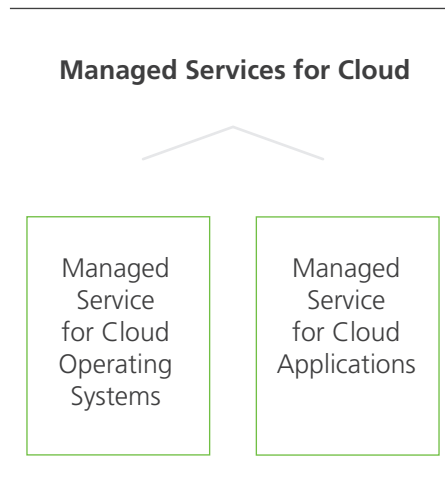


Managed Services for Cloud

Operational excellence is fundamental to all IT organisations, but what operational excellence means in today’s digital economy has **evolved and changed**. Today, operational excellence in IT is defined as the **ability to deliver** the **flexibility and speed** the organisation needs to meet its business objectives. And yet, a recent Business Performance Innovation (BPI) Network survey reported that **82% of IT professionals** spend over half their time on emergencies and maintenance, while **17%** estimated they spend more than 90% on mundane tasks. This leaves almost no time to support **business innovation** and **respond to new business demands**. Most experts agree that organisations must find ways to move some of the routine tasks to **partners that specialise in IT operations**, which will give their IT teams the time needed to better **support the organisation’s objectives**.

Dimension Data’s Managed Services for Cloud

Dimension Data’s Managed Services for Cloud provide day-to-day support, security updates, maintenance, and monitoring of pre-production and production environments, and mission-critical applications that are hosted in our cloud and hosting infrastructure. They enable you to offload routine monitoring and maintenance tasks for some or all of your applications. With our services, you can depend upon our Global Service Centres to coordinate your technical support round the clock.



With Dimension Data’s Managed Services for Cloud you can determine the level of support you require for each application and workload. We offer Managed Service for Cloud Operating Systems and Managed Service for Cloud Applications.

Managed Service for Cloud Operating Systems provides administration, server deployment, patching, systems monitoring, and availability management for your operating systems. Managed Service for Cloud Applications delivers application maintenance and management support, release and deployment management, and operating systems support.

We understand performance matters

With our Managed Services for Cloud, we take on the routine maintenance and management tasks to keep your operating systems and applications running at optimal performance levels. Round-the-clock monitoring is provided by our experienced technical experts and includes cover for peak-load periods, weekends, and holidays.

We carry the International Organization for Standardization (ISO) 20000 certification - a service management system standard, and the ISO 27001 certification for Information Security Management. We follow ITIL best practices to ensure stability and to provide a record over time of all system changes.

We offer multi-language support capabilities, and an intuitive customer portal that provides role-based access privileges for reporting, ticketing, solution monitoring, and change requests. This simplifies management, improves efficiency, and provides transparency about your managed services.

Our service level agreements (SLAs) support high-availability and mission-critical business applications, customer-facing web applications, and e-commerce applications. We provide business-focussed SLAs with availability guarantees on the entire application - not just the underlying infrastructure and components.

The right resource for every task

Seemingly unsolvable problems can be addressed when you have the right resource for every task. Dimension Data's high-calibre teams include skilled and experienced engineers, database administrators, and systems administrators who can quickly resolve complex incidents and problems - mitigating the business risks associated with unresolved issues.

To ensure rapid incident resolution, all of our tier-one support are certified engineers, while our tier-two and tier-three support are assigned to specific clients - this continuity improves operational efficiency and accelerates incident resolution.

We can support both your pre-production and mission-critical production workloads and where required, assist with application deployment.

Our service management team holds more than 30,000 certifications across 36 technology vendors, and our performance management investments deliver support that's typically unavailable to individual clients at a reasonable cost.

Reduce your IT operational costs

By taking advantage of Dimension Data's scale, remote management, and worldwide delivery capabilities, and by leveraging our investments in management software and tools, you can meet your performance requirements and reduce your IT operational costs. Using our Managed Services for Cloud enables you to focus your in-house IT team on innovation, differentiation to improve your competitive market position, and enhancements to your customers' experience.

Our Managed Services for Cloud delivers outcome-based value:

- improves availability and lowers operational costs.
- extends the support of your IT team by providing 24/7 technical support.
- enables in-house teams to focus on core business and higher value tasks.
- lowers investments in management software, manpower, and support – replacing it with a predictable monthly expense.
- provides scalability of skilled support technical resources.
- improves performance with consistent and timely patch management.

Managed Services for Cloud service elements

| | Managed Services for Cloud Operating Systems | Managed Services for Cloud Applications |
|---|--|---|
| Management and maintenance | <ul style="list-style-type: none"> operating system | <ul style="list-style-type: none"> operating system web server application database application |
| Monitoring | <ul style="list-style-type: none"> operating system | <ul style="list-style-type: none"> operating system web server application database application |
| Cloud backup | <ul style="list-style-type: none"> optional service with the client's choice of retention period and retention window | <ul style="list-style-type: none"> included in the service with the client's choice of retention period and retention window |
| Incident management | <ul style="list-style-type: none"> incident priorities incident response times incident escalation | <ul style="list-style-type: none"> incident priorities incident response times incident escalation |
| Targets for priority 1 incidents (critical systems down with no workaround available) | | Response time: 15 minutes Resolution time: 60 minutes Availability: 99.8% |
| Service request management | <ul style="list-style-type: none"> operating system service requests | <ul style="list-style-type: none"> operating system service requests web server application service requests database application service requests |
| Service desk | | <ul style="list-style-type: none"> problem management release and deployment change management |
| Monitoring portals | <ul style="list-style-type: none"> system health checks and capacity monitoring | <ul style="list-style-type: none"> application availability monitoring |

Why Dimension Data

Our Managed Service for Cloud Applications delivers an end-to-end SLA from the infrastructure through to the application. Our services enable clients to depend on a single provider for both their cloud infrastructure, and application maintenance and management.

With Dimension Data, you can decide on the level of support required for each application and workload. In addition to our Managed Services for Cloud, Dimension Data offers the expertise and capabilities to manage your infrastructure, operating systems, and applications across cloud, hosted, and on-premise environments. So with Dimension Data, you can rely on a single supplier for support and a single SLA for cloud, infrastructure, and application management.

We deliver support and managed services on the outcomes you need to achieve, and outsourcing services designed to meet your preferred business strategy. Our services extend across the entire IT lifecycle and technology pillars of compute, storage, networking, and security to support your needs for multi-vendor, multi-technology, and multi-geography, service-centric solutions.

And, our Cloud Surround™ services enable a seamless, painless migration to a hybrid IT or hybrid cloud environment that's tailored to meet your organisation's unique requirements.