Microsoft 365

Managed Collaboration Services for Teams

Maximise your investment in collaboration technologies.

Our Managed Collaboration Services (MCS) offer is designed to help you optimise your investment in collaboration technology, across your landscape. MCS can help you get more from your existing resources - we monitor and operate your collaboration ecosystem, taking care of the administration so that, in partnership, we can focus on business outcomes, digital transformation and innovation. Managed Collaboration Services for Teams from Dimension Data helps clients get more from their investment in collaboration technology and their existing resources: people, processes and infrastructure. We provide a full stack collaboration solution for Teams calling, meetings and meeting rooms.

With consumption-based, operating expense (OPEX)-based pricing models, we can help you manage costs more effectively, with per user, per month and/or per configuration item (CI) per month pricing structures.

Dimension Data's Managed Collaboration Services (MCS) offers a single managed service across your entire collaboration environment. We hold several Microsoft Advanced Specialisations for Teams including Calling for Teams.

End-to-end management

We manage your environment during the modernization process from current state to future state. Proactive monitoring avoids unnecessary downtime, while SLA-based issue resolution ensures your teams are always connected and able to collaborate, no matter where they are in the world.

Collaboration transformation

Our consulting services help you map and manage your collaboration digital transformation journey enabling you to quickly respond to user demand. We design, implement and manage the complex system of technologies in your hybrid collaboration environment to agreed service levels leveraging your legacy platforms as we integrate Microsoft Teams calling and meetings.

Insight and management reporting

Dimension Data's Manage Centre provides a unified view of your multi-vendor technology performance and availability, through comprehensive reporting and dashboards. The ability to drill down into individual service-impacting issues ensures that inhouse teams have the insights needed to be confident in the management of their environment.

'Having enabled voice and meeting solutions for over two decades, Dimension Data is perfectly placed to provide a full-stack, consistent Microsoft Teams collaborative solution. This is more relevant than ever with the new norm of geographically dispersed workforces ' – Graham Parker; Intelligent Workplace Executive, Dimension Data

How Managed Collaboration Services for Teams works to achieve business benefits

Dimension Data Solution

- Delivery of a consistent user experience, 24/7, across locations because of our global reach and experience.
- Provision and management of Microsoft Teams productivity platform ensuring calling across voice and video, instant messaging and web conferencing
- Replacing end-of-life hardware and right-sizing of unified communications technology spend.
- Outsourcing of unified communications management.
- Reduction in technology assets and unified communications operational resources and overheads.
- Management of co-existing vendor technologies during transformation.
- Microsoft Advanced Specialisations for Microsoft 365.

Joint Solution

- Best of breed Microsoft SaaS platform
- Rapidly scalable solutions to meet changing business requirements
- Transformation of legacy software systems

Tangible Benefits / Desired Outcomes

- Monitoring and operating of the collaboration ecosystem on a day-to-day basis to enable client to focus on business outcomes, digital transformation and innovation, while reducing risk.
- Automation and simplification of user management, allowing monitoring, logging and reporting features to help clients meet compliance and governance requirements.
- Support of employee productivity, enhancement of collaboration and delivery of an exceptional user and customer experience.
- Services which improve operations, free-up client resources to focus on other tasks, and optimise end user adoption of the solution, thereby increasing the return on the client's technology investments.

Why Dimension Data?

Dimension Data has a proven track record as a Microsoft partner with a large skilled and experienced team of Microsoft-certified specialists. From consulting to managed services, we keep your enterprise applications responsive and reliable, enabling collaboration and a platform for innovation. We assess current IT landscape, deliver recommendations and a roadmap for optimisation and then consolidate and migrate your applications to the cloud. We offer bespoke business solutions using a SAFe Agile methodology and globally integrated ITIL processes. With our highly skilled collaboration and productivity teams, we guarantee excellence in delivery. Dimension Data is able to provide a full end-to-end solution to an organisation in every industry vertical. Our capability across the full IT stack enables us to provide supporting services giving you an advantage.

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