

Media Release

For further information:

Esther Quah / Tannia Goh

Dimension Data Asia Pacific

T: +65 6322 6688 / +65 6322 6610

E: esther.quah@dimensiondata.com / tannia.goh@dimensiondata.com

DIMENSION DATA HELPS SECURE AND DIGITISE A TOP GLOBAL TELECOM SERVICE PROVIDER'S SHARED SERVICES CENTRE

The digital transformation will provide ROI in 3 years with a 30% YoY cost benefits on the overall operational cost

Singapore, 31 May 2018 – Dimension Data, a USD8 billion global technology integrator and managed services provider, today announced that it has been appointed by a global telecommunications service provider to embark on a digital transformation journey for its shared services centre. Dimension Data is helping the firm transform its existing network and cybersecurity posture to ensure the service provider's network is future ready, agile, flexible and scalable.

The shared services centre is a strategic initiative of the global telecom group and is located in various states across India. It offers an extensive portfolio of services in a secured way across key verticals like Technology, Operations, Enterprise, Finance, Business Intelligence & Analytics, and Human Resources in more than 20 markets and to several group companies of the global telecom provider.

Access to the service provider's local markets is critical for the shared services centre's viability and productivity. To stay relevant in today's ever evolving digital world, the company needed to rethink and devise new delivery models to provide greater business impact. Dimension Data is helping the firm move to a centralised hub and spoke model, thereby establishing a robust management framework and ensuring timely delivery, underpinned by robust security.

"The global telecom service provider's multi-function shared services centre is a long-standing client for Dimension Data. We have engaged with them at many global locations for the past six years and have positioned the best in class technology - from plan to design, to build, to manage and maintain - for a robust network along with our Managed Services. The centralised management system will provide the company with greater flexibility, higher quality of service at a lower cost, increased turn around time and faster deployment of technology for the firm along with proactive risk mitigation," said Raghuv eer HR, Sales Director, Dimension Data India.

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About Dimension Data

Founded in 1983, Dimension Data is a USD 8 billion global leader in designing, optimising, and managing today's evolving technology environments. This enables its clients to leverage data in a digital age, turn it into information, and extract insights.

Headquartered in Johannesburg, Dimension Data employs 28,000 people across 47 countries. The company brings together the world's best technology provided by market leaders and niche innovators with the service support that clients need for their businesses – from consulting, technical, and support services to a fully-managed service.

In Asia Pacific, we operate in 35 offices across 13 countries. We help clients enable technology, operate their IT infrastructures and transform technology solutions that deliver value. It combines an expertise in digital infrastructure, cybersecurity, customer experience (CX), and digital workplace, with advanced skills in IT outsourcing, IT-as-a-Service, Systems integration services and training.

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