

# Managed Network Services

## *Designed for Digital Infrastructures*

**Managed Network Services are designed to simplify the management and operation of your end-to-end enterprise network, enhancing your Hybrid IT environment through improved agility, scalability, and availability.**

### Business outcomes

- Simplified multi vendor network management and operations.
- Increased operational efficiency gained from the automation of management processes.
- Ability to make timely business decisions informed by data-driven management insight.
- Consistent achievement of end-to-end service availability across programmable (SDN) and legacy technology estates.
- Effective execution of environmental changes including network upgrades, workload migration and new site introduction.
- Empowers in-house teams to deliver digital transformation, confident that their network is high performing and available from the core to the edge.

### Challenges

Your teams have never had bigger strategic and resourcing challenges as they seek to support digital transformation.

Workforce engagement and customer experience are continuously evolving. IT must manage stakeholder expectation on a daily basis, while planning for change, and ensuring network performance across complex multi-vendor and multi-technology infrastructures.

Hybrid IT creates increasing challenges as workloads are deployed from the Cloud, in addition to those supported by legacy and programmable (SDN) technology.

### Our Service

Managed Network Services (MNS) provide proactive, automated near real-time monitoring and operational management of multi vendor, multi technology enterprise networks.

### Designed to deliver superior client experience

- Highly automated tools and processes enabling increased operational responsiveness and consistent service levels.
- End-to-end, data-driven service lifecycle designed to accelerate time to value.

- Focus on achievement of strategic business outcomes, from onboarding to management insight,
- 24x7 management visibility and operational responsiveness.
- Driven by our commitment to client success and continuous service improvement through best practice implementation.
- Analytics driven operational management insight and near real time reporting.
- Responsive change management enabling business agility and scalability.
- End-to-end operational asset management and tracking.

**‘Many companies claim that they put the client at the centre of everything they do, but Dimension Data has the client satisfaction ratings to prove that statement is more than a mere mantra’\*\***

## Service delivery

Managed Network Services are built upon a standardised global delivery platform aligned to ITIL processes and best practice.

We are committed to continuous service improvement, working in partnership with you to ensure you gain the full value of our experience and investment. Key performance measures are adhered to throughout the entire lifecycle of your managed service, from service transition to adoption.

### Built in automation

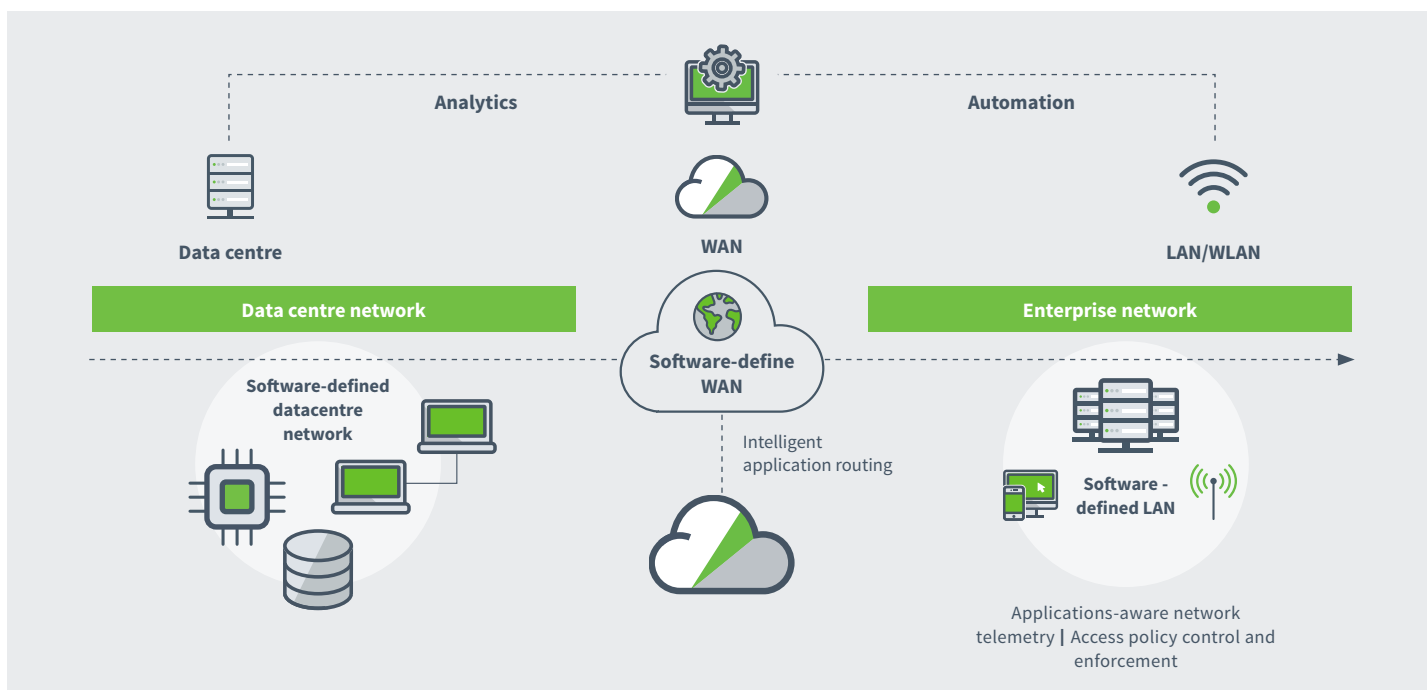
Automated operations and analytical insight support operational efficiencies and maximise the capability of your networking environment.

Our Global Centres of Excellence leverage best of breed management tools and zero touch operational automation, to support full lifecycle service delivery and proactive network management.

### Real time insight and management reporting

Dimension Data’s Manage Centre leverages near real-time analytics to ensure that you have the information you need, when you need it.

Insight into network performance and availability can be gained 24x7 through comprehensive graphical reporting and performance dashboards.



## The Dimension Data advantage

*Dimension Data is part of the NTT Group – recognised leaders in Managed Network Services\**

We are experts in networking, with over 30 years experience of designing, integrating and operating enterprise networks.

We manage over **9,000 IP networks**, supporting over **13 million users** across the globe.

We are committed to ongoing multimillion dollar investment in our global managed services platform, supporting the highest levels of automation and analytical insight.

We deliver a managed network service which is optimised to support the business outcomes your organisation demands.

Our services are built around your individual needs, ensuring alignment to your own governance and practices.

We maintain the highest levels of vendor certification, providing engineering and operational expertise in 46 countries.

We partner with global tier one networking vendors at API level including Cisco, Juniper, HP, Riverbed, F5, Infoblox, Cisco Meraki and HP Aruba.

The breadth of our Managed Service capability can extend the scope of service management beyond the network to include Managed Security, Data Centre, Collaboration and Customer Experience. All delivered from a consistent management platform and with one single management view via Manage Centre.

\*Gartner Managed Network Services Magic Quadrant  
\*\*Frost and Sullivan

**Our managed services are driven by client success and a commitment to continuous service improvement.**