



dimension
data

accelerate
your ambition

Modern collaboration

*Create the best environment
for empowering and
connecting your workforce*

Introduction

Enhance your customer experience, ensure a seamless workflow, increase team efficiency, and get a complete modern collaboration environment for your enterprise. By deploying and adopting a single managed service for the enterprise that connects multiple collaboration technologies, you'll create the best environment for empowering and connecting your employees no matter where they are based – locally or globally.

Today's Modern Collaboration environment is increasingly recognised as a critical investment for organisations looking for new sources of productivity and innovation. To differentiate from their competition, they need to innovate faster and be in a position to drive the collective knowledge and creativity of their workforce.

With a general shortage of IT skills, many organisations are finding it difficult to manage complex multi-vendor collaboration environments, as well as keep pace with the number of new features and integrations being launched with platforms such as O365. Their networks also may lack the scale, access, reliability and agility to deliver the quality of services required for modern collaboration.

As part of our Digital Workplace Report, we surveyed 800 IT and business leaders in large enterprises across 15 countries and across seven industry sectors.

As part of their mandate to drive technology and organisational changes in their companies, we found several different priorities featuring:

- 40% wanted to improve their time to market.
- 33% wanted to improve their productivity.
- 28% wanted to improve teamwork with employees and partners.
- 40% wanted to improve business processes.
- 37% wanted to accelerate decision making.

No matter what your company's specific expectations are, the challenge lies in creating an environment where people can work effectively together anywhere, anytime, in an engaging manner and while still accommodating their individual needs and preferred workstyles.

With an efficient collaboration service in place, you're creating a space where your employees can work effectively together anywhere, anytime, in an engaging manner - while still accommodating their individual needs and preferred workstyles using persona-based work models.



Services overview

We integrate, manage, and optimise your multi-vendor, hybrid collaboration environment at scale, be it for one location or across the globe. This manifests as a single managed service across your entire collaboration environment, including Cisco and Microsoft collaboration suites, plus any combination of those. In essence, we provide the glue between multiple technologies across voice, instant messaging, presence, video, file sharing and conferencing. We deliver these through advisory and consulting services, global technology services capabilities, and managed service offerings.

Challenges and solutions

Challenge

Lack of skills

How our solution addresses it

IT departments often lack the skillsets and training necessary to architect, implement and support various workplace technologies. Our trained and certified engineers address skills-gap issues across multiple vendor technologies and locations, offering an improved employee experience through guaranteed service levels to our clients.

Networks lack scale, visibility and reliability

Networks are not always prepared to support and scale new platforms, which makes for frustrated employees. Our scalable service can grow or contract with client business needs, and our self-service portal allows employees to slice data visualisation and insights for their specific requirements, driving quicker, more informed decisions.

Interoperability issues

Most companies have disparate collaboration tools, supplied by different vendors and managed independently by different lines of business. Therefore they haven't realised the full potential of collaboration. This creates communication silos across the organisation, resulting in management inefficiencies for users and IT staff. Our multi-vendor integration of collaboration solutions over a range of vendor platforms allows teams to work together more productively across locations on a single platform.

Licensing structure shifts

Shifting software licensing structures makes it difficult to understand what you're using versus what you're paying for. Collaboration functionality is increasingly part of a bundled offer, which creates hurdles inside the buyer organisation for adopting a third-party, best-of-breed solution. Our flexible consumption models avoid capital expenditure through a utility pricing model.

Security concerns

Increased proliferation of devices and consumer applications are causing more data vulnerability than ever, as enterprises are becoming increasingly concerned over the possible misuse of critical information. We empower employees to connect safely and work securely from anywhere, while protecting your data in the process.

We reduce silos to improve employee satisfaction ...



The Dimension Data advantage

Our Modern Collaboration solutions allow your organisation to leverage off our global scale and benefit from high levels of standardisation, while also reducing your overheads and improving efficiency.

Our end-to-end, flexible and cost-effective solutions enable workplaces for today and tomorrow, as your needs evolve. Our solution gives you technical expertise, service consistency, and flexibility across multiple vendors, technologies and geographies.

Your modern collaboration environment is the foundation for how your organisation will harness the intellectual property of your workforce. Listening to the needs of your employees and supporting a flexible and integrated approach to technology will ensure your teams remain motivated and more likely to increase productivity.

Why Dimension Data?



We're Microsoft experts. We've deployed over 1.8 million seats and manage over 370,000 seats of Microsoft Skype for Business globally, with direct access to Microsoft engineering.



We're experts in Cisco Collaboration. We've deployed 20 million devices and supported and managed 600,000 across the globe.



We understand complex integrations. This allows us to manage over 3.5K video endpoints and telepresence units globally for our clients.



We have global partnerships. We have global vendor partnerships and managed services capabilities with Cisco, Microsoft, ALU, Avaya, Polycom, AudioCodes, Ribbon, Lakeside and Genesys.

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