



Dimension Data North America
New York, NY
www.dimensiondata.com/na

Industry:

Professional Services

Annual Revenue:

\$533 million (North America)

Employees:

700

Oracle Products & Services:

Oracle E-Business Suite
Oracle Purchasing
Oracle Order Management
Oracle Inventory
Oracle Projects
Oracle Service Contracts

Oracle Partner:



BAYTREE
ASSOCIATES

Baytree Associates, Inc.
www.baytree.com

“We were being held hostage by our highly customized legacy ERP system. Oracle applications and Baytree’s expertise took us through a huge technology leap and made us more self sufficient.” – Pat King, Vice President, Finance, Dimension Data North America

Dimension Data North America Fuels Growth with Single Scalable Information Technology Platform

Dimension Data is a specialist IT services and solutions provider that helps clients plan, build and support their IT infrastructures. Dimension Data applies its expertise in networking, converged communications, security, operating environments, storage, wireless and contact center technologies and its unique skills in consulting, integration and managed services to create customized client solutions. Almost 75 percent of the Global Fortune 100 and 54 percent of the Global Fortune 500 are Dimension Data clients. Since expanding into North America via acquisition in 2000, Dimension Data North America has experienced exponential growth in revenue and employees.

Challenges

- Move to a single, scalable information technology platform across multiple organizations without disrupting revenue-generating operations
- Replace highly customized ERP system that was difficult and expensive to maintain
- Integrate critical third-party systems to core platform to eliminate manual transfer of information.
- Boost efficiency of small IT staff, which was totally engaged in tactical maintenance of existing systems

Solution

- Established a scalable information technology platform with applications that don’t require customization
- Greatly enhanced reporting capabilities for better decision support
- Gained ability to address new business requirements by configuring rather than customizing applications, creating a more sustainable and self-sufficient IT environment
- Relied on Baytree Associates to provide knowledge and resources to fill expertise gaps while Dimension Data transitioned to the new system
- Realized better cost management through improved visibility into operations
- Realized savings in transaction processing
- Gained ability to establish and measure performance metrics