

## DIMENSION DATA ENHANCES DELIVERY OF MANAGED SECURITY SERVICES WITH ALGOSEC



### IT Solution Provider Streamlines and Automates Security Operations for Clients

#### AlgoSec Business Impact

- Generate incremental revenue from new policy compliance management services
- Reduce cost of service for Managed Security Service offering
- Improve quality of service, assuring a direct and timely response to security issues

#### Customer Name

Dimension Data Australia

#### Line of Business

IT services and solutions provider  
for managed infrastructures

#### Location

Melbourne, Australia

[dimensiondata.com](http://dimensiondata.com)

#### Background

Dimension Data, founded in 1983 and headquartered in Africa, provides global specialized IT services and solutions to help their clients plan, build, support and manage their IT infrastructures. The company serves over 6,000 clients in 58 countries and in all major industry verticals. Dimension Data serves 79% of the Global Fortune Top 100 and 63% of the Global Fortune 500.

#### Challenge

In an effort to bring greater efficiency and flexibility, Dimension Data Australia sought to apply security industry best practices and streamlined processes to its delivery methodology. Automation was identified as a key capability that would enable them to reduce service costs and increase quality of service. "The operational management of security infrastructure is quite labor intensive," remarks Martin Schlatter, Security Services Product Manager at Dimension Data. "The principle reasons for automating managed services are reducing work time, freeing up people for other tasks, and leveraging expertise that is 'built in' the automated tool." By doing this Dimension Data could offer better service to existing clients while expanding their client base. "Additionally, the increased appetite for the Managed Security Services offering has been fueled by an increasing focus on governance, risk management and compliance, and we are expected to deliver faster and more accurate visibility of the security and compliance posture of the network," explains Schlatter.



**“We were fortunate enough to get a double benefit from using AlgoSec in our environment — reducing costs to serve our clients, and expanding our service offerings.”**

**Martin Schlatter,**  
Services Product Manager  
– Security, Dimension Data  
Australia

## Solution

Dimension Data selected the AlgoSec Security Management Solution as a part of their toolset to deliver their Managed Security Services, which include automated and fully integrated operational management of client security infrastructures. The intelligent automation at the heart of AlgoSec will enable Dimension Data’s team to easily and effectively perform change monitoring, risk assessment, compliance verification and policy optimization for their clients, and act upon the findings quickly. This includes getting rid of unused or obsolete rules in the policy, reordering rules to increase performance and identifying risky rules.

Another key factor in the decision making process was the relationship between Dimension Data and AlgoSec. “AlgoSec was deemed most suitable to meet our delivery needs for Managed Services. We selected them for their specific technology fit, and flexibility to assist in growing our managed service business. The partnership element was eventually the overriding factor,” says Schlatter.

## Results

With AlgoSec, Dimension Data is now able to deliver their clients a comprehensive view of the security posture of their network security devices. This is crucial to establishing a baseline understanding of a security network, which makes it possible to truly assess and remediate risks, errors and inefficiencies. The ability to automatically provide this type of information at the most accurate level provides a key competitive differentiator for the company and a large benefit for its clients. “The value-added contribution is saving time, in terms of automation,” remarked Schlatter. “We found a way to reduce costs by automating manual operational tasks. At the same time, we were fortunate enough to leverage AlgoSec to expand our service offerings, so we got a double benefit from using AlgoSec in our environment.”

One of the major features of integrating AlgoSec into the Dimension Data solution is the ability to support multiple client domains from a single AlgoSec management console. “This scalable configuration has proven to be invaluable when managing multiple clients with complex multi-vendor, multi-device security environments,” says Schlatter. “It consolidates administrative tasks, cuts time and costs, and ensures proper administration and segregation of duties from our end.”

AlgoSec enhances the Managed Security Services offerings by delivering comprehensive risk and compliance management. Dimension Data professionals can generate risk and audit-ready compliance reports in a fraction of the time and with much greater accuracy compared to traditional manual analysis. “Our clients who require ISO 27001 and PCI DSS accreditation have greatly benefitted from this,” said Schlatter.



### Global Headquarters

65 Challenger Road, Suite 320  
Ridgefield Park, NJ 07660  
USA  
+1-888-358-3696

### EMEA Headquarters

80 Coleman Street  
London EC2R 5 BJ  
United Kingdom  
+44-207-099-7545

### APAC Headquarters

10 Anson Road, #14-06  
International Plaza  
Singapore 079903  
+65-3158-2120

[AlgoSec.com](http://AlgoSec.com)

