Dimension Data extends IP Telephony offering with Integrated Research

Dimension Data (LSE: DDT), a leading global technology services company, announces today a significant strengthening of its current IP telephony offering. The group will be extending its leading-edge data network and server management business solution to include the monitoring and management of voice-based applications across its customers IP infrastructure.Driven by a need to guarantee corporates real-time management of their IP telephony environments, Dimension Data will be incorporating Integrated Researchs PROGNOSIS IP Telephony Manager software within its network management architecture. The deployment of the tool will enable Dimension Data to monitor, maintain and audit an IP Telephony installed application across its clients IP networks, thereby guaranteeing optimal performance, availability and capacity.Grant Allan, Insite Global Service Manager, Dimension Data commented: As more and more companies look to combine voice, video and data across their IP networks, the level of network management increases in complexity and criticality. PROGNOSIS IP Telephony Manager fits in well with our existing global managed services architecture and will extend our capability to manage all of our customers IP applications, regardless of whether they are voice or data, in real-time. We are already looking to deploy the solution across our group and within a large US-based pharmaceutical company. As we continue to grow our IP telephony business solutions, we will extend the solution to the rest of our customer base worldwide. A key benefit will be the ability to manage dozens of Call Managers at hundreds of sites simultaneously in real-time, thereby helping us to fulfill our goal to provide true global solutions to our customers.Steve Killelea, Integrated Researchs president and CEO, said: Globally theres been a positive mind shift in the way companies combine voice, video and data on their IP networks. Armed with our solution, Dimension Data will have the capability to meet the needs of any business that has a dedicated, distributed IP telephony solution, with the option of extending its requirements over a broad spectrum of linked services and applications.About Dimension DataDimension Data Holdings plc (LSE: DDT) is a leading global technology services company, specialising in providing IT solutions that enable businesses to operate and communicate flexibly and seamlessly.   The Groups unique combination of networking and application integration expertise and global managed services capabilities make it ideally positioned to deliver these solutions. Dimension Data, founded in 1983, had revenues of $2.5 billion in 2001 and operates in 30+ countries with over 9,500 employees. For more information, please go to www.didata.com http://www.didata.com About Integrated Research LtdSince 1988 Integrated Research has been a leading developer of real-time systems and application management solutions for high-availability distributed computing environments based on the proven PROGNOSIS architecture. The worlds largest bank, telecommunication company, stock exchange, computer hardware manufacture and ISP all rely on Integrated Research solutions as do customers in over 40 countries. Integrated Research is a publicly listed company with offices in the USA, Europe and Australia, and a distribution network spanning more than 60 countries. Information about Integrated Research and its products is available at http://www.ir.com.About PROGNOSIS IP Telephony ManagerPROGNOSIS IP Telephony Manager is a comprehensive software solution that reduces the cost and complexity of deploying and managing Cisco CallManager. Quick to install and easy to use, IP Telephony Manager provides effective management facilities for rapidly implementing, managing and optimizing IP telephony from day one.Information on PROGNOSIS IP Telephony Manager is available at http://www.ir.com.PROGNOSIS is a registered trademark of Integrated Research Ltd.