



Case Study: Data Exchange (DEX) for Dimension Data

About the Company

Dimension Data (DD) is a global IT services and solution provider that helps customers plan, build, and support their IT infrastructures. The company is listed on the London Stock Exchange [DDT LSE] and operates in 30 countries on five continents. DD applies its more than 23 years of experience in technology infrastructures, networking, security, operating environments, storage, and contact center technologies and its unique blend of skills in integration, consulting and managed services.

Dimension Data applies its expertise in networking, security, operating environments, storage and contact centre technologies and its unique skills in consulting, integration and managed services to create customized client solutions. Dimension Data is also the leading Global Cisco Gold Partner in 27 countries and is a Microsoft Gold Partner on 5 continents.

Business Challenges

The challenge at hand was to migrate the current system, which was using web methods to Biztalk server for **Data Exchange (DEX)** among various trading partners. The reasons for migration were as follows:

- The client was facing high cost and time in maintaining the application
- Web methods were offering lesser features as compare to Biztalk server

Apart from migration the following were also required in the new system:

- Connectivity with CISCO
- Use of RosettaNet Accelerator
- Email notification and generation

Nihilent's Role

Nihilent has considerable expertise in Microsoft Biztalk application development & testing and understands the complexity of resource constraints that are involved.

Nihilent adopted a phased approach to implement the solution. During the first phase of the project, **DEX** Core part was developed tested and implemented. And subsequently each phase covered a separate development, testing and implementation for each trading partner of Dimension Data.

Nihilent utilized its vendor relationships in executing deliverables as per schedule. Nihilent leveraged its quality procedures and delivery excellence to ensure a near flawless implementation despite the complexity and aggressive timelines.

Business Benefits Delivered

The implementation of **DEX** by Nihilent led to the following benefits to Dimension Data:

- Cost reduction in maintaining Biztalk Server Application as compare to high cost and time-consuming web methods
- Email generation in case of any error, notifying client and respective stake holders so that immediate action can be taken
- Better processing efficiency of documents between business applications
- Ability to track down system failures and message failures through exception handling module