

Network Service Optimisation Assessment

*Identify your network operations gaps –
drive service performance and optimise spend*



The race to digital is accelerating. Organisations across all industries are rapidly adopting new and innovative ways of doing business, while supporting technologies open up massive opportunities for growth and expansion.

As a result, you need to reconsider your sourcing options and consumption models to enable scalability and agility, while dealing with greater complexity as your services environment continues to diversify and your infrastructure converges.

In addition, the pressure is on to reduce operating expenditure while maintaining or improving existing service quality. You Network Service Optimisation Assessment Identify your network operations gaps – drive service performance and optimise spend need to balance the optimisation of all your existing assets and services with exploring new possibilities, such as

software-defined technologies and cloud-based options. You need help to consolidate a variety of vendors and legacy tools, share workloads, automate certain operations, and re-train and re-allocate personnel.

How do you navigate the transition to a digital business without adversely impacting service delivery? Which services should you keep in-house and which should you entrust to a partner without giving up complete control? How do you select the right services provider to help you optimise the old while embracing the new?

New operating models require new services relationships:

- 46% of CIOs recognise they'll need new service providers
- 38% of spending is now occurring outside of the IT budget
- 70% of enterprises recognise the need for new sourcing relationships

Dimension Data's Network Service Optimisation Assessment

The Network Service Optimisation Assessment is a rapid assessment service that helps you find ways to improve service performance while optimising spend. The Assessment identifies areas of operational concern, and indicates the gap between your operating environment today, and where you need it to be in the future.

The Assessment will help you in the following ways:

- understand key market trends and why they're important to you
- interpret key IT operations efficiency statistics about how your network/support functions are performing
- plot your current level of service management maturity against four key processes:
 - incident management
 - problem management
 - change management
 - service asset and configuration management

'The Network Service Optimisation Assessment is a *rapid assessment service* that helps you find ways to improve *service performance* while *optimising spend*.'

- define the possible return on investment by:
 - reusing the headcount required to manage your network
 - improving the mean time to repair, which reduces downtime and improves the perception of IT
 - improving your overall network availability and reliability
 - reducing the total cost of ownership of your network while improving service
- strengthen business and IT alignment

Our approach

The Network Service Optimisation Assessment is delivered to you in three phases:

Discover

We gather operational performance data through a questionnaire which we complete with your input during an interactive workshop. The majority of the questions are based on your day-to-day operation performance measurements, for example incident volumes, as well as resource levels, total cost of running the network, etc.

During the workshop, we also undertake an IT service management (ITSM) review to measure your current level of service management maturity and identify the gap to where you want to be in the future.

The review covers four areas:

- incident management
- problem management
- change management
- service asset and configuration management

Analyse

Phase 2 involves an analysis of the information gleaned over the Discover phase. We analyse the following areas:

- ITSM maturity results to produce a benchmark and a gap analysis identifying the 'as is' versus the 'to be' state
- resources allocation
- potential financial payback

Recommend

Finally, we produce recommendations specific to your organisation to help you understand your network operations gaps in order to drive service performance and reduce costs. The presentation covers the following areas:

- results of your IT service management maturity review and observations
- recommendations on potential service improvements in terms of reduced MTTR and increased network availability
- recommendations on potential resources that could be assigned to business critical / high priority tasks
- further managed services recommendation to potentially assign resources to different areas of the business
- recommendations on spend optimisation, and estimates of potential financial payback

Why Dimension Data?

As top ICT infrastructure specialists, Dimension Data:

- has designed, built, and manage over 9,000 IP networks, enabling 13 million users to connect to their organisations' networks
- supports and manages more than USD 30 billion of networking infrastructure 24/7
- holds over 8,650+ networking certifications across multiple technology vendors
- has successfully delivered over 560 networking consulting engagements in 2015 alone

'Network devices managed by Dimension Data take 75% less time to troubleshoot, and consequently, 32% less time to repair.'

– Network Barometer Report 2015

What the Network Service Optimisation Assessment helps you do:

- identify key operational areas to optimise
- understand maturity of core processes
- identify maturity gap between where you are and where you want to be
- understand potential payback benefits by moving to managed services
- increase the speed of transformation
- reduce the cost of running and managing your network
- keep informed of key IT market trends

Dimension Data's Managed Network Services

We will take over operational control of your network, optimise performance, and reduce your total costs. We will assume responsibility for the existing network, and transform it into a next-generation service to help you achieve the benefits of the digital experience.

- We're offering committed, outcome-based SLAs
- We'll monitor and manage the network proactively, 90% automatically
- We'll give you flexible pricing models and commercial terms, which can include asset transfer
- We'll deliver services through a comprehensive set of ITIL-aligned processes
- We'll own, drive, and manage the performance, availability, and capacity of your network.

For more information, go to

dimensiondata/networking.com

