Dimension Data
Managed Cloud Platform™

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Dimension Data Managed Cloud Platform™

Globalisation is having a profound impact on the way businesses operate. Bringing new products and services to market is a race against time: today's businesses need to be 'fleet of foot' in order to remain competitive and profitable. Meanwhile, cost containment remains an imperative for organisations large and small, irrespective of industry or geography.

The role of the CIO is becoming ever-more critical – and complex.

Key challenges include:

- Expectations from the business for enhanced IT services continue to mount.

- Technology skills are scarce and costly - yet IT budgets remain stagnant.

- Ongoing technology evolution often results in piecemeal infrastructure build-outs over time. For many organisations, this creates volumes of aging assets that need to be managed, but aren't necessarily being effectively utilised.

- Impromptu IT-related purchases negatively impact procurement benefits and economies of scale, which puts further pressure on the bottom line

- Technology maintenance outside of governed frameworks may give rise to security threats, licensing gaps and an inability to maintain an accurate asset register – all of which can compromise an organisation's compliance and security profile.

All too often, these problems render IT unable to meet expectations from the business to deliver swift, effective IT services that boost competitiveness without inflating costs. IT's strategic value is eroded and technology investments become difficult to justify.

Given these realities, today's CIOs require a new model, one that that enables them to procure their IT services 'on the fly' and scale up or down quickly – without needing to commit to capex investments.

This model is cloud computing.

With cloud computing, IT services are delivered contractually. Users of IT-related services can focus on what the services provide them, rather than on how the services are implemented or hosted. It's a fundamental shift away from the licence-based, on-premise models that have dominated the IT industry for so long, and it enables businesses to sidestep many of the pain-points described above.

However, as many early adopters will attest, cloud computing won't bring immediate nirvana, – a number of potential challenges and pitfalls need to be considered:

- How do you reduce business continuity risk and ensure security and compliance issues are accounted for?

- Once your cloud infrastructure is up and running, what about metering, billing, automation?

- How to you ensure swift provisioning of services to your business users on an ongoing basis and avoid untimely service outages?

Increasingly, businesses are recognising the wisdom in partnering with a provider that will enable them to guarantee the delivery of the services that their business stakeholders need, when they need them, while taking care of the risk, complexity and operations burden.

How Dimension Data can assist

Through our Managed Cloud Platforms™ (MCPs), Dimension Data is able to offer clients a fully managed, secure foundation upon which to establish and grow their cloud strategies. Dimension Data's MCPs enable us to deliver IT compute services to our clients **as a service, on demand** with **elastic scale** and at an **acceptable cost**.

Dimension Data MCPs are **pre-integrated and fully managed**. This means services are delivered swiftly, which allows you to realise the benefits of cloud computing more quickly. We relieve you of the **operational and business continuity risks** associated with building a private cloud in-house. You're free to channel investment into building business capability – rather than automation and management activities.

As there's **zero capital outlay** associated with opting into our services, they're affordable and easier to justify. Services are available on demand, in real-time. And thanks to our broad client base, you benefit from economies of scale, and will find our services are offered at a competitive price point.

The result: Within a short timeframe your IT function will transform into a responsive, effective and cost-conscious enabler of your business' current operations and future aspirations.

Key features:

- Our MCPs comprise servers, storage and network infrastructure coupled with virtualisation technology, operating system software, and Dimension Data CloudControl™, our cloud management system.

- Dimension Data CloudControl™ provides complete automation of the orchestration, administration, provisioning, management, support, metering and billing of cloud-based resources.

- Our Cloud Exchange ensures our ability to deploy compute resources on a global scale. In addition, our strategically located Public MCPs have the ability to interconnect or 'peer' with one another and other Private MCPs, as capacity requirements ebb and flow. This means performance and latency may be optimised and time-to-service reduce private and hybrid environments and has the ability to interconnect between them. This means we can offer you the flexibility to select which model is most appropriate for your business' needs, while guaranteeing standardised services across all three models.

- We offer redundancy, 24x7 support and community-based self-service, service level guarantees for availability and performance.

- Robust security is built into the MCP via segmented VLANS, firewalls, strict administration controls and permissions.

- MCPs allow for self-provisioning and feature user-friendly interfaces.

- Our MCPs are built on leading technology, including VMware.

Flexibility is a cornerstone of our MCP architecture. Dimension Data offers several types of MCPs, to accommodate our clients' particular industry, segment and other specific requirements:

Figure 1: Dimension data Managed Cloud Platform™ architecture
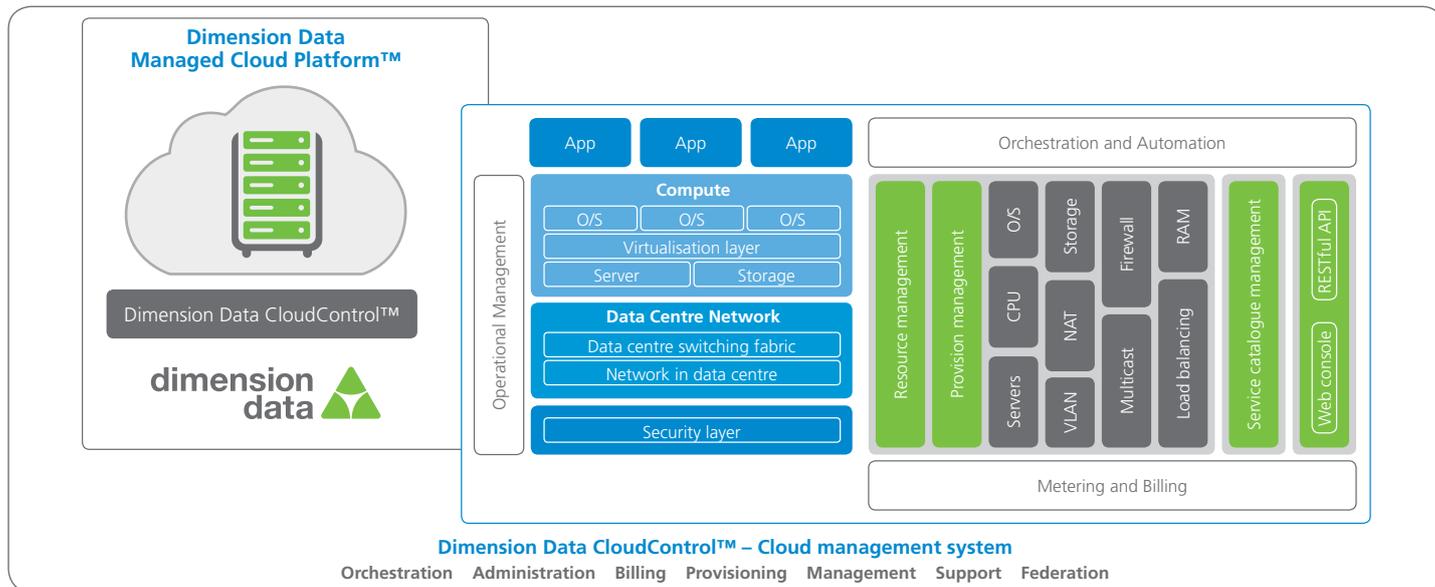
- **Public MCP** – Deployed around the world, Public MCPs are accessible by the general public and meet the requirements of a true public cloud; self-service, pay-per-use and with standardised services.

- **Private MCP** – Deployed in a client data centre or a third-party data centre, a Private MCP is dedicated to a single client. Private MCPs deliver a fully-managed private cloud service.

- **Hosted Private MCP** – Hosted by Dimension Data, the Hosted Private MCP is dedicated to a single client. Hosted Private MCPs deliver a fully managed private cloud service.

- **Provider MCP** – Deployed in a service provider data centre or a third-party data centre, a Provider MCP is dedicated to a single service provider for the use of its clients or a single client. Provider MCPs deliver a fully-managed private cloud service that can be productised into a white label public or private cloud offering.

Why Dimension Data?

Dimension Data offers a unique blend of capabilities, assets and experience that sets us apart from other cloud service providers. Our heritage in systems integration, mature managed services skills and technical expertise in areas like networking, data centre solutions, security solutions, Microsoft solutions, and IT services position us well to help clients determine the correct cloud strategy, migrate to cloud and manage their cloud infrastructure on an ongoing basis.

The experience we've gained across the globe in managed services, service level management, and IT outsourcing, gives us practical, hands-on expertise that reduces risk for our clients.

Dimension Data differentiators

Hybrid cloud architecture

Dimension Data's MCP architecture supports public, private, managed hosting and hybrid models, which improves our clients' ability to optimise cost, risk and agility. Our unique architecture enables organisations to interconnect clouds using our Cloud Exchange.

Powerful automation technology

Our Dimension Data CloudControl™ cloud management system goes beyond providing orchestration and provisioning of cloud servers and storage. Dimension Data CloudControl™ automates administration, metering and billing, and provides an easy-to-use interface. Dimension Data CloudControl™ addresses the needs of security, control, performance and ease-of-use.

Global management and support

Our cloud services are fully managed and include the procurement, delivery, implementation and management of public and private clouds. This allows organisations to quickly benefit from the cost and agility benefits of cloud computing, without compromising on risk and execution.

Experience and expertise

Dimension Data provides a combination of cloud enablement, cloud and systems integration, consulting, global procurement, cloud operations and software as a service hosting expertise and a commitment to innovation and client satisfaction. Our deep systems integration expertise across multiple IT domains enables Dimension Data to provide complete solutions at every stage of an organisation's journey to the cloud.

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