Managed Cloud Platform

Dimension Data Managed Cloud Platform (MCP)

Dimension Data’s Cloud Services are delivered on our next generation, fully-managed cloud delivery platform - the Managed Cloud Platform (MCP). Hosted within a Dimension Data or client datacenter, the MCP comprises industry-leading compute, datacenter network fabric, and a security layer. The compute layer comprises network and storage, coupled with virtualization technology and operating system software. The datacenter network fabric is designed for optimum cloud performance and contains enterprise class hardware and software. The security layer of the MCP adds multiple layers of security for delivery of cloud-based services. Furthermore Dimension Data CloudControl™, our cloud management system, provides operational control and automation of cloud resource provisioning, orchestration, administration, and billing.

Dimension Data offers one uniform platform with a range of options that meet enterprise hybrid cloud service requirements globally:

- Public MCP - Shared resource cloud infrastructure deployed around the world in our datacenters.
- Private on-premise MCP - Deployed in a dedicated client datacenter, delivering fully managed private cloud services.
- Private off-premise MCP - Hosted by Dimension Data, delivers fully managed private cloud services for a dedicated client.
- Provider MCP - Deployed in the provider’s data center for the private use of its clients or single client. Delivers fully managed cloud services.

Dimension Data Cloud Services

Dimension Data is a full service cloud provider with the capabilities required by organizations looking to satisfy their ambition to leverage IT as a Service (IaaS). Dimension Data cloud models include off-premise shared resources on a public cloud and on-or off-premise OPEX private cloud. Together these cloud models provide hybrid cloud with the added benefit of the Dimension Data CloudControl cloud management platform. Unique to Dimension Data is an off-premise, right-sized private cloud with segregated compute, storage, and optional private network.

Dimension Data Cloud Control

Dimension Data CloudControl is a mature, cloud management system that provides complete automation, orchestration, administration, provisioning, management, metering and billing of cloud-based resources.

Managed Cloud Platform Features and Benefits

Enterprise Control

- Dimension Data’s mature Centralized Management software- CloudControl - offers a single point of automation and orchestration that allows simplified management of cloud resources.
– With Dimension Data’s self-service Monitoring and Auto-Scaling, you can view resources across cloud servers, set alerts, and can scale your services horizontally and vertically, as needed. As an added layer of control, self-service Direct Console Access feature gives you secure console access to client-specific cloud servers with no installation or plugins required.

Enterprise Security and Compliance

– Secure VLAN Segmentation: Dimension Data’s Cloud Networks consist of a VLAN. Cloud servers are set up on top of a cloud network for maximum security and physical Layer-2 segmentation.

– Hardware-Based Network Services: Unlike most public cloud providers that provide software-based security services on top of virtual machines, Dimension Data’s security is implemented at the network layer directly on our Cisco switches allowing high security and high performance. Security and network services include customizable firewalls, NAT, VIP, load balancing, multicast.

– Denial of Service Protection: Protection against Denial of Service (DoS) and Distributed Denial of Service (DDoS) attacks, worms or botnets

– Compliance: We aim to ensure that you achieve compliance with your own internal controls and regulatory requirements. Standard and optional certifications that apply to the Dimension Data Cloud environments include but are not limited to: SSAE 16 Type II, PCI Level 1, US Safe Harbor, EU Safe Harbor. We can also help you achieve and maintain your own compliance against standards such as HIPAA, Sarbanes-Oxley etc.

Enterprise Performance

– Tiered Storage: Decide between High Performance, Standard or Economy tiers depending on the application type therefore reducing the Total Cost of Ownership (TCO).

– Cloud Backup: Cloud backup facilitates integrated Backup-as-a-Service which covers servers, files, and applications with pre-backup checks, best-of-breed architecture and a choice of location that meets enterprise needs for disaster recovery and high availability.

– Enterprise Grade Hardware and Software: Reliable performance, scalability and security of best of breed software and hardware.

– Anti-Affinity: Option to enable Anti-Affinity allows greater resiliency of a cloud server by replicating workloads on different physical hosts in the event of host failure, for high availability and business continuity.

– WAN Optimization: Built-in WAN Optimization allows quick access to files across MCP locations globally to improve application performance, and quicker application recovery.

– Hardware-based Load Balancing: Rich and deep feature set that can quickly handle all common load balancing needs for greater availability and scalability.

– Cloud Private Network Connect (CPNC): Cloud Private Network Connect (CPNC) offers flexible, fast and secure private connectivity options into our data centers via MPLS or direct connectivity for improved application performance.

Advanced Networking

– Network Domains: Network domains allow for ease of network/VLAN management and multiple networks per domain thereby reducing cost of operation.

– IPV6 Support: IPV6 Support offers efficient routing and packet processing, simplified working configuration and security and support for new services (e.g. peer-to-peer services).

– Client Defined IP/IP Portability: Client defined IP/IP Portability gives you the ability to control IP address space and retain business rules as you migrate to cloud.


– Multi NIC Support: Multi NIC Support enables you to setup multiple connections to a server thereby supporting use cases such as bandwidth allocation and services failover/HA.

– Jumbo Frames: Jumbo Frames fit the network to your requirements eliminating the need to size your data to fit our infrastructure.

Optional Managed Services

– Application Operations (App Ops): Our Application Operations suite of services provides outsourced application management services that help your organization to scale complex SaaS and web-based applications. With Application Operations, we can take on application deployment, change management, database management, performance management, application optimization and compliance.

– Technical Operations (Tech Ops): Our Technical Operations bundle provides system monitoring, operating system support (including ongoing patching) as well as 28-day backups of all production servers, so you can minimize operational risk and save time and money.

Enterprise Class SLA and Support Structure:

– Dimension Data backs its services with a strong enterprise-grade SLA and service credit cap across all geographies. Our SLAs are as follows:-

  99.999% Network Uptime guarantee
  99.999% Server Uptime guarantee
  100% Service Credit Cap
  30 Minute Response Time

  Latency Target < 1 ms guarantee between cloud servers on the same VLAN.

*Technical Operations or Anti-Affinity is required on the cloud servers to be eligible for 100% Service Credit Cap; otherwise 50% Service Credit Cap is applicable.