

Dimension Data's Next Generation Messaging Solutions



Cost reduction and improved efficiency continue to be top priorities as organisations enter the 'new economy'. As a result, IT departments are tasked with finding ways in which to deliver greater levels of efficiency; lower total cost of ownership (TCO); increase security while enabling greater levels of employee productivity and connectivity – with fewer resources.

Messaging systems, like e-mail and instant messaging are the most pervasive applications across any organisation and a natural place to extract efficiency. But rapidly expanding data volumes; growth in the virtual workforce; the explosion of devices and applications and the increasing TCO of each mailbox make this harder than it could be. Legacy messaging platforms are not designed to effectively address the challenges.

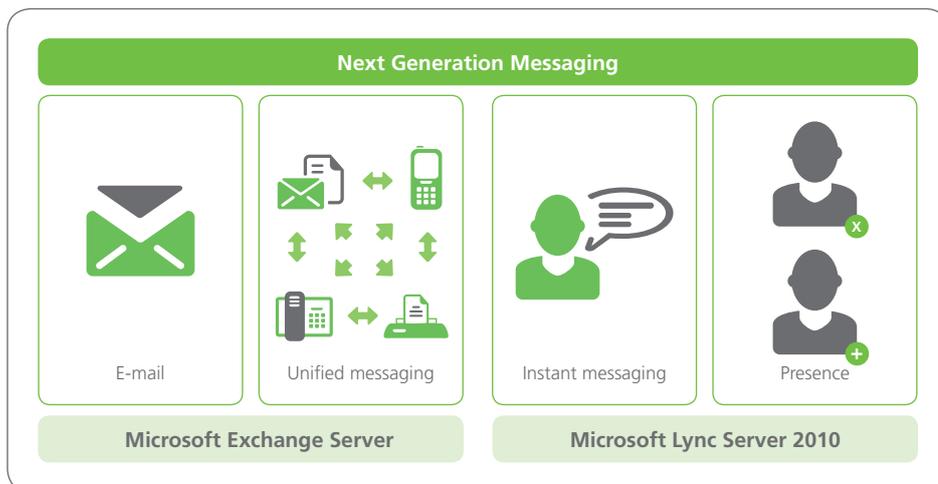
About Next Generation Messaging Solutions

Today, most employees are spending a disproportionate amount of time and energy managing communications from different communication platforms such as e-mail, instant messages, mobile and fix line phones, rather than focusing on value adding activities.

Next generation messaging solutions address these challenges by providing a solution that allows end users to manage all communication from one inbox and to work and communicate from any location, anytime.

Dimension Data delivers a number of services to assess, deploy, migrate, upgrade, optimise and manage your messaging environment. Our next generation messaging solutions are designed to drive efficiency and reduce costs through the optimisation of messaging and communications. This is, in part, achieved through the deployment, integration and management of e-mail, instant messaging, presence and unified messaging platforms. Our next generation messaging solutions are built on a set of technologies from Microsoft, combined with specialist services to help you extract the most from your investment in messaging software.

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engagement which will help you to better understand your organisation's current state of development, performance, operational practices and strategic execution, and enable you to develop a unified communications roadmap for your future communications objectives. Next generation messaging solutions enable you to integrate people and processes by leveraging key Microsoft messaging technologies to deliver a set of benefits that support your business' evolving needs.

Business outcomes

By moving to a next generation messaging solution you can look forward to a number of business benefits.

Cost reduction

- Infrastructure, sever and real estate consolidation
- Flexible, lower cost storage options
- Solutions optimised for virtualisation
- Fewer IT help desk calls
- Decreased end user travel costs
- Up to 40% saving on messaging and voice mail costs

Improved efficiency

- Simplified management
- Optimised for high availability and disaster recovery
- Vendor rationalisation
- Improved end user inbox management

Security and compliance efficiency

- Enhanced archiving, retention and retrieval of mailbox data
- Improved control and protection through soft and hard rules
- Security automation polices
- Better control over information leakages

Productivity gains

- Simplified administration and management for IT staff

- Streamlined communication – all communication delivered to one inbox
- Greater end user mobility and messaging access

Working with us

Dimension Data's experience in deploying messaging solutions has enabled us to develop a set of consulting, integration, deployment and managed services that will help you plan, implement and maintain your messaging environment to the highest standards.

We recommend starting with an assessment of your business and technology needs against the backdrop of your current IT environment. If you're considering a move to Microsoft Exchange Server 2010, we suggest a starting with a 1, 3 5 or 10 day **Exchange Deployment Planning Service (EDPS)**, designed to help you build the business case and plan your deployment to remove the risk.

EDPS helps guide your organisation through the initial deployment planning stages of a Microsoft Exchange implementation. Through a structured engagement, our consultants will share best practices, analyse organisational requirements, and provide customised planning assistance for the deployment of Microsoft Exchange Server within your specific environment.

If you are uncertain of your unified communications roadmap and strategy, Dimension Data can deliver a **Unified Communications Development Model**

Why Dimension Data?

Moving to a Next Generation Messaging Solution requires specific skills, deployment experience and technology expertise. This includes an in-depth understanding in systems management, directory integration and business processes. Through years of experience in designing, deploying, integrating and managing messaging environments for some of the world's largest organisations, Dimension Data has developed a number of best practices to ensure that your investment is in safe hands.

Whether you are upgrading an existing Microsoft Exchange environment or migrating from a legacy messaging platform, Dimension Data has the expertise to ensure that the project will be a success.

Our long history of partnership with Microsoft spans more than 10 years in many countries around the world. We are Gold-certified on five continents and employ a number of industry-recognised Microsoft Exchange and Office Communication Server experts in our business.

Through our close partnership with Microsoft, Dimension Data has developed and maintained unrivalled competencies in Microsoft software – from the basic building blocks of Windows operating system to the design of high-end management solutions, tools and services.