



Master Unified Communications Specialized Partners

Profiles in Excellence



Contents

Introduction

Unified Communications

Dimension Data

Nexus IS, Inc.

Spanlink
Communications

Touchbase

Master Unified Communications Specialized Partners

Profiles in Excellence



A Cisco Master Specialization recognizes partners with the highest qualified practice in a given technology. To achieve a master specialization, partners must first achieve the advanced specialization in that technology and then meet stringent requirements that demonstrate their master-level capabilities and establish a customer success track record in the following three areas:

- Selling skills, sales personnel investments, training, Cisco prescribed demonstration capabilities, and customer references that include Cisco prescribed solution and services capabilities.
- Additional technical personnel requirements, including additional CCIE certified individuals.
- Services assessment across the Cisco Lifecycle Services phases; must meet ISO prescribed skills for the operate phase for specific Cisco services.

Contents

Introduction

Unified Communications

Dimension Data

Nexus IS, Inc.

Spanlink
Communications

Touchbase



Founded in 1983, Dimension Data is a specialist IT services and solutions provider that helps clients plan, build, support and manage their IT infrastructures. Today we are positioned at the forefront of networking and communications in nearly 40 countries around the world.

By continually building on our knowledge and expertise in IT infrastructure technologies, we have become a recognized global leader in the provision and management of specialist IT infrastructure solutions. We plan, build, support and manage IT infrastructure solutions that help over 6,000 clients achieve their business goals. Drawing on our experience in network integration, security, converged communications, data centers and storage, contact center and Microsoft technologies, we deliver a full lifecycle of IT services.

Dimension Data at a glance

- Founded in 1983
- 2007 revenues of \$3.8 billion
- Listed on the London Stock Exchange and the Johannesburg Securities Exchange Limited
- A client base that spans all industry sectors including financial services, telecommunications, healthcare, manufacturing, government and education
- Over 10,600 highly skilled employees
- Established global footprint coupled with unrivalled experience in emerging markets
- Strategic partnerships with leading technology vendors, including Cisco and Microsoft
- Recognized industry leader with 80 industry awards in 2007

Dimension Data Services

Dimension Data's Services offering stretches across a value continuum of service functions. Clients receive Professional Services through Dimension Data's Project Interface that covers the Plan and Build service functions. Clients receive Managed Services through Dimension Data's Service Interface that ensures consistent global service delivery. Dimension Data offers the following Managed Services functions: Support, Manage, Improve and Innovate.

Global Procurement and Logistics Services enable Dimension Data's global supply and support strategy through the Source, Move, Clear and Deliver mantra. The Dimension Data Direct eProcurement portal is a critical enabler and procurement cost saver to our clients.

Headquarters

Headquartered in South Africa, with \$3.8 billion in revenue and over 9,500 employees in over 30 countries globally, we have a footprint that supports highly personalized, regional execution while leveraging the domain experience and depth of a large company.

Company Overview

Dimension Data is a specialist IT services and solution provider that helps clients plan, build and support their IT infrastructures. Dimension Data applies its expertise in networking, security, operating environments, storage and contact center technologies and its unique skills in consulting, integration and managed services to create customized client solutions. Our rich history in networking has placed us at the forefront in helping clients simplify and consolidate their IT infrastructures through Internet Protocol (IP) convergence. In addition to bringing strong domain expertise in implementing IT infrastructure, we work with our clients to solve critical business issues through technology, including:

Driving operational efficiency of IT infrastructures

We balance the ongoing issue of driving down operational costs versus improving reliability, flexibility and quality of service

Creating profitable customer relationships

We help organizations develop and improve communication channels to deliver lasting customer relationships at lower costs

Improving employee productivity

We help organizations improve employee and partner collaboration to deliver greater employee productivity, improved information sharing and knowledge management

Contents

Introduction

Unified Communications

Dimension Data

Nexus IS, Inc.

Spanlink
Communications

Touchbase

Dimension Data

Securing networks, applications and data

We help organizations reduce their risks by offering solutions that protect, detect, and & respond to external and internal incidents and threats

Maximizing the value of information assets

Our objective is to maximize the value of information within an organization whilst minimizing the cost of creating, sharing and storing the information

At Dimension Data we are particularly proud of our clients and our partners and the outstanding achievements we have reached working together. Seventy- four percent of the Global Fortune 100 and fifty- four percent of the Global Fortune 500 are Dimension Data clients. Dimension Data and its 10, 600 exceptional people received more than 80 Industry and Partner Awards in 2007, recognizing our dedicated service to our clients.

Dimension Data is also the leading gGlobal Cisco Gold Certified Partner in 22 countries and is a Microsoft Gold Partner on 5 continents, thus emphasizing the value we place on strong collaborative relationships with the world leaders in our industry.

Services & Solutions

Network Integration

For more than 20 years Dimension Data's core business has been the delivery of network connectivity to businesses around the world. Our proven multi-disciplinary expertise, technologies and processes allow us to offer a full range of network services and solutions to assist our clients in the deployment and management of complex technologies in diverse environments.

Converged Communications

Today's business needs reliable and secure communication tools to interact with employees, customers and business partners. Converged Communications – the convergence of voice, video and data over Internet Protocol (IP) – provides

new ways for companies to connect, communicate and collaborate. Dimension Data deploys, manages and optimizes technology to help clients gain more from their investments in communications infrastructure.

Security Solutions

Dimension Data's security solutions practice consists of the following products and solutions:

- Perimeter Security
- Intrusion Management
- Secure Network Operating System Service
- Compliance and Risk Management
- Managed Security Services
- Adaptive Secure Infrastructure

Data Center and Storage Solutions

Dimension Data's portfolio of Data Center and Storage solutions helps organizations to reduce the risk associated with IT disruption, improve operational efficiency and minimize cost and complexity. Dimension Data's data center and storage solutions practice consists of the following products and solutions:

- Storage Ready Networks
- Storage and Server Consolidation
- Backup and Recovery
- Disaster Recovery
- Data Migration and Archiving
- Environmental Infrastructure
- Managed Storage
- Server and Application Monitoring

Customer Interactive Solutions

Dimension Data's customer interactive solutions practice consists of the following products and solutions:

- Contact Centers
- Self Service
- Customer Management
- Benchmarking
- Managed Services

Contents

Introduction

Unified Communications

Dimension Data

Nexus IS, Inc.

Spanlink
Communications

Touchbase



Nexus IS, Inc., is a leading national full-service provider of unified communications

solutions. As a Cisco Gold Certified Partner, Nexus IS holds specialization certifications in IP Communications, Wireless, and VPN/Security; and is an Advanced Technology Partner for TelePresence (over 45 installations globally), Unified Contact Center and MeetingPlace collaboration technologies. Nexus IS, Inc. is a six-time Cisco award winner, including the 2006 U.S. Vertical Select State and Local Government Partner of the Year, 2006 West Area Advanced Security Partner of the Year, and 2006 West Area Best Overall Commercial Partner of the Year. Strategically partnered with technology industry leaders Cisco, NEC Unified Solutions and Microsoft, Nexus IS offers an extensive list of integrated Voice, Video, Data and Convergence solutions throughout the United States.

Company Overview

Headquartered in Valencia, CA, Nexus has the highest Advanced Technology attach rate of any National Cisco Partner in the U.S. Nexus leverages its extensive experience in network integration to enable organizations to Connect, Collaborate and Create by using Unified Communications, Contact Centers, Mobility, High Availability Data Networking, Data Protection, and Collaboration tools including MeetingPlace and TelePresence.

As a Cisco Gold Certified Partner, Nexus is currently one of the few Cisco Partners that hold a Masters Certification in Unified Communications. This designation recognizes Nexus for its in-depth sales capabilities, technology skills and service offerings, as well as proven experience and investment in the training and personnel needed to meet the growing global demand for highly sophisticated, applications-based unified communications solutions.

Nexus holds specialization certifications in Unified Communications, Wireless, and VPN/Security; and is an Advanced Technology Partner for Unified Contact Center, MeetingPlace, and TelePresence.

Nexus is Cisco's most experienced partner for deploying TelePresence. Chosen as one of four "Alpha" partners worldwide to implement this new technology, Nexus has installed over 100 TelePresence units worldwide. Significant Nexus TelePresence projects include:

- All high profile installations for Cisco, including the Executive Briefing Center and the Executive Offices in the San Jose corporate campus.
- Deployed the first Early Field Trial (EFT) customer sites in the western US.
- Installations at select regional offices for Cisco throughout the western US and Canada.

Nexus has achieved numerous milestones and awards from Cisco including

- 2006 U.S. Vertical Select State and Local Government Partner of the Year
- 2006 West Area Advanced Security Partner of the Year
- 2006 West Area Best Overall Commercial Partner of the Year
- 2006 Cisco Customer Satisfaction Excellence Award
- 2005 U.S. and Canada Commercial Partner of the Year
- 2005 West Area Voice Applications Partner of the Year
- 2004 U.S. IP Communications Partner of the Year

Strategically partnered with technology industry leaders Cisco Systems, NEC Unified Solutions and Microsoft, Nexus offers an extensive list of integrated Voice, Video, Data and Convergence solutions throughout the United States.

Nexus has offices throughout California, Arizona, Oregon, Washington, and Nevada. The company employs more than 330 people and serves client organizations of all types and sizes in local markets throughout the United States.

Professional Services

Nexus IS, Inc. is focused on providing the Professional Services engineering and support expertise to meet the requirements of today's advanced technology solutions. Our expertise with converged networks, security, wireless,

Contents

[Introduction](#)

Unified Communications

[Dimension Data](#)

[Nexus IS, Inc.](#)

[Spanlink
Communications](#)

[Touchbase](#)

voice, video, data, and IP telephony, coupled with our strong partnership with technology leaders Cisco, NEC, and Microsoft, enables us to deliver a wide range of business technology solutions from a simple telephony system to the most robust IP Call Center networks.

With technology solutions now a key strategic business asset, the need for higher availability, security, and reliability has increased significantly. Delivering the services to meet these needs and maximize the benefits of a converged, complex network requires specialized expertise leveraging consistent, proven processes and methodologies.

Our Professional Services objective is to align your business and technical requirements through a six phase technology solution lifecycle: prepare, plan, design, implement, operate, and optimize. This proven lifecycle services methodology enables effective, efficient deployment of advanced technologies with minimal disruption to business, and maximum benefit and return on your investment.

Our Lifecycle Professional Services Methodology

Prepare

- Requirements Development
- Proof of Concept Management

Plan

- Assessment Services
- Consulting Services

Design

- Solution Design
- Implementation Planning

Implement

- Project Management
- Implementation
- Training

Operate

- Service & Maintenance
- Managed Services/Monitoring

Optimize

- Assessment
- System Optimization

Contents

Introduction

Unified Communications

Dimension Data

Nexus IS, Inc.

Spanlink
Communications

Touchbase



Spanlink Communications is a leading, full-service provider of Unified Communications

solutions and has nearly 20 years of customer interaction solution experience and a history of delivering results from leading edge technology. Spanlink leverages its experience to help its customers establish a cohesive customer interaction and unified communications strategy.

Spanlink takes a business solution focus to its services to deliver the transformational business benefits that VoIP enables. Spanlink applies expert analysis, implementation and support services to tailor each customer's solution and support plan. The combination of Spanlink's experience and diligence in interpreting its customers' needs, provides each of its customers with a superior design, efficient deployment process and sensible management model.

Spanlink offers customer interaction lifecycle services which customers need to build, manage and evolve a successful, enduring customer interaction solution. Spanlink's solution competencies are broad, spanning unified communications, converged networks, contact centers, rich media communications, collaboration and self-service by phone or web.

Spanlink's services categories go deep to ensure proper planning, execution and support for each component of their customer's solution, including expertly defined:

- Assessments
- Professional Services
- Training
- Support
- Managed Services

The end result is a comprehensive program backed with experience and best practices that can be tailored to meet business needs.

As a Master Specialized Cisco partner, Spanlink also holds specializations and certifications in Unified Communications,

Voice, Data, and Routing & Switching. In addition, Spanlink is a Cisco certified Advanced Technology Partner for Rich Media, Unified Contact Center Enterprise and Cisco Customer Voice Portal.

Company Overview

Spanlink Communications is a leading provider of unified communications and customer interaction solutions that leverage VoIP technology. Spanlink has nearly 20 years of customer interaction solution experience and a history of delivering results from leading-edge technology.

Spanlink leverages its expertise to help businesses answer tough communications questions and establish a cohesive communications strategy.

Headquartered in Minneapolis, Minn., Spanlink has more than 160 employees and 50 regional offices across the United States, Canada and Europe.

Serving mid to large-sized enterprises, Spanlink integrates industry leading unified communications products, customer interaction products, workforce optimization products and system management products that exploit the benefits of VoIP network infrastructures. Spanlink applies expert planning, migration and support services, then tailors each customer's solution and support plan to meet the customers unique business needs. The benefit is more than incremental improvements in isolated areas of the business, but real transformational business improvements in productivity, efficiency and customer satisfaction.

Founded August 8, 1988 by Brett Shockley, Todd Parenteau and Loren (Skip) Singer, Spanlink has a long and proven background in telephony and call center solutions. Spanlink was AT&T/Lucent/ Avaya's number one Interactive Voice Response (IVR) and Computer Telephone Integration (CTI) solution partner for more than a decade. In 2000, the early stages of IP Telephony, Spanlink became a Cisco partner. Spanlink was able to quickly leverage more than a decade of business and technical experience in contact centers,

Contents

[Introduction](#)

Unified Communications

[Dimension Data](#)

[Nexus IS, Inc.](#)

[Spanlink
Communications](#)

[Touchbase](#)

Spanlink Communications

and today has nearly 1,500 VoIP sites deployed. VoIP is a transformational technology that gives enterprises an opportunity to truly change the way they communicate with customers. Spanlink recognized this early and pioneered the early VoIP deployments alongside networking companies who were struggling to learn the application side of the solution.

Today Spanlink is a Master Specialized Cisco partner, and also holds specializations and certifications in Unified Communications, Voice, Data, Routing and Switching. In addition, Spanlink is a Cisco Advanced Technology Partner for Rich Media, Unified Contact Center Enterprise and Cisco Customer Voice Portal.

Services & Solutions

Spanlink integrates industry leading Unified Communications products, customer interaction products, workforce optimization products and system management products that exploit the benefits of VoIP network infrastructures. Spanlink applies expert planning, migration and support services, and then tailors each customer's solution and support plan to meet the customers' unique business needs. The benefit is more than incremental improvements in isolated areas of the business, but real transformational business improvements in productivity, efficiency and customer satisfaction.

Spanlink's services categories go deep to ensure proper planning, execution and support for each component of the solution, including expertly defined:

Assessments – Careful planning and preparation are imperative to a successful implementation of Unified Communications. Assessment areas focus on critical solution success factors, including:

- Testing the effects of adding voice traffic on an existing network
- Ensuring the proper data is delivered in order to manage your business effectively
- Ensuring that, once deployed, your solution remains optimized to meet your business objectives

Professional Services – Spanlink LifeSpan™ is a proven implementation methodology that is business solution focused. It includes a thorough, up-front analysis of its customers' business objectives that is translated into a comprehensive plan for the design, implementation, integration and support of the total solution. Services also include speech recording, multi-lingual voice talent and simulation testing. As a single-sourced vendor, you'll benefit from a consistent methodology that delivers better design, more efficient deployments, proactive, yet cost-effective support plan for your entire solution and a greater year-over-year return.

Solutions Training – Spanlink offers comprehensive training packages so the right people are trained to use and administer the solution and take full advantage of its benefits. Training sessions can be conducted in a classroom setting, on customer premise or over the Web.

Support Services – Spanlink knows that a proactive support model optimizes uptime, reliability and performance. For that reason, Spanlink has built a support team of experts that reacts to calls regarding system performance and questions. They also work proactively to notify administrators of available software updates, conduct audits and monitor the on-going health of the system. Proactive services ensure that your system is the most current and optimized to handle your communications with the utmost reliability.

Spanlink's Support Center is a continuation of its implementation services, and its Support Center professionals work actively together with customer deployment teams to ensure a smooth transition. Taking the time up front to understand your business goals and the inner workings of your solution makes our support team more responsive and more effective at keeping our customer's system working. Spanlink's support service engineers have easy access to the Spanlink engineers and technicians that built your solution, so you don't have to spend your time educating us. If Spanlink did not deploy your system, we will conduct a post deployment

Contents

Introduction

Unified Communications

Dimension Data

Nexus IS, Inc.

Spanlink
Communications

Touchbase

assessment to ensure our engineers are well-equipped with the necessary information to support your system.

Managed Services – The core competency of any company is managing its own business. When it comes to managing your unified communications solution, competencies may be lacking, budgets may fall short or it simply might not make good economic sense. Spanlink Managed Services provides customers with a cost-efficient supplement or alternative to an internal IT team. The benefits include a predictable expense model, immediate ramp up and improved quality and reliability delivered by resources whose core business is unified communications and the supporting systems. Services include Administration Support for occasional complex or time-consuming administration and Remote Administration for more comprehensive, long-term services.

Supporting Products – Spanlink's SolutionWatch offering is proactive service designed to minimize system downtime for high-value, VoIP-based Customer Interaction systems. Spanlink CentralControl partitions and simplifies administration and management for virtual, multi-site deployments. Below are further details about each product.

SolutionWatch provides a smarter, more cost-effective solution and is for enterprises seeking a way to minimize system downtime for high-value, VoIP-based customer interaction systems. Here's a summary of just some of the benefits:

- No training or dedicated staff required.
- Utilizes Spanlink's expertise in Cisco voice solutions.
- Accurate tickets sent to Spanlink, decreasing troubleshooting time with customer contact center.
- More in-depth information specific to voice when monitoring for system failures or degradation.
- Protects key business performance metrics critical to customer interaction solutions, including customer satisfaction, service levels and revenues.
- Reduces the overall cost of maintenance.
- Maximizes uptime.
- Web-based user interface allows for at-a-glance viewing of system status.

SolutionWatch is a successful part of a full-circle process that increases system availability, reduces support costs, and protects the communications system investment.

Services & Solutions

CentralControl is a web-based management framework that presents a unified, holistic and simplified interface to the disparate and often distributed resources that comprise a real Customer Interaction Network. CentralControl enables:

- A practical methodology for managing change – distributed administration and multi-level permissions for moves, adds, changes and deletes (MACD).
- An automated approach to administration for maintaining quality.
- A distributed, multi-level approach for measuring performance with automated report compilation and distribution, both of which drive informed resource management decisions.

With CentralControl, customers can securely utilize a broad range of personnel to participate in the ongoing management of the solution without compromising system integrity.

The combination of Spanlink's experience and diligence in interpreting its customer's needs provides each of its customers with a superior design, efficient deployment process and sensible management model. The end result is a comprehensive program backed with experience and best practices that can be tailored to meet business needs.

Contents

Introduction

Unified Communications

Dimension Data

Nexus IS, Inc.

Spanlink
Communications

Touchbase



Touchbase is a global company working with multinational organizations

to optimize the way they communicate.

Our company delivers compelling business through the unification of disparate communication tools, across the enterprise and within the contact center. By gaining a deep understanding of our clients' business drivers, we design, deliver and optimize technology which enriches communication between people and drives competitive advantage. To do this, we build a Foundation upon which Collaboration, Mobility, Customer Contact and Business Intelligence solutions are effectively implemented and utilized.

Touchbase delivers an exceptional client experience through a fast and flexible operating environment as well as a unique company culture, driven by talented and energetic people. For over 15 years, we have optimized business communications for over 650 organizations across 60 countries from our operations in Asia, Australia, Europe and North America

Company Overview

Touchbase is a determined and ambitious company. Having grown from just three people operating out of a bedroom in Wapping, East London, Touchbase continues to grow in its coverage and its capabilities making sure that a consistently excellent service is always provided to our clients.

We support and manage our client's business communication needs wherever they operate. We are committed to a global vision. With this in mind, we constantly seek new opportunities to grow into new regions and increase our ability to serve.

We currently have offices located in New York, Denver, Miami, Boston, Atlanta and San Francisco. Our ambition is to have 46 more locations throughout the United States by 2010.

The advantage to working with Touchbase is encapsulated in a core set of beliefs upon which we operate and which pervade our business:

- **Coverage** – We support and manage our client's business communication needs wherever they operate. We are committed to a global vision. With this in mind, we constantly seek new opportunities to grow into new regions and increase our ability to serve.
- **Consistency** – We operate a business model that is consistent around the world. All teams and systems are designed and operate in the same way to provide a reliable, and excellent client experience
- **Capabilities** – We have a deep history in enterprise communications and contact center environments. To deliver optimum results for our clients, we strive to be at the forefront of communications expertise and its application within our clients' businesses.
- **Culture** – The entire Touchbase team are intelligent, entrepreneurial, principled and passionate people who are obsessed with delivering value to clients.
- **Clients** – We believe that without our clients, their trust and their advocacy, we are nothing. Therefore we do all we can to help our clients grow their business so together, we can celebrate their success.

Services & Solutions

Touchbase is a global technology services company that works with clients across Asia, Australia, Europe and North America, optimizing their communication capabilities to provide improved business benefit. Touchbase provides four services, each involving a results driven method at their core:

- **Discovery** – Issues and opportunities for improvement in a client's communication environment are identified and analyzed, and recommendations are expounded.
- **Design** – Business needs and opportunities are translated into both high level and detailed designs for the best application of communications technology into an organization.
- **Delivery** – A communication solution is defined, designed, developed and deployed.

Contents

Introduction

Unified Communications

Dimension Data

Nexus IS, Inc.

Spanlink
Communications

Touchbase

- **Optimization** – The existing communication environment is monitored, supported and managed.

Business outcomes are identified, developed and delivered through five communication concepts that are integral to today's business environment:

- **Foundation** – Transitioning the technology infrastructure to fortify and facilitate subsequent communication solutions.
- **Collaboration** – Transforming an organization's ability to interact seamlessly irrespective of location, media or device.
- **Mobility** – Transforming an organization's flexibility in giving the choice to work wherever, whenever and however.
- **Customer Contact** – Transforming an organization's customer experience through fluent interaction between the organization, its people and its customers.
- **Business Intelligence** – Transforming the collection, integration and analysis of business information from communication technology and user habits.

Contents

Introduction

Unified Communications

Dimension Data

Nexus IS, Inc.

Spanlink
Communications

Touchbase