



Enterprise Mobility


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Line-of-Business Manager Converged Communications



Monday, November 17, 2008

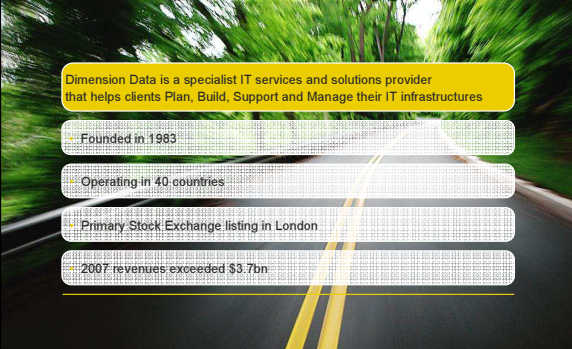
Agenda

- Dimension Data Overview
- Enterprise Mobility Overview
 - Business Drivers
- Solutions & Examples
 - IP PBX Mobility Features
 - Integration with Mobile Operator
 - GSM Picocells
- Business Case
- Conclusion



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Who are we?



- Dimension Data is a specialist IT services and solutions provider that helps clients Plan, Build, Support and Manage their IT infrastructures
- Founded in 1983
- Operating in 40 countries
- Primary Stock Exchange listing in London
- 2007 revenues exceeded \$3.7bn

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Dimension Data today



10,600 exceptional people

74% of the Global Fortune 100 and 60% of the Global Fortune 500 are Dimension Data clients

Dimension Data received almost 80 Industry Awards in 2007

Global Cisco Gold Partner and Cisco Gold Partner in 26 countries

Microsoft Gold Partner on 5 continents

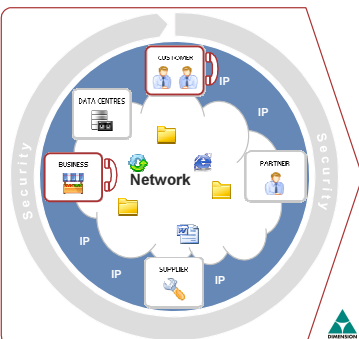
Figures based on 2006 data

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Lines of Business

Full Lifecycle of Services across all our Lines of Business

- Network Integration
- Security
- Data Centre and Storage Solutions
- Converged Communications
- Customer Interactive Solutions
- Microsoft Solutions



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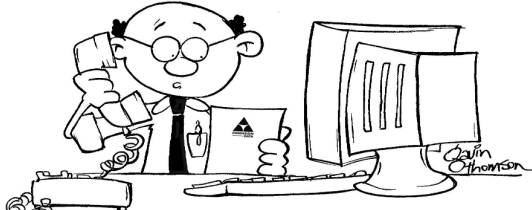
Converged Communications Value Proposition

Plan
Build
Support
Manage
Improve
Innovate

Contact Centres	Creating and delivering integrated management of customer interaction across communication channels to retain and grow the value of the organisation's customer base.
Integrated Collaboration	Reducing costs and improving business process speed by integrating multiple communication channels and Presence within the user's working context.
Visual Communications	Implementing Telepresence and video conferencing to improve interaction and the quality of remote collaboration, thereby eliminating time and cost penalties of travelling.
Enterprise Mobility	Improving the productivity of remote and mobile workers through seamless access to corporate communications tools and business applications, irrespective of location.
Telephony	Providing a secure and robust IP voice infrastructure as the platform for richer communication and collaboration.

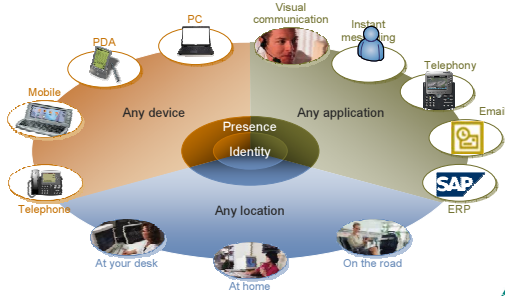
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Communication Chaos

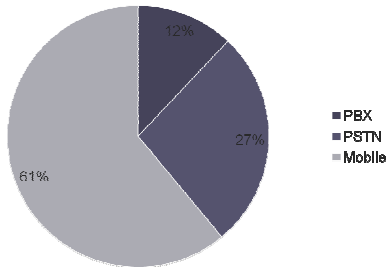


PLEASE LEAVE A MESSAGE. OR, TRY MY MOBILE PHONE.
OR TRY MY IM. OR TRY MY EMAIL. OR...

A Vision for Integrated Communication and Collaboration

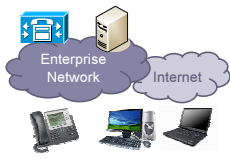


Dimension Data NL Communication Usage




The User Perspective: The Mobility Divide


Enterprise Communications Environment



Mobile Communications Environment




Office number *and* mobile number
 Office voice mail *and* mobile voice mail
 Enterprise dial plan vs. External number dialing
 Corporate directory vs. Local contact lists
 Corporate conferencing vs. mobile conferencing service



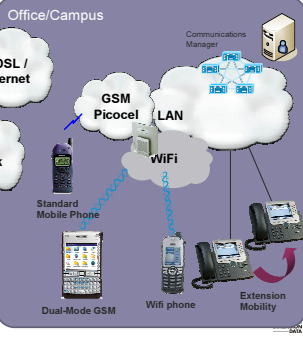
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Enterprise Mobility – Overview

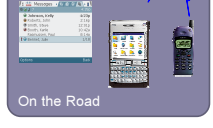
At Home




Office/Campus




On the Road



Standard Mobile Phone, Dual-Mode GSM, WiFi phone, Extension Mobility





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Enterprise Mobility – Key Business Drivers

Mobility of the Workforce

- From Desk Workers and Corridor Warriors to Road Warriors and Home Workers

Productivity of the Workforce


- Responsiveness of the organisation is under pressure
- Unified Communications, Collaboration & Presence concepts offer benefits to the Mobile Workforce in particular

Communication Costs

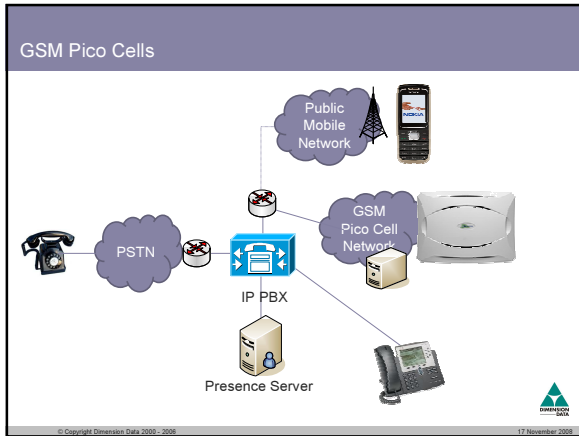
- Mobile Workers often still have a desk with fixed phone
- 40% of Mobile Calls are made in the office next to a desk phone

Quality of the Mobile Network

- Coverage and Capacity



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Use of DECT "Guard Band" for GSM Pico Cell Networks

- Currently the Dutch Ministry of Economic Affairs is finalizing new regulation - see <http://www.ez.nl/dsresource?objectid=159965&type=PDF>
- Starting January 1st, 2009, Enterprises can use the DECT "Guard Band" (1782,5-1880 MHz / 1877,5 – 1880 MHz – part of the GSM1800 band)
 - Low power
 - Enterprises need to give notice of use
 - Restricted until February 25th, 2013 when GSM Licences are reassigned
- Alternative for Voice-over-WLAN networks
 - Proven technology: GSM Pico Cell offers voice and data (GPRS)
 - Uses standard GSM
 - Roaming with Public Mobile Networks requires integration

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The Business Case

- PBX 12%
- PSTN 61%
- Mobile 27%

	Current Situation	Potential Savings with Single Number Reach & Forced-on-PBX	Additional Potential Savings with PicoCell
Mobile Voice	€ 23,4 M	29%	50%
Mobile Data	€ 3,3 M	0%	70%
PSTN	€ 4,3 M	-54%	-15%
Total	€ 31,0 M	14%	43%

Improvement in Voice Service KPI's

- Improve Call Completion Ratio's
- Voice Quality Improvement
- Mobile Data Improvement
- Less Dependant on Public Mobile Network (large social events, traffic jams could seriously affect KPI's)
- Productivity and Customer Satisfaction Improvements

Productivity and Customer Satisfaction Improvements

- Single Number Reach (Improved Call Resolution)
- Presence Information (Avoid Empty Calls, Reduced Transfers)
- Single Voice Mail Box
- Push email

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Conclusion: Why Enterprise Mobility?

Improve Responsiveness of Organisation

Increased Mobility of the Workforce

Control Communication Costs

Improve Quality of Mobile Calls



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Enterprise Mobility

Thank-you. Any Questions?
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