Dimension Data’s Uptime Support Service
As more technology enters the world, and is introduced into organisations, the typical IT environment increases in complexity. Businesses require higher levels of proactivity and reliability to ensure problems don’t arise but, when they do, third-party experts need to be on hand.

With the proliferation of personal devices entering the workplace and the uptake of enterprise mobility, less serious but higher volume requests also inundate the IT service desk. Managing these requests can leave little time to focus on improvements to the IT environment, even though gathering information about these requests and monitoring trends can improve availability in the long run.
Proactively handling the failures that cause downtime makes resourcing and IT platform investment a vital part of IT maintenance. But investing in leading technology is costly and finding the right skills is a challenge for IT Managers.

Having the right mix of in-house experts to support all IT requests is often too expensive, and a number of these activities aren’t even related to an incident. When the skills to address these tasks don’t exist in your IT department, they might remain unresolved or are incorrectly addressed – either way, they pose a risk to the health of the network.

Without the ability to manage the lifecycle of infrastructure and a process for continuous improvement, many IT departments are working at sub-optimal levels.

Obsolescence of technology in any business occurs on an ongoing basis. This, coupled with a poor view of the assets on the network, results in lack of control.

When devices aren’t working properly or they need to be moved to a different location, it’s not always possible to have someone available to do the work. Calling the vendor for help doesn’t guarantee the problem will be solved fast enough – especially when you’re required to explain your unique IT environment first before you’re able to get service.

It’s sometimes easier to rely on your experts to do these simple tasks, but at what cost to their morale and the department’s churn in resources?

Finding out what the problem is, and fixing it, can take more time than you can afford. This is true if you have IT assets in your infrastructure that have reached end-of-life and are no longer maintained under contract.

Using such equipment in critical parts of the business is risky – it creates further delays in getting the environment up and running and leads to a drop in productivity for parts of the business.

The financial consequence for the business and the increase in unplanned costs to fix the problem could mean more IT budget cuts in the long term.

Signing a contract with a service provider doesn’t guarantee a good working relationship. Without an understanding of the value they deliver on an ongoing basis it’s not easy to determine whether or not you have invested wisely and correctly in IT support and whether you are seeing a proper return or not.

If you don’t know what to expect throughout the lifetime of your IT support contract then there’s no room for collaboration with the service provider to plan for service improvement.
Dimension Data’s Uptime Support Service

Taking the complexity out of supporting multiple vendor technologies

Support services delivered by determined and approachable professionals from Dimension Data assist you in accelerating towards the goal of an IT environment that proactively supports the business and its technology requirements.

Adding value to the IT environment means moving away from break-fix maintenance and becoming proactive in your approach to support. With the Uptime Support Service from Dimension Data, you can make this leap without the capital expense of employing additional experts in-house.

Providing your team with access to our consultants on call for non-incident related queries gives them a technical hotline to collaborate with experts and ensure your environment is running optimally.

Service Level Management helps you uncover trends in IT infrastructure performance issues, and gives you access to expert advice on mitigating activities to improve IT support.

You have the flexibility to assign routine activities, when needed, to Dimension Data engineers who know your environment. They’ll handle tasks that aren’t related to incidents, to relieve the pressure on in-house IT staff. It’s an extra pair of hands to help you with tasks such as moving routers between server rooms, installing new technology or making a change to configurations.

These tasks don’t require your experts’ skills. Procuring services for moves, adds, changes and deletions (MACDs) from us allows you to keep your specialists busy with strategic work and, in the long run, satisfied with their jobs.

Knowing the health of your IT infrastructure ensures that you never face a situation in which something is broken and it can’t be fixed. By bolting on relevant and regular assessments to the Uptime service, we can, for example, show you the status of your inventory, obsolescence, security and configuration vulnerabilities, so that you can address the risks before they become critical failures. A good view of the health and status of your IT infrastructure allows you to take control and manage your technology roadmap.

For clients with Dimension Data’s Service Level Management our framework sets out the collaborative way we expect to engage throughout the lifetime of our contract with you. It specifically focuses on activities that relate to service improvement and IT architecture roadmaps. Activities include:

- Periodic Business Reviews;
- Relevant assessments performed annually;
- Bi-annual IT architecture workshops; and
- Periodic service management reporting and review meetings;

You and our Service Delivery Managers also have easy access to real-time information about incidents and requests, and a full status of your IT environment at anytime through the Service Centre Mobile Application for iPhone, iPad and Android. This enables you to make better and faster decisions in the moment.
What we Offer

Dimension Data's involvement can start as early as developing plans to apply technology to achieve business goals. As a first step, we'll clarify your objectives and help you justify any new investments. As you build your IT environment, deploying new and transitioning existing IT infrastructure, we procure and assist you to deploy appropriate technology solutions, managing the risk throughout. Supporting your lifecycle of assets is where **Uptime Support Service can make a difference**, designed to provide expertise on activities not related to incidents, regardless of the technology or vendor.

Dimension Data's Uptime Support Service is made up of a number of service elements that all work together to deliver a service that is more than just a reaction to IT problems.

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Our Uptime Support service includes:

**Licence Renewals:**
- A personalised licence renewal calendar which helps you manage product information details, the frequency of renewals, and your licence renewal date(s)
- Notifications of upcoming licence renewals sent to you via e-mail 30 days before the renewal date

**Configuration Moves, Adds, Changes, and Deletions (MACDs) for software and hardware:**
- An extra pair of hands to help you move technology to where you need it and will use it. There's a service level agreement attached, so you don't have to wait longer than you're willing to.

**Consultant on Call**
- Technical hotline – on-demand access for your IT support staff to Dimension Data technology experts for collaboration on specific technology queries

**Site-based Services:**
- Dimension Data provides technical resources to fill in the gaps in your support organisation and manage spares on-site for ultimate responsiveness.

**Assessments:**
- That gather information and accelerates your IT estate's readiness to support business requirements for technology such as visual communications, cloud and enterprise mobility

**Service Level Management:**
- We hone-in on the overall picture painted by the incidents logged. Our Service Delivery Managers are empowered to uncover what's at the heart of these issues and provide expert advice on mitigating activities to improve IT service performance.
- As part of Service Level Management through Dimension Data's Service Centre Application, you and our Service Delivery Managers have easy access to real-time information about incidents and requests, and a full status of your IT environment. This enables you to make better and faster decisions in the moment.

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**Standard Service Desk Integration:**
- By ‘standard’ we mean that we capitalise on extensive experience gained from numerous completed integrations, and package them to offer:
  - A simple modular method;
  - Standard protocols for interfacing;
  - A predefined list of data points and ticket types;
  - Support using leading business process including our Global Services Operating Architecture;
  - Uncompromised service quality; and
  - Integration with the most popular applications that meet the information communication protocol.

For more information on each service element please refer to the service description.
Why Dimension Data?

Multiple vendors and multiple technologies characterise your IT ecosystem, which is why our diversity of technical expertise and experience, and close vendor relationships will prove critical to you.

Looking at your assets with a long-term, lifecycle management view that lowers overall costs, we help you move beyond an expensive, purely reactive approach. In order to pass the benefits of influence, pricing and knowledge on to you, we’ve forged long-term relationships with vendors.

Dimension Data is a leading partner to world class IT manufacturers for services across networking, security, unified communications, data centres and contact centres.

In addition to a spread of technologies, you want to work with the best experts in each area, who are guaranteed by the highest levels of certification among our engineers.

Your need for flexibility in the way you procure IT services will be best served by Dimension Data’s proven ability to execute standardised services and fit-for-purpose service level agreements, no matter where in the world you are.

Please refer to the Uptime multi-vendor support addendum for a list of vendors supported both regionally and globally.
What’s the next step?

Contact us to discuss the challenges you face with IT support, as well as the proactive support solutions we can offer to meet your business-specific IT support needs.

Contact us to understand more about our support assessments.

For more information on this and other Dimension Data services, visit [www.dimensiondata.com](http://www.dimensiondata.com)
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For contact details in your region please visit www.dimensiondata.com/globalpresence