

# Cloud Services for Microsoft



The **success of your business depends** on your **ability to adapt to a dynamic market environment**, where globalisation and economic pressures are reshaping the landscape.

With an increasingly mobile workforce and growing reliance on technology to be productive, **unified communications and collaboration (UCC) is high on any IT agenda**. To remain competitive, you need to enable innovation by providing your employees with flexible and secure anytime, anywhere access that is integrated with critical business processes and applications.

Microsoft technologies form core building blocks of many enterprise-grade business productivity and UCC strategies, but market factors are pushing businesses to consider the benefits of cloud-based delivery models. As cloud-based services become the new norm, they balance control with a quality service by:

- Moving away from traditional UCC infrastructures that are cost-intensive and resource hungry, so you can focus on high value projects that drive innovation and growth.
- Delivering maximised returns on investment. Driving cost efficiencies means you need to get the most from your existing investments and IT resources.
- Enabling improved business agility in a dynamic market environment. Are you able to adapt to changing customer demands, and meet your time-to-market goals?
- Assisting businesses to comply with governance and data sovereignty policies.
- By supporting mobile devices to address the flexible business and communication needs of your people anywhere, anytime.

Dimension Data's Cloud Services for Microsoft is a hybrid enterprise cloud service that provides a managed environment designed to meet the specific business needs of organisations like yours. It provides messaging, collaboration, voice, video and web conferencing through access to Microsoft communication and collaboration technologies on a pay-per-use basis.

Designed to deliver Microsoft® Exchange Server, Microsoft® SharePoint Server, and Microsoft® Lync Server, our service meets enterprise requirements for a highly available business productivity platform that provides a consistent quality of service anytime and anywhere.

Dimension Data's Cloud Services for Microsoft enables you to move any of the three core Microsoft UCC workloads to the cloud at any time. By adopting this flexible approach, our service ensures that you are able to match your business and consumption needs today, while enabling easy expansion, as and when you need it in the future.

## How it works

Cloud Services for Microsoft is a managed service that brings together a set of web-enabled tools to deliver:

**Improved business agility** through automated provisioning, orchestration, rapid delivery and management of the UCC infrastructure and software.

**Cost savings** through our managed, pay-per-use service that enables the effective use of existing resources, software assets and licence investments, while reducing capital expenditure through the economies of scale benefits the cloud offers.

**Reduced risk** through effective governance and data sovereignty compliance based on proven best practices, tools, a robust architecture and high-performance and availability service levels.

Our experienced professionals will:

- Assess your current UCC state, strategy and cloud readiness;
- Present you with a clear business case including costs, risk analysis and productivity benefits;
- Help to define a high level business productivity roadmap and plan;
- Address security and compliance concerns;
- Advise on methods for the migration and integration of data and systems.

## Why Dimension Data?

- Extensive Microsoft technology expertise, underpinned by advanced certifications and experience in architecture and deployment of on-premise and cloud solutions for Exchange, SharePoint and Lync.
- Experience in migrating clients to public cloud productivity solutions like Microsoft® Office 365.
- Top level global certification in UCC with industry-leading technology vendors, including Microsoft.
- Full range of services to assess and migrate to cloud services. Deep technical and integration expertise across a variety of IT disciplines, including – networking, security, data centres, virtualisation and contact centres.
- Consistent service delivery across the world, achieved through the Global Services Operating Architecture – our service delivery platform for monitoring and support.
- Dimension Data positioned as a Leader in Gartner's Magic Quadrant for Communications Outsourcing and Professional Services (COPS) report for four consecutive years\*.

## High degree of customisation

Unlike other public cloud solutions with standardised feature sets and shared configurations, Cloud Services for Microsoft has been designed to meet enterprise demands and allows businesses to tailor the service to meet their specific requirements.

Cloud Services for Microsoft features:

- Stand-alone or integrated user authentication methods.
- A unified management portal with full status and usage reporting.
- Dedicated service desk for 24x7x365 issue resolution with guaranteed service levels.
- Multiple licensing methods.
- Public or private network connectivity.
- APIs for advanced management and integration.
- Support for multi-party federation.
- Support for voice conferencing and communication.
- Planned upgrade cycles with assistance for version transitions.
- Exchange site resilience configuration options.
- SharePoint integration of validated applications.

\* About the Magic Quadrant – Gartner does not endorse any vendor, product or service depicted in our research publications, and does not advise technology users to select only those vendors with the highest ratings. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.