Telephony
Telephony – a platform to connect, communicate and collaborate with confidence
Your business needs reliable, flexible and secure communication tools to interact with your employees, customers and business partners. IP telephony addresses these needs by offering organisations a new, alternative channel for connectivity, communication and collaboration. By maximising on the convergence of voice and data over Internet Protocol, IP telephony enhances business agility while driving down costs and risk at the same time. This promise has fuelled the rapid adoption of IP telephony worldwide and it shows no signs of slowing down.

With the growing adoption of IP telephony, organisations should realise that effective deployment, security and on-going systems management is critical to the successful integration of the technology and ultimate delivery of the business benefits on offer.

How we can help

Dimension Data helps organisations to exploit the advantages of voice communication over IP, and to migrate from legacy technologies such as TDM and Centrex to IP telephony in a cost effective way. We assess, migrate, integrate, secure and manage IP telephony to help clients mitigate the risk of end-of-life PBXs and reduce the operational costs associated with managing and administrating multiple networks.

![Diagram of service offerings](image-url)
Six steps to IP Convergence

1. Current strategies and needs
   Understand the customer’s communication needs and strategies, business concerns and potential solution options

2. Customer vision v capability gaps
   Map the IP convergence path and understand current infrastructure shortfalls

3. Infrastructure solution options
   Identify infrastructure option(s) to meet the required solution given the customer’s business needs and the current state

4. Current technical infrastructure and business environment
   Assess the current technical infrastructure and business environment with the relevant cost drivers required to implement the selected solution design

5. Costs and benefits
   Measure the costs together with the tangible and intangible benefits of the selected solution design

6. IPC roadmap
   Customer specific IPC recommendations, roadmap and business case

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Build your business case and roadmap with the IP Convergence Assessment

When properly planned, IP convergence is a launch pad for driving business communication forward.

Dimension Data’s IP Convergence Assessment provides clear recommendations on the steps to follow to achieve IP convergence. Based on your business strategy requirements and existing communication and technology capabilities, the assessment involves a consultative analysis, evaluation and business recommendation methodology against best practice that is tailored to your unique needs.

Drawing on essential input from key stakeholders throughout your organisation, the assessment focuses on facilitating a smoother transition from old to new operating practices.

**The IP Convergence Assessment focuses on:**
- Balancing investments against cutting costs
- Introducing scalability and flexibility without reducing service quality
- Simplifying the management of operational infrastructure without compromising service availability or quality
- Introducing more flexible work routines while promoting best practice

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**table 1: phases of IPT deployment**

<table>
<thead>
<tr>
<th>Inception</th>
<th>Focuses on crafting the high-level solution, creating a proposal and assigning the appropriate resources to the project</th>
</tr>
</thead>
<tbody>
<tr>
<td>Definition</td>
<td>Establishing project requirements. Focuses on planning the project in detail, developing the first set of project baselines, defining solution requirements and designing the solution in accordance with these requirements.</td>
</tr>
<tr>
<td>Build</td>
<td>Construction of the actual solution in accordance with approved design, and then tested to ensure that it functions as intended.</td>
</tr>
<tr>
<td>Deploy</td>
<td>Implementation of the solution. The built solution is validated against the specified requirements. The validated solution is deployed to its operational environment. Finally, the deployed solution is tested and accepted.</td>
</tr>
<tr>
<td>Transition</td>
<td>Project closure and hand over of running of the technology to the administration and support teams (which may be internal or external, i.e. Dimension Data Managed Services). The accepted solution is handed over to the identified operational, support and maintenance agents.</td>
</tr>
</tbody>
</table>
Details from table above:

Inception: Focuses on crafting the high-level solution, creating a proposal and assigning the appropriate resources to the project.

Definition: Establishes project requirements by focusing on planning the project in detail, developing the first set of project baselines, defining solution requirements and designing the solution in accordance with these requirements.

Build: Constructs the actual solution in accordance with the approved design, and then tests it to ensure that it functions as intended.

Deploy: Implements the solution. The built solution is validated against the specified requirements and the validated solution is deployed to its operational environment. Finally, the deployed solution is tested and accepted.

Transition: Project closure and handover of the running of the technology to the administration and support teams (which may be internal or external, i.e. Dimension Data Managed Services). The accepted solution is handed over to the identified operational, support, and maintenance agents.

Business benefits
- More accurate project scoping and costing
- Reduced risk of project failure
- Improved visibility into the project and better handover
- Extended, packaged tools to improve user acceptance and integration
- Streamlined and easier management of infrastructure post deployment
- Alignment to Cisco’s Lifecycle Services Approach

Successful deployment and integration with the Unified Communications Implementation Methodology (the Methodology)

Dimension Data’s Unified Communications Implementation Methodology for IP telephony is a best practice approach to the deployment and integration of IP telephony infrastructure and includes over 200 critical process steps. Our experience is based on the more than 2,500,000 IP handsets we have deployed for clients around the world.

To facilitate the successful deployment, integration and adoption of IP telephony within your organisation in a cost effective and predictable way, we combine our tools, processes and extensive experience in deploying IP telephony in different environments across multiple industries.

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table 2: service elements

<table>
<thead>
<tr>
<th>Service Element</th>
<th>✓ Administration of MACD’s Moves, Adds, Changes and Deletions of user configurations</th>
<th>Optional</th>
</tr>
</thead>
<tbody>
<tr>
<td>IPT maintenance</td>
<td>✓ Secure IP telephony assurance Periodic security assessment based on best practice</td>
<td>Optional</td>
</tr>
<tr>
<td>Monitor IPT systems and pro-active remedial actions</td>
<td>✓ Billing management Telephone Management Service (cost accounting)</td>
<td>Optional</td>
</tr>
<tr>
<td>Monitoring portal</td>
<td>✓ Enhanced monitoring Prognosis based monitoring and reporting</td>
<td>Varies by region</td>
</tr>
<tr>
<td>Online support</td>
<td>✓ Enhanced monitoring Prognosis based monitoring and reporting</td>
<td>Varies by region</td>
</tr>
<tr>
<td>Backup and anti-virus assurance</td>
<td>✓ Secure IP telephony assurance Periodic security assessment based on best practice</td>
<td>Optional</td>
</tr>
<tr>
<td>Patch &amp; release management</td>
<td>✓abling management Telephone Management Service (cost accounting)</td>
<td>Optional</td>
</tr>
<tr>
<td>Monthly care reporting</td>
<td>✓ Monthly care reporting Service performance reporting</td>
<td>✓ Monthly care reporting Service performance reporting</td>
</tr>
</tbody>
</table>
Ensure service quality and ease of management through the Managed Service for IP Telephony

While the business drivers for switching to IP telephony are clear, the management of this technology is more clouded. Convergence is not only about voice and data travelling over a single network, but also about voice, data and security specialists working together to support the new communications environment.

Dimension Data’s Managed Service for IP telephony provides lifecycle support and management for IP telephony environments, enabling organisations to focus on core revenue-generating activities.

Business benefits

- **Ability to focus on core business**
  Concentrate on the activities core to your business success, rather than be distracted by the management of your communications infrastructure.

- **Improved efficiency of IT resources**
  Redeploy your skilled personnel to other more strategic areas of the business.

- **Improved operational efficiencies**
  Running a single converged IP network promise reduces telephony costs. IP telephony also provides a platform for the introduction of new applications that make both office-bound and remote workers more productive.

- **Reduced resource and training costs**
  No need to source, train and retain hard-to-find IP telephony and network integration professionals.

- **Predictable service costs**
  A monthly service fee is an operational expense that allows you to budget accurately.

- **Flexibility**
  Scale your IP telephony requirements to meet the changing needs of your organisation.

- **Guaranteed service delivery**
  Our Managed Service for IP telephony is underwritten by a Service Level Agreement.

Productivity gains through Integrated Collaboration

IP telephony has become the foundation for a host of new collaboration tools that bring the promise of unified communication to life.

Discrete communication via telephone, e-mail and fax is no longer enough. Instant Messaging (IM), video conferencing and application sharing have become a central part of collaboration success. By integrating the various communication channels in a seamless way, presence and context information simplifies communication and improves the likelihood of contact completion.

We work with leading technology vendors including Cisco and Microsoft to provide businesses with practical solutions for their specific needs.

Business benefits

- **Richer interaction through a single interface, independent of device and location**
  Eliminates the cost and inconvenience of managing disparate systems.

- **Reduces risk through a holistic approach to information storage, archiving and security**
  Improves communication efficiency, resulting in improved productivity and customer satisfaction.

- **Leverages existing investment in office productivity software, operating systems and telephony systems**

Communicate with confidence using the Secure IP Telephony Assessment

Dimension Data’s Secure IP Telephony Assessment helps organisations protect their investment in IP telephony against exploitation, fraud, misuse and abuse. This assessment and remedial service is based on a documented set of guidelines and best practices for securing the IP telephony infrastructure. It is delivered as an interview-led and inventory analysis assessment.

Business benefits

- **A reduction in risk**
  - Assurance against exploitation of corporate communication assets and organisational information.
  - Controlled infrastructure usage and costs.
  - Expert recommendations for controlling system usage and reporting of potential problem areas that could result in abuse and misuse of telephony assets.

- **Improved service availability and reliability**
  Improved resilience and availability of IP telephony infrastructure as a result of proactive risk isolation and elimination.

- **Improved user satisfaction and productivity**
  Improved availability of the mission-critical voice application results in improved user experience and increased productivity.

- **Remediation**
  - Access to seasoned security and IP telephony professionals to identify and address potential risks.
  - The ability to prioritise budgets and technical resources accordingly.

- **Ongoing assessment**
  On-going periodic assessment keeps pace with new and more complex vulnerabilities and methods of exploitation which provides further assurance of infrastructure quality.
Accurate costing and inter-departmental charges with Call Management and Billing

Many organisations grapple with internal telephony cost allocation, inefficient calling patterns and telephony abuse within their environments. This can have a significant impact on communications costs and system productivity.

Dimension Data helps clients to understand the existing communications cost base, track and control their telephony expenditure and recover costs. Our own offerings, coupled with those of leading telephony management vendors, enables us to provide clients with the best approach for their call management and billing needs.

Business benefits

- Helps organisations to plan for change and build efficient call handling systems.
- Reduces risk based on accurate information, rather than guesswork.
- Identifies potential lost revenues and improves customer satisfaction.
- Optimises the selection of carrier/service providers and tariff models.

Our solutions include

- Call management and billing
- Fraud management systems
- Call authorisation applications
- Directory integration
- Security

Why Dimension Data?

Dimension Data helps clients plan, build, support and manage their IT infrastructures. We use our expertise in networking, converged communications, security, operating environments, storage, wireless and contact centre technologies – and our specialist skills in consulting, integration and managed services – to create customised solutions that deliver business results.

We have deployed more than 2,500,000 IP handsets for organisations around the world and have built and manage more than 7,800 IP networks to support our clients’ converged communication needs.

Our IP telephony clients include:

- Renault
- BP
- BMW
- EADS Airbus
- Dewhirst
- Pfizer
- Vodafone
- Telewest
- International Monetary Fund
- US Courts
- Morgan & Finnegan
- Standard bank
- SABMiller
- Mizuho Corporate Bank

table 3: secure IPT assessment outcomes

<table>
<thead>
<tr>
<th>deliverable</th>
<th>secure IPT standard</th>
<th>secure IPT premium</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment review meeting</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Assessment report</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Architecture review</td>
<td>×</td>
<td>✓</td>
</tr>
<tr>
<td>Architecture strategy</td>
<td>×</td>
<td>✓</td>
</tr>
<tr>
<td>Architecture optimisation output analysis*</td>
<td>×</td>
<td>✓</td>
</tr>
<tr>
<td>Architecture tuning</td>
<td>Optional</td>
<td>Optional</td>
</tr>
<tr>
<td>Architecture optimisation solutions</td>
<td>Optional</td>
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For more information, visit: www.dimensiondata.com