Our great people are our biggest differentiator, and their growth and career development is critical to our success. Now, more than ever, we’re ensuring that our people are agile and have the relevant skills to help our clients on their digital transformation journeys.
Developing our people

We believe that retaining and developing great skills is essential to the future of the company, and to helping our clients achieve great things.

Message from Marilyn Chaplin, our Global People and Culture Executive

‘As the business continues to transform while still balancing the need to perform, the capability of our leaders remains paramount. This past year saw the launch of our Capability Framework which clearly articulates the 10 key capabilities and associated competencies we’re focusing on in order to build our current and future leaders. Global programmes are designed and delivered with these capabilities and competencies in mind and tailored to the specific target groups, depending on individual’s experience and level in the leadership pyramid.’

Dimension Data Hall of Fame

The Dimension Data Hall of Fame is a global recognition programme which identifies and recognises our outstanding technical talent. The Hall of Fame inductees are recognised for accelerating the digital business ambitions of our clients; inspiring, encouraging, and mentoring others; being recognised in the broader, external technology community for their excellence and promoting Dimension Data; and contributing to our brand reputation in the technology space.

In February 2018, a group of Hall of Famers attended the NTT R&D Forum in Tokyo, Japan. This was followed by a workshop with NTT leadership and our Group CTO, Ettienne Reinecke, where they discussed our 2020 strategy and plans to further engage and leverage the Hall of Fame going forward.

‘I’m passionate about building high-performance teams that succeed in a digital first world, helping to drive the transformation of Dimension Data.’

Adam Skovron - Vice President: Group CTO Office and Hall of Fame inductee

‘I love challenges, the greater, the more rewarding. I’ve always tended to be the volunteer picking up the complex work others would avoid, which has seen me working on several great projects across the company.’

Philip Neeson - European Senior Service Product Manager and Hall of Fame inductee
NTT Young Leaders Programme
The NTT Young Leaders Programme brings together the brightest minds across the NTT Group in Tokyo on an annual basis. The two-day workshop focuses on enhancing attendees’ business skills and driving innovative thinking.

Each year Dimension Data sends 10 of our high-performing individuals, still in the early stages of their careers, who are eager to be introduced to the NTT Group strategy and structure. The young leaders get the opportunity to network with colleagues from other NTT companies, meet senior leaders, and learn about how Dimension Data and NTT work together.

‘It was fantastic to have the opportunity to network with young leaders from across the globe and learn more about how we operate as a group of companies.’

Katie McEntegart - Client Manager for UK & Ireland

Leading in a digital world
Among the initiatives that we’ve developed to engage the next generation of leaders is our Leading in a Digital World programme. This global leadership development programme is run through IE Business School in Madrid and participants complete a virtual and face-to-face curriculum, concluding with a week-long study block in Madrid.

The objectives of the programme are to:
• foster a culture that embraces future-focused leaders equipped with forward-thinking insights
• promote agile leaders who are able to lead in uncertainty and change
• cultivate a global mindset and ensure cultural and business understanding of different geographies and business realities
• understand the power of data and our digital strategy and develop an analytical mindset
• develop a personal leadership style and build strategic leadership capability

‘The objective of the programme is to foster a culture of future-focused leaders, who are equipped with forward-thinking insights.’

Ruth Rowan – Group CMO & programme sponsor
A new way of learning

Our people are our biggest differentiator, and their growth and career development are critical to our success.

Our experience working with clients across the world has shown us that traditional ways of learning won’t give our people the skills they need to thrive in our fast-paced digital world.

Continuous learning is core to our culture. Now, more than ever, we’re ensuring that our people are agile and have the relevant skills to help our clients on their digital transformation journeys, no matter what challenges arise.

Over the past year, we’ve launched key learning programmes to enable our employees to develop the skills they need to remain current in our industry.

Learn to Code

Learn to Code is an initiative aimed at giving our people the opportunity to learn to code in a fun and supportive environment.

Coding is becoming a critical skill across the business environment and this programme has seen over 3,000 registered learners across 31 countries complete 987 courses.

This is a testament to the success of the programme with many using time during their holidays to complete the courses.

We’re ensuring that our people are agile and have the relevant skills to help our clients on their digital transformation journeys, no matter what challenges arise.

Le Code to France challenge

With our Learn to Code journey well underway, this year we launched the Le Code to France challenge.

We’ve challenged our employees to help us take our Tour de France solution to the next level by creating new data insights, with the aim of implementing the winning idea into our solution this year.

Participants were challenged to innovate around the way we use data to enhance the fans’ viewing experience, provide new data insights to commentators and journalists, collect valuable data insights to share with cycling teams, and find new ways to showcase our capability to our clients and partners.

The challenge was open to all our people across the organisation and the winning team will have the opportunity to go to the last stage of the Tour de France in Paris this year.
Network Automation Superhero

The skills that a network engineer needs have radically changed. The technology that powers the modern network is now driven by software. We needed to augment the deep domain expertise of our more than 4,000 network engineers with software and automation skills to enable us to continue delivering client-relevant solutions and services.

We introduced the Network Automation Superhero course – a self-paced, online, and curated learning curriculum delivered from some of the most innovative learning platforms. This is a great step forward as content is tailored for network automation and provides our engineers with a fast, effective way to develop knowledge in this area.

The technology that powers the modern network is now driven by software.

DDU Pathways

With a vast array of learning platforms available we saw the opportunity to augment the learning experience we already provide through our Dimension Data University (DDU) with the best the world can offer.

DDU Pathways represents the next generation of learning systems for enterprises, incorporating social aspects into the learning experience. This allows us to integrate course content from a variety of providers such as our technology partners, independent training providers and our own, internal content.

This world-class learning platform gives our subject matter experts the ability to create relevant learning paths – curated journeys that align our go-to-market strategy with relevant material from across a multitude of sources.

Social spaces are another great feature of the platform, where employees can share content and collaborate with one another on the learning material.

With a vast array of learning platforms available we saw the opportunity to augment the learning experience we already provide through our Dimension Data University (DDU) with the best the world can offer.
Innovation through collaboration

To drive innovation in today’s market, we’re seeing an increasing trend towards more work being done in code – creating innovation through collaboration.

Our developers are spread across various departments and regions, often unable to meet face-to-face. To improve collaboration, we adopted an open source development technique: InnerSourcing.

By adopting InnerSourcing, we can accelerate innovation at Dimension Data. We do this by leveraging the great talent across our organisation by connecting communities of expertise and building on our values of innovation and teamwork to create sophisticated solutions for our clients.

By adopting an open source culture and platforms, we can highlight pockets of innovation across our organisation, build on them, share them across our regions, and enhance these solutions.

InnerSourcing can be applied anywhere we write code or build automation. It encourages collaboration across teams and reduces time-to-market, while increasing software reuse. As a global organisation, our strength centres on our people, and the way we work together, helping us to become more responsive to our clients’ needs.

We’re committed to making InnerSourcing part of our culture as we grow this programme over the coming years.

Diversity and inclusion

As a global company our workforce is a mix of different cultures, races, lifestyles, ages, and genders. We’re focused on creating a diverse and inclusive culture, where we foster innovation and embrace all our people’s unique abilities.

We recognise and celebrate our people’s individuality and strive to make Dimension Data a great place to work for all our people.

Discover some of the initiatives happening across our organisation to create a diverse and inclusive culture.

HeforShe

Our Asia Pacific team is leveraging Lean In and the HeforShe movement to drive awareness of unconscious bias in the workplace.

HeForShe Singapore strives to create an environment that enables women to #LeanIn to their careers and passions. This is done through supporting and empowering men to acknowledge, address, and help eliminate micro-moments of unconscious – and conscious – bias in the workplace and beyond.

John Lombard, our Asia Pacific CEO, is one of the founding members of HeforShe Singapore. We hosted the inaugural event at our Singapore office, which was attended by more than 100 internal and external participants.

We recognise and celebrate our people’s individuality and strive to make Dimension Data a great place to work for all our people.

Gender diversity at 30% compared to industry average of 18%
The aim of the NTT LEAD programme is to foster a culture of diversity and inclusivity within the NTT Group. Selected senior leaders from all of the NTT Group companies attend this programme, which focused on the changing world of work and the mindsets that will be required to thrive in the global market. It also offers female leaders the opportunity to further develop the leadership skills required to thrive as women at senior levels in the organisation. Each year we send between five and seven senior leaders to the four-day event in Switzerland.

Inclusion@Work is a group within Dimension Data that builds awareness, drives action, and maintains accountability for inclusion in all spheres in the workplace. The group’s purpose is to create a diverse and inclusive environment and culture, to foster innovative thinking and career advancement.

Global Top Employer

We’ve been certified as a Global Top Employer for the fourth year running, with 31 of our countries recognised across all five regions.

Austria, Belgium, France, and the Netherlands were certified in the top five in their respective countries, with Dimension Data in France achieving number one status and South Africa certified in the top 10.

Of the 1,380 companies certified by the Top Employers Institute, we are one of only 13 to have achieved Global Certification this year.

Each year we continue to raise the bar and drive innovation in our people practices.
Heads, Hearts and Hands for Qhubeka

The focus of our employee giving programme is youth and education, and ensuring our efforts help uplift communities in these key areas.

In line with this, we again partnered with Qhubeka, whose mission is to move people forward with bicycles.

All the bicycles that our employees donate are distributed to children in their last three years of high school.

Our goal is to help Qhubeka to provide children with robust, locally made bicycles, getting them to school quicker and safer. We hope to combat learners’ frequent absenteeism as a result of walking to school every day, giving them more time for homework and to enjoy their childhood.

While Qhubeka is an African initiative we have seen all our regions enthusiastically embrace the programme, and to date our employees have helped raise funds that have put almost 1,500 children on bicycles.

Across the globe, our employees participated in a variety of fundraising events, including:

- riding stationary bikes with smoothie makers attached in France
- walking challenges in Taiwan
- a ‘dabbing’ challenge across Europe

All of these raised money toward getting children on bicycles.

Our employees also took part in two bike distributions in conjunction with Qhubeka, allowing our people to see the impact of their efforts first hand.

We hope to combat learners’ frequent absenteeism as a result of walking to school every day, giving them more time for homework and to enjoy their childhood.