

# Changing lives by enabling financial freedom

Alexander Forbes lays solid ICT foundation through long-term partnership

## challenge

**Expanding customer focus** – from serving institutions to serving individuals

Giving customers **more access to products and services**, regardless of contact channel



**Broad product and customer diversity** requires different service models

Preparing for **digital disruption** in financial services market

Keeping pace with rapid **technology evolution** and changing compliance environment

## solution



Long-term partnership with a technology expert with in-depth expertise, understanding of financial services, and clear future vision



Establishing a stable, reliable IT foundation on which to build



Continued IT outsourcing agreement, featuring and evolving IT help desk



Data centre consolidation and implementation to create energy efficient new headquarters

## Result



Long-term partnership offers **mutual benefits of growth** and innovation



Outsourced day-to-day operations allow internal IT team to **focus on improving** customer service



New **headquarters a benchmark** in energy efficiency and cost savings



Future prospects **include benefits** of cloud computing

**'Partnering with Dimension Data** means we don't have to worry about day-to-day IT operations. This **frees us up to focus** on what's really important to us: finding **ways to better serve our customers**, to address their **financial service needs**, and to help them **realise their dreams by ensuring they attain peace of mind** through securing their financial well-being, now and in the future.'

Brad Eliot, Group IT Director, Alexander Forbes.