Making a difference in Government
Shaping the future through a focus on Education

Objective: Ensuring technology becomes a catalyst for enhanced learning and innovation in the Education sector

A quality education system is without doubt the most fundamental tool in South Africa's path to addressing social and economic inequality. Dimension Data has partnered with Government organisations and other players in Education across many different spheres of society to build sustainable technology-based education strategies.

The ground-breaking e-Learning Management System is now in its seventh year. It has so far provided over 30 000 learners with a technology-powered multimedia experience that makes learning more memorable, more exciting, and more interactive. Schools which integrate this solution into their overall learning environment have experienced tremendous improvements in their pass rates and the overall quality of the learners. Add to this, the e-Learning system provides young people with exposure to new technologies, and benefits facilitators by giving them access to additional resources.

In the tertiary education space, powerful network infrastructure in campus environments is a catalyst for innovation among learners, as an entire world of learning opportunities open up. Students at Wits University and the Durban University of Technology now have unprecedented access to research materials, e-learning delivery, field data, tutorials, videos, social networking, and other resources due to the ECUL solutions Dimension Data has provided.

Dozens of other projects Dimension Data has completed in different educational institutions have supported Government's objective of empowering young South Africans with the skills required in today's dynamic, knowledge-based world.

Creating vital links in the Health sector

Objective: Bring specialist healthcare within the reach of all citizens with virtual hospitals and high-speed connectivity

The most crippling ailment affecting public healthcare is the challenge of providing quality care to rural, underdeveloped and impoverished communities – the very people who need access the most.

Technology can go a long way to solving this, as demonstrated by the recent launch of Virtual Hospital – a proof-of-concept rolled out by Dimension Data, Telemedicine Africa, and the Industrial Development Corporation.

Virtual Hospitals in rural areas use specialised equipment to capture various aspects of a patient’s health – from there, the results are then sent for analysis by the appropriate general practitioners and specialists. Virtual consultations can even be set up between the doctor (normally located at his practice in an urban environment), and the patient located at the Virtual Hospital.

Healthcare delivered by remote virtual technology has the capability to immediately bridge the problems of servicing many remote areas. So as the nation works towards the vision of providing equitable and quality healthcare to all citizens in every region, technology is central to bringing specialist medical services to all.

Enhancing crime prevention, investigation and prosecution

Objective: Develop innovative applications of new technologies to ensure a safer South Africa

Technology has the potential to enhance the smooth functioning of the Justice system in South Africa. Making the most of new innovations is one of the ways in which we can fight the scourge of crime that degrades the quality of life for all citizens and tarnishes our international reputation.

Every aspect of the criminal justice system can be enhanced with ICT – from investigation to prosecution, and even in pre-empting events in order to prevent crimes from ever happening. Some of the key technologies include:

- Video evidence from CCTV recordings being used to form the basis of criminal investigations.
- Mobile data terminals inside police vehicles increasing access to key information and enabling better collaboration between patrol teams on the road.
- Biometric and facial recognition technology aids the matching of suspects to crimes.
- Automated case tracking systems alleviating pressure and wasted time in the court process.

Perhaps the most exciting way in which technology can play a role is in mining the crime statistics to better predict the time, location, and nature of crimes that will potentially be committed. The more intelligently we allocate policing and other crime-prevention resources, the better chance we have of overcoming the problem of crime.

The thin green line

Common threads run throughout all of the areas of Government in which Dimension Data plays a supporting role.

One of the most important elements is the ability to draw on the expertise of the broad family of Dimension Data companies – Internet Solutions, Plessey and Meritrend. From advanced networks, to data centres, applications, outsourcing, cloud solutions, end-user computing and security – Dimension Data is able to guarantee end-to-end quality across all technology sets.

Whatever the public sector objective, our layered approach stems from strategic collaboration to define the business goal and deploy the technology to address it. This is followed by managed services and outsourcing capabilities to operate the technology, supported by a deep partnership approach that transforms the technology into real value for the ultimate stakeholder – the citizen.

Some of the greatest opportunities lie in high-speed networks made possible by innovations such as fibre access technology and underwater cables. From video lectures in Education, to remote surgery in Health, to high-definition video conferencing that saves travel costs and spurs dialogue between departments – in many ways, video solutions on the network will be a game-changer.

Then, understanding all solutions for the public sector is Dimension Data's unwavering dedication to the security of the technology solutions that are deployed. The confidentiality of private citizen data remains paramount in the design of any solutions, for any area of Government, no matter how large or small the project.

In fact, in every area of technology, Dimension Data is making the investments that will address the future demands of our rapidly-evolving nation.

Promoting South Africa on the global stage

Objective: Build a new global network to foster collaboration and further South Africa’s interests around the world

The Department of International Relations and Cooperation (DIRCO) runs offices in 128 locations scattered across the world – all dedicated to representing and promoting South Africa on a global stage. It experienced great challenges and expense in managing this sprawling network of offices with its previous PBX systems and connectivity infrastructure.

Its new converged network solution from Dimension Data brought together voice and data to drastically drive down costs, improve collaboration between the various regions, and enable centralised monitoring and planning all from DIRCO’s Pretoria headquarters – the nerve centre of South Africa’s relationships with the rest of the world.

With the strategic use of unified communications in countries with poor infrastructure, more than 3 000 DIRCO employees and members – wherever they may be in the world – now experience the advantages of highly secure, reliable and cost-effective network infrastructure. Powered by satellite, terrestrial and undersea connectivity, this global network dissolves borders – seamlessly spanning multiple time zones, and over 80 different regulatory environments, all with different technology standards.

Most importantly, DIRCO is able to capitalise on this enhanced connectivity solution to build the strategic and visionary alliances that will propel South Africa forward.
Swift and accurate justice relies, among other things, on having all relevant information from all relevant systems in the hands of competent people when they need it. The ICJS will give the appropriate people the appropriate information at the appropriate time to successfully prosecute crime, administer the courts and rehabilitate and reintegrate offenders.

Isolated rural communities

Lots of people live in hard to reach places. When they get sick, the closest doctor might be tens of kilometers away.

Because of our presence in 51 countries across the globe, Dimensions Data could integrate the international community seamlessly.

With the largest number of Cisco engineers in the world, outside of Cisco, Dimension Data has produced a benchmark of technology integration best-practice that has been recognised by global analyst Gartner.

Our considerable investment into submarine cable operations like Seacom has helped provide Africa with world-class high-speed broadband capabilities.

A complex combination of satellite, terrestrial and undersea connectivity is channeled through more than 80 foreign telecoms regulators, each with differing telecommunication and transmission standards.

Any DIRCO member of staff can walk into one of the departments 128 missions worldwide and communicate as if the were sitting at their own desk.

When people who have committed crimes must appear at one of the busiest courts in the country, finding their files can be almost impossible. From the Department of Justice to Provincial Legislature, government is revolutionising its operations through the adoption of new technologies.
Why choose Dimension Data to power your public sector technology requirements?

Backed by one of the globe’s largest telecoms corporations, NTT, and with 86% of the Global Fortune 100 as clients, Dimension Data’s position as a premier ICT solutions provider is unrivalled.

In the Middle East and Africa region, our history in the public sector is one of success and longevity. Passionately believing that strong collaboration between the public and private sectors is key to enabling better and faster service delivery, we are proud of the success stories we’ve achieved to date.

Our commitment to transformation has multiple elements. As a Level 3 BBBEE contributor, we place over 66% of our annual procurement spend with empowered companies. We’ve so far assisted over 500 companies achieve BBBEE certification, and trained over 3 000 historically disadvantaged individuals with a broad array of technology skills. Almost 11 000 bright young minds have been enabled to reach their potential through our Saturday School and e-Learning initiatives.

Over the past 30 years Dimension Data may have evolved into a global technology leader, but our roots remain firmly in South Africa. So, it’s only natural for us to see our role as more than simply enabling Government with first-class ICT solutions, but also to achieve the shared vision where South Africa ultimately achieves its incredible potential.