

# Service Aggregation

**ONE**

**One service provider** means simplified vendor management. Datacentrix can become your primary service provider in a multivendor environment.

**CPOC**

**Central Point of Contact** for your customers and your service providers ensures vastly improved communications.

**CO-OP**

**Co-operation** agreements between service providers contributes to achieving seamless end-to-end service provision.

**SLA**

**Service Level Agreements** between you, the customer and service providers.

**OLA**

**Operations Level Agreements** between the Service Aggregator and service provider.





**Increasingly, IT organisations are recognising that the options for sourcing ICT services are much wider than the traditional insource or outsource models. Datacentrix is working with companies in a service aggregation role that allows customers to source services from any number of specialist service providers and to manage the model via a single management interface – Service Aggregation.**

Many businesses simply do not have the know-how or the time to pull many of their vendors together. An average business may have a number of relationships with ICT vendors such as: support companies for telephony; a broadband provider; a web provider; a printing provider; and many software application vendors on top.

In becoming your Service Aggregator, we bring our experience in managing supplier relationships on behalf of our customers to ensure service quality is maintained at a professional level. Our service aggregation methodology

ensures that service providers work together to deliver a consistent seamless end-to-end service into your organisation. Our knowledge and experience will help reduce your costs and effort in the vendor management discipline so that your valuable time and energy are better invested in business related technology initiatives.

The Service Aggregation function means that Datacentrix will become the central point of contact for all service issues pertaining to your IT systems, and the central point of contact (CPOC) for all of your service providers.

Datacentrix' Service Aggregation team will advise and assist with recruiting your new ICT partners and will work with you in refining a service architecture that leverages multiple service provider components in the provision of the service.

The essential element allowing us to provide the service aggregation function is our 'always-on' Service Desk. All ICT events, cases and service issues are routinely routed through Datacentrix' Service Desk where many of the service metrics are applied and where performance data is gathered, giving you a clear view of the service providers and the services to which they contribute.

The specialised Service Aggregation function provides our customers with value that goes well beyond third party call management:

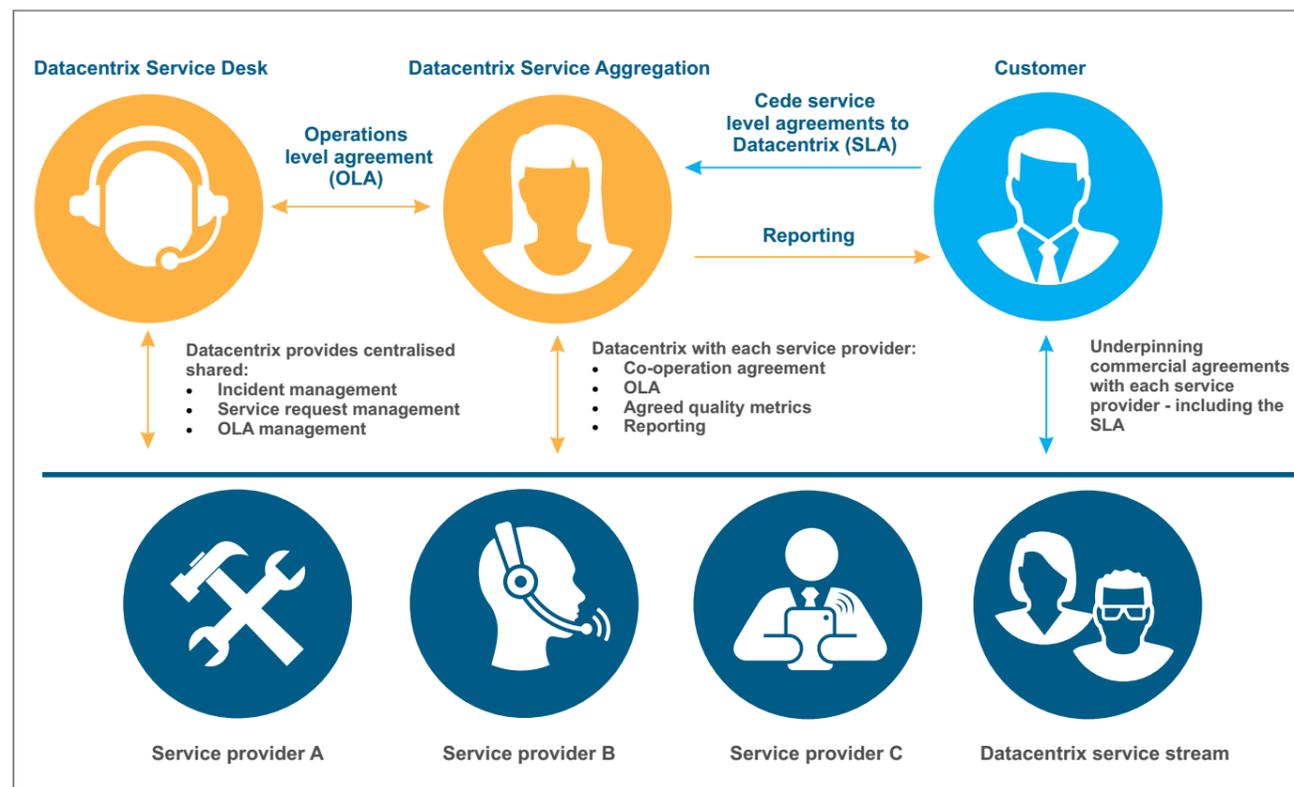
**Improved risk management:** Datacentrix' focus across all key service providers mitigates risk in terms of the unforeseen issues such as a supplier becoming insolvent and jeopardising your operations.

**Improved performance management:** Our ability in providing statistics and analysis to identify poor or exemplary service through detailed performance reports is a fundamental factor in achieving high quality IT services.

**Improved demand management:** An aggregated view in the demand and consumption of services ensures that your organisation, for example, does not continue to pay maintenance for retired equipment, or procure duplicate services across multiple service providers, or be found non-compliant in terms of software licenses.

**Improved contract management:** Datacentrix will make your team aware of expiring contracts, counteracting low-leverage sole source extensions. Services contracted for versus services being delivered are also monitored, ensuring that you only pay for services being delivered.

**Improved relationship management:** The close relationship that Datacentrix develops with all service providers gives an excellent aggregated view of the total scope of services and spending across your infrastructure, software, and services. Issues and concerns are more easily managed from an aggregated viewpoint.



**Core components that the Service Aggregator function covers:**



## Technical data: Service Aggregation

Specification	Datacentrix (Always on: 24x7x365)
<b>Monitoring</b>	Monitoring and control of desktop, network, systems, datacentre
<b>Managed network</b>	Management, support, maintenance and private networks, VPNs
<b>Managed systems</b>	Management, support, maintenance of mainframe, servers, storage
<b>EntryPoint devices</b>	Management and security of desktop, laptop, notebook, tablet, smartphone
<b>Colocation</b>	100% network availability. Secure, redundant, reliable datacentre service
<b>Hosting</b>	Dedicated, shared and application hosting
<b>Third parties</b>	Management and control of customer-appointed service providers (SLA, OLA)
<b>Datacentres</b>	Tier III+ capable
<b>Managed framework</b>	ITIL V3
<b>Key management activities</b>	Availability, events, incidents, service requests, access, changes, releases, problems

### About Datacentrix

Datacentrix is a complete ICT systems integrator, providing solutions and services across the full information value chain to its customers. The company uses leading technologies to drive customer business strategies, unlocking efficiencies and empowering meaningful business insight.

Our most valuable assets are captured in the minds and spirit of our people. Every person at Datacentrix is a critical part of our service delivery model and our strategy for generating sustainable value for our customers and stakeholders.

We value partnerships and go the distance to establish trusting, lasting customer and stakeholder relations. Our longstanding affiliations and accreditations with our technology partners enable direct access to technology using the shortest channels.

It's our passion for excellence that drives our innovative and flexible solution design. Datacentrix' value-driven strategy and proven execution capability reinforce its position as one of the top ICT players in the local market.

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