

Datagate helps Dimension Data New Zealand to deliver new 'single point' ICT and telecommunications services for clients

“ We use Datagate to give our Government, Council and large corporate clients a full analysis of how they are using Skype for Business-based telephony services. ”

Shaun Bell | Managed Services,
Dimension Data New Zealand



Global ICT services firm Dimension Data is now offering New Zealand customers a 'single point' ICT managed service, including Skype for Business, full telecommunications fixed line voice, mobile voice, and mobile data services.

Dimension Data New Zealand's decision to offer a new single point service reflects a strategic shift in New Zealand towards the convergence of ICT and telecommunications services.

Businesses prefer to deal with one supplier across all services, which are becoming more intertwined and harder to differentiate, says Dimension Data New Zealand's Shaun Bell.

The integration of full telecommunications services was made possible with the locally-developed Datagate cloud solution which gives Dimension Data New Zealand the platform required to provision, price, report on, and bill a full range of fixed line calling, MVNO mobile voice and data services.

“There has been a strong uptake of these new services by existing clients,” says Shaun Bell. “Clients find it simpler to have one service provider delivering a complete range of ICT, telecommunications and data services.”

Dimension Data New Zealand's clients benefit in a number of ways from having a single service provider.

“We can now take full responsibility for our clients' networks. You can't do that if you're just managing telecommunications service providers on behalf of your

clients. Datagate also shows us how a client is using, or not using, every phone line and data package. That information enables us to make recommendations that save clients money. Datagate is key to offering a high quality, repeatable, well priced service.”

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Having a single ICT provider is also beneficial in natural disasters which may knock out communications networks. Clients only have to deal with a single organisation to get things back up and running.

Dimension Data New Zealand's partnership with Datagate gave it the ability to provide mobile and fixed line services, via Spark Wholesale and Datagate.

“We simply buy wholesale data and minutes, sell on an agreed plan and add value for the client.”

The new solution also provides detailed reporting, which

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Delivering new 'single point' ICT and telecommunications services for clients

adds value for clients. Dimension Data New Zealand clients include many Government departments, Councils and large corporates. They require a breakdown of telecommunications and data costs into different cost centres, and analysis of how they are using the services.

Datagate manages every aspect of reporting, including taking the bulk wholesale minutes Dimension Data New Zealand buys from Spark Wholesale and apportioning them to the individual Dimension Data New Zealand-branded call plans sold to clients. Datagate also checks and reports on all of the phone lines and usage for each client call plan. Call minutes, data and text

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Shaun Bell | Managed Services, Dimension Data New Zealand

message usage can run to thousands of line items.

The launch of the new services means Dimension Data New Zealand can now compete for RFPs that require a single provider for all ICT services. The firm is planning to expand its use of Datagate to other services, including giving clients access to their usage information via an online portal.

ABOUT DIMENSION DATA

Dimension Data uses the power of technology to help organisations achieve great things in the digital era. A member of the NTT Group, Dimension Data accelerates clients’ ambitions through digital infrastructure, hybrid cloud, workspaces for tomorrow, and cybersecurity. The company has a turnover of USD 7.5 billion, offices in 58 countries, and 31,000 employees. In Asia Pacific, Dimension Data operates in 50 offices across 13 countries. It helps clients enable technology, operate their ICT infrastructures and transform technology solutions that deliver value. The company combines an expertise in networking, security, customer experience (CX) and collaboration, data centre and end-user computing, with advanced skills in ICT outsourcing, ICT-as-a-Service, systems integration services and training. For more information, see: www.dimensiondata.com/nz

Highlights

SUMMARY

Global ICT services firm Dimension Data is now offering New Zealand customers a 'single point' ICT managed service, including Skype for Business, full telecommunications fixed lines, mobile and data services. The decision to offer this new single point service reflects a strategic shift in New Zealand towards the convergence of ICT and telecommunications services. Businesses prefer to deal with one supplier across all services, which are becoming more intertwined and harder to differentiate.

Dimension Data New Zealand uses Datagate to manage re-rating, usage analysis and reporting. Its clients include Government departments, Councils and large corporates that have specific and detailed reporting requirements. Dimension Data New Zealand has seen a strong uptake of the new services among its existing client base. Clients find it simpler to have a single service provider delivering a complete range of ICT, telecommunications and data services. The firm can now compete for RFPs that require a single provider for all ICT services. Service levels have deepened, with the company able to give cost-saving recommendations in response to usage data.

BUSINESS BENEFITS

- ▶ Full range of telecommunications and data services
- ▶ Clients prefer dealing with a single provider
- ▶ Quality, repeatable, well-priced service
- ▶ Full responsibility for clients’ networks
- ▶ Detailed information drives money-saving advice
- ▶ Faster disaster recovery

KEY OUTCOMES

- ▶ Become a single source ICT provider
- ▶ Dimension Data New Zealand-branded services
- ▶ Enhanced service levels
- ▶ Increased client stickiness
- ▶ Strong uptake of new services by existing clients
- ▶ Satisfy the 'single source' demands of large RFPs

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