

Converged Communications



Now more than ever, your ability to enable effective, real-time communication and collaboration between employees, customers and business partners, can be the key to gaining competitive advantage in a fierce marketplace. In today's dynamic business environment within a global economy, your organisation's agility, productivity and operational efficiency depends on a unified approach to communications and collaboration.

Converged communications solutions can help your business to integrate traditional communication tools (telephony, fax and e-mail) with collaboration technologies (instant messaging and conferencing) to facilitate innovative anytime, anywhere access, using any device and accessing any application. By harnessing these capabilities, your business can look forward to a number of advantages including cost savings, operational efficiency, improved employee productivity and optimal customer service.

As a global unified communications systems integrator, Dimension Data has the expertise and experience to help your business realise its UC&C vision. Our Converged Communications solutions are grouped into five primary categories:

Telephony – Providing a secure and robust voice infrastructure, as the platform for richer communications and collaboration, reduces costs and offers more productive communication.

Visual communications – Implementing Telepresence and video conferencing improves the quality of interactions and remote collaboration, and reduces the time and cost penalties of travel.

Collaborative Workspace – Reducing costs and increasing agility by integrating multiple communication channels, Presence and content within the user's working context.

Contact centres – Creating and delivering integrated management of customer interaction across communication channels enables you to retain and grow the value of your customer base.

Network as the UC platform –

Migrating and delivering networks optimised for a high percentage of real-time multi-media traffic enables increased business-to-business capabilities.

Now more than ever, your ability to enable effective, **real-time communication** and **collaboration** between employees, customers and business partners, can be **the key** to gaining **competitive advantage** in a fierce marketplace.

A successful communication and collaboration infrastructure depends on a solid backbone, which is why your network must provide fast, seamless connectivity. Engaging a provider with the relevant expertise and networking services, combined with solid UC&C experience will ensure you are able to choose the most appropriate technologies that suit your unique business needs. Working in partnership with you, we ensure that technologies are integrated smoothly into your environment to help you manage your IT support costs, increase your network availability and performance and ensure your communication and collaboration infrastructure supports your business as it evolves.

Dimension Data's portfolio of Professional and Managed Network Services will allow you to focus your internal resources on business-critical objectives.

You do what you do best... run your business and we'll do what we do best – take care of your network.

Our converged communications solutions address a variety of business issues such as:

- **Increased communication costs** – Telecommunications costs account for 80% of companies' annual IT spend.
- **Increased geographic disparity** – Workers obtain 50-75% of their information from other people, but now need to work with more people in more locations.
- **Increased telecommuting** – Rapid growth in companies worldwide with employees who telework.
- **Time to market pressures** – Accelerating pace demands real-time access to information and people.
- **Growing travel costs** – By 2015, over 200 million workers globally will run corporate-supplied video conferencing from their desktops.

Why Dimension Data?

Dimension Data helps clients plan, build, support and manage their voice and data communications networks. We use our expertise in networking, converged communications, security, Microsoft, data centres and contact centre technologies – and our specialist skills in consulting, integration and managed services – to create customised communications solutions that deliver business results.

Dimension Data is one of only five systems integrators in the world able to integrate Microsoft® Office Communications Server with IP telephony platforms to enhance collaboration and productivity. We have deployed more than 2,5 million IP handsets and over 10 000 video endpoints for clients across the globe.

Partner relationships

Our objectivity and focus on a future vision for your business enables us to work globally with top vendors such as Cisco and Microsoft. We combine our experience with our awareness of leading technology trends, vendor product roadmaps and your unique business challenges to ensure we are continually focused on implementing the right technology in the right way, at the right time.

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Clients

Dimension Data provides converged communications solutions to leading companies around the world. Our clients include:

Financial Services

- Standard Bank
- International Monetary Fund
- State Bank of India

Telecommunications Service Providers

- Vodafone
- Telefonica
- Telewest

Public Sector

- NY Police Department
- Boston Public Library
- US Courts

Manufacturing

- Renault
- SAB Miller
- Pfizer

Other Industries

- Woolworths
- Bangkok International Airport
- Reuters
- Lend Lease
- Morgan & Finnegan