

Logicalis International Managed Services Capabilities

Global vs. Local

Managed Services

Locations

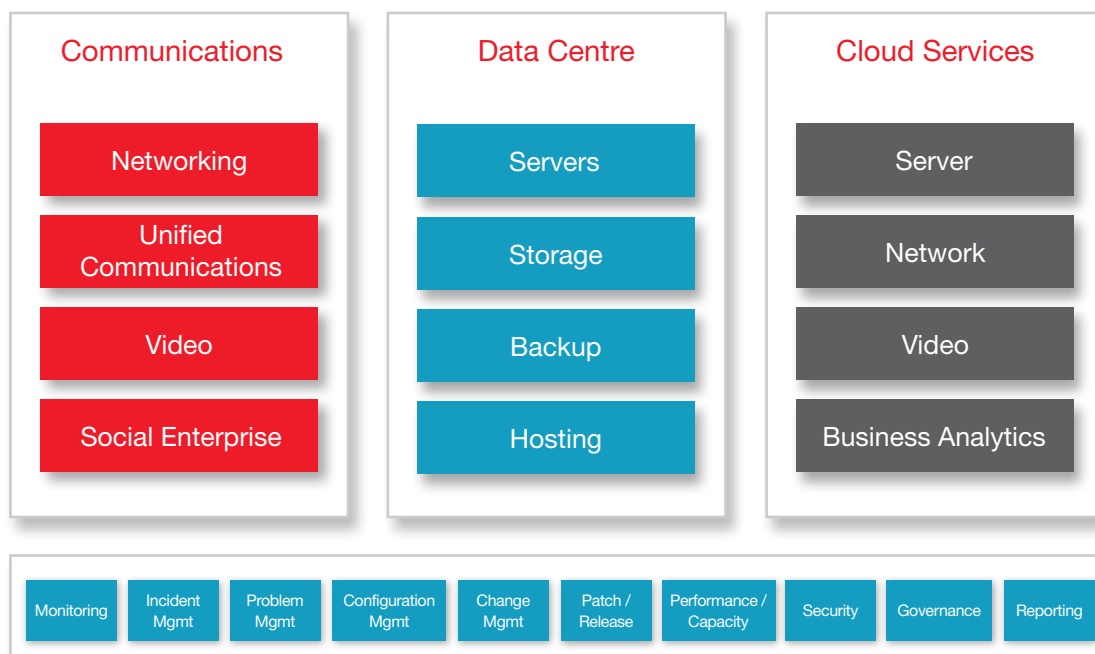
Logicalis Managed Services has operations centres in:

- Argentina (Buenos Aires)
- Brazil (São Paulo)
- China (Shanghai)
- Malaysia (Cyberjaya)
- UK (Slough, Bracknell)
- USA (Cincinnati, Phoenix, Auburn Hills)



Its regional Managed Service Centre (MSC) in Cyberjaya, Malaysia, offers offshoring services to our regions in Asia Pacific, Europe and the USA. This centre has in excess of 50 staff, primarily skilled in networking, security and IP Telephony. The Malaysian centre of excellence is a robust, professional operation that is completely owned and operated by Logicalis.

Global Service Offerings



Logicalis international managed services portfolio comprises proactive 24x7 monitoring and management.

The Management service includes but is not limited to:

Incident Management

- Incidents are automatically created, classified and routed to specific service desk agents based on the level of alarm and configuration information (e.g. network/server infrastructure).
- We apply IT Infrastructure Library (ITIL) based methodology to automatically apply correct priorities and service level agreements (SLA).
- Customers receive automated notifications via their chosen channel of communication. This can be routed to specific named individuals in the customer's organisation, based on the type of device reported.
- Logicalis manages all service escalations to third parties and vendors to reach a resolution.
- Automated monitoring status updates.

Problem Management

- Logicalis relates multiple incidents to a single problem thus allowing central point of management and communication.
- The system will integrate problem ticket information with change management information.

Change Management

- Based on the ITIL framework, we automatically classify changes and drive associated workflows and approvals.
- We automatically select different levels of approvals for the 'change type' to encompass technical, management and customer.
- All changes are audited, tracked and associated with relevant Configuration Items.

Reporting and Service Reviews

- Customer portals provide 24x7 access to pre-defined and ad-hoc queries of all managed information.

- Detailed technical reports, queries and real-time status dashboards are also available to customers via the portal.
- Services reviews are scheduled regularly in accordance with contracts and managed technologies.

Logicalis' Managed Service offerings include:

Network Management

Proactive polling, event detection, root cause analysis, monitoring and management of networks and network devices including: Routers, Switches, Firewall / VPN Appliances and WAP/LAP devices.

IP/T Management

Proactive IP/T infrastructure monitoring and management including event and syslog monitoring, user account management and patch management.

Storage Management

Proactive management for enterprise storage arrays and supporting infrastructure, including: fiber switches, storage management appliance servers, fcip switches and SAN and array management applications.

Server Management

Server and operating system management including: event and syslog monitoring; user account management; file system management; security patch management; kernel management and services reporting.

Back Up Management

Proactive management of backup applications and associated servers and devices including Master Servers, Media Servers, Clients, Storage Units, Media Pools, Disk Staging, Policies and Catalogues.

Regional Overview by Continent

Regional Summary

Logicalis has international managed services capabilities with a common service delivery framework to support both our local and multinational clients.

The table below summarises core functionality in the continental regions.

	Europe	North America	Latin America	Asia Pacific
ITIL Standards	✓	✓	✓	✓
24x7 Service Desk	✓	✓	✓	✓
Level 1-3 Technical Support	✓	✓	✓	✓
Remote Monitoring	✓	✓	✓	✓
Remote Management	✓	✓	✓	✓
Managed Services for:				
• Communications Infrastructure	✓	✓	✓	✓
• Data Centre Infrastructure	✓	✓	✓	✓
• Cloud Infrastructure	✓	✓	✓	
Infrastructure-as-a-Service (Cloud)	✓	✓		
Solutions-as-a-Service	✓	✓	✓	✓
Data centre Hosting	✓	✓	✓	
Professional Services Projects	✓	✓	✓	✓
Outsource Services	✓			✓
ISO 20000	✓		✓	✓
SAS 70 Type II / SSAE16		✓		

Regional Specifics

In addition to the services listed above Logicalis regions enjoy the benefits of localised services tailored specifically to their needs. The list below provides a summary of local information for each region:

Europe

UK - Logicalis UK's Managed Services Centre (MSC) is based in their UK HQ in Slough. This region has made significant investments in its two data centres in Slough and Bracknell, the former being a Tier III High Density Data Centre providing 32KW hosting capability, designed with Virtualisation and Cloud Services in mind, and is an extremely cost effective hosting centre for high density infrastructure.

Germany - Logicalis Germany, located in Cologne, delivers managed services with the focus on network monitoring and management.

US

US - The US operations centres are based in Cincinnati and Detroit along with its Cloud Data Centre operations in Cincinnati Ohio, South Bend, IN and Phoenix, Arizona. The US offers a broad array of pre-defined Managed/Cloud Services with core competencies in the infrastructure space.

Latin America

Brazil - In addition to its core managed services operations located in Sao Paulo, PromonLogicalis also offers a specific solution to the Engineering & Construction industry, with its 'Connected Construction Site'. This solution allows the client to have a single point of contact on designing, operating, supporting, and managing all ICT solutions on the construction site environment during the construction lifecycle.

Argentina - The Argentinean operation is based in Buenos Aires, supporting the entire Southern Cone region and has a strong focus on networking.

Asia Pacific

Australia - Logicalis Australia is supported from the MSC in Malaysia, and has a high pedigree in networking, unified communications, security and Data Centre with management and customer relations based in Australia.

China - Logicalis China operates a MSC in Shanghai to provide local support to its Chinese customers, offering a broad array of Managed and Professional Services.

Singapore, HK, Malaysia, Indonesia - Logicalis' MSC for these regions are available in country, augmented with the MSC in Malaysia, with related skilled resources and offerings in Managed and Professional Services.

Why Clients Engage with Logicalis

Financially Robust: Through its financial ownership structure, Logicalis, parented by the \$5 billion Datatec Group, provides client confidence through its longevity and financial robustness, to support clients in long-term support agreements, and with in excess of \$1 billion of global revenues, it has the scale to hold significant contracts.

Service Quality: Whilst we are still nimble with regional operating companies to act responsively to clients needs, we have, nonetheless, established a global framework with the flexibility of localisation of service levels and pricing.

One area we do not compromise on is 'service quality' and in order to retain our levels of customer satisfaction, we have established our own in-house offshoring low cost Managed Service Centre in Malaysia, providing first-line support for networking, security and IP Telephony.

End to End Provider: Logicalis is the single partner to support clients' end-to-end ICT infrastructure for communications, data centre, hosting and cloud services.

Integrated International Capabilities: Our integrated global delivery model ensures we provide common services with a single delivery framework to support multinational clients.

Operations & People

Logicalis operations continually strive for the highest levels of process maturity and certifications whilst acknowledging efficiency, customer feedback and customer experience.

- Logicalis bases all operation processes and methodologies on the ITIL v3 framework. In addition, most operations staff has either foundations or advanced certifications in ITIL.
- Logicalis is ISO 20000 certified.
- Logicalis leverages centres of excellence from its operations around the world to bring to market the absolute best skills for all go to market technologies in terms of R&D, systems, best practices, processes, market strategy and engineering.
- Logicalis has the industry's highest level of engineering certifications in all managed technologies.

Regional Resource Capabilities

We have in excess of 500 resources across the following key service roles:

- Technical Engineers – 90% of the resources are highly skilled industry experts with the highest level of certifications. These technical experts fall into three broad categories:
 - Managed services pro-active monitoring and management engineers.
 - Professional services project engagement engineers.
 - Solution Architects responsible for guidance and development of go-to-market services.
- Service Managers – approximately 10% of the resources are Service Managers responsible for:
 - Transition Management – transitioning customers into the managed services environment.
 - Customer Management – ensuring high service and satisfaction levels.

What can we do for your organisation?

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Corporate Overview

Logicalis is an international IT solutions and managed services provider with a breadth of knowledge and expertise in communications and collaboration; data centre and cloud services; and managed services.

Logicalis Group employs 2,500 people worldwide, including highly trained service specialists who design, specify, deploy and manage complex ICT infrastructures to meet the needs of over 6,000 corporate and public sector customers. To achieve this, Logicalis maintains strong partnerships with technology leaders such as Cisco, HP, IBM and Microsoft.

The Logicalis Group has annualised revenues of over \$1 billion, from operations in the UK, US, Germany, South America and Asia Pacific, and is fast establishing itself as one of the leading IT and Communications solution integrators, specialising in the areas of advanced technologies and services.

The Logicalis Group is a division of Datatec Limited, listed on the Johannesburg and London AIM Stock Exchanges, with revenues of approximately \$5 billion.