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**Bernard Kursner**  
Technical Services Manager  
Dimension Data Switzerland

## Dimension Data Delivers Quality Drawings with Speed and Accuracy using DesignXpert

### Industry

Dimension Data (LSE: DDT) is a leading global technology company providing solutions and services that optimize and manage the performance of IT infrastructures. Dimension Data delivers networking solutions using its proprietary “Application Network” architectural framework and expertise in networking. Founded in 1983, Dimension Data operates in 30+ countries with over 9,000 employees.

### Challenge

Using a generic drawing tool, Dimension Data’s Switzerland office could not produce the level of quality network design drawings that they wanted to provide their customers. In addition, the process was time-consuming and difficult, and did not provide any way to validate networks once they were designed. The team needed a single tool that was designed specifically for networks, providing all the drawing and validation capabilities required to serve Dimension Data customers in Switzerland.

### Solution

DesignXpert from Netformx is a complete network design tool providing powerful and easy to use drawing capabilities, high quality drawings and extremely accurate device configuration and validation for Dimension Data. Not only did Netformx make Dimension Data more competitive by enabling them to deliver superior drawings of 100% validated networks, it also reduced network design time by half.

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## Overview

Dimension Data’s dedicated team of engineers serving the Switzerland market produce network designs for customers across the country, and they were using a generic drawing tool that did not meet their standards and slowed productivity. To better serve customers in Switzerland, Dimension Data needed a tool developed specifically for network design and validation. Only one product provided the level of drawing quality coupled with comprehensive device library and validation capabilities—DesignXpert from Netformx.

## Generic Drawing Tool Impedes Design Accuracy and Drawing Quality

Before DesignXpert, Dimension Data’s engineering team in Switzerland was using a generic drawing tool that was not designed for network development, and the problems inherent in the tool made their jobs more challenging.

“It was not so easy for us to design networks with a generic drawing tool,” explained Bernard Kursner, Technical Services Manager responsible for Dimension Data’s technical teams in Southern Switzerland. “The symbols were not created already, so we had to create special shapes and designate them as symbols for the many networking components we use.”

The lack of standard symbols not only made the teams drawing task much more time-consuming and troublesome, but it also caused difficulties in finding components in the design once the drawing was completed. Dimension Data engineers found that the generic symbols they were forced to use did not identify the components properly, and did not serve as adequate presentations to their customers. To make matters even more complicated, symbols were not normalized across the organization, so every engineer had a different set of custom icons.

“The difficulties with the drawing tool decreased the productivity of our engineers,” Kursner confirmed.

In addition, with the generic drawing tool it was not possible to validate the design once it was drawn. In fact, before using DesignXpert, the team had no way to validate designs, relying only on the knowledge of the individual engineers.

“Using the generic icons, we couldn’t see what each component was,” said Kursner. In some cases, this would occur after we implemented the network. It would cost us money because we had to correct the problem—it would be our responsibility and we would have to pay for it.”



*"All my engineers are working with DesignXpert and I receive much positive feedback. And if there is ever an issue, Netformx tech support responds quickly and solves the problem."*

## DesignXpert Makes Designing Networks Easy

Now the entire Dimension Data engineering team in Switzerland uses Netformx DesignXpert to develop, draw and validate networks all within a single tool.

"With Netformx, we can find the right components quickly and easily create drawings and make the connections," Kursner said. "DesignXpert makes it easy to create a full configuration and a validation of the entire network."

"We appreciate the fact that all the switches, routers, and every component we use is in the Netformx library," he continued. "The library is excellent. We can easily choose icons, and they are always updated automatically, which was not the case before we had DesignXpert. And now we use all the same symbols in our drawings for the technical teams throughout Switzerland."

Kursner mentioned another advantage in the capability to export to Excel, which allows the engineers to create a comprehensive bill of materials more easily and quickly for sales account managers who prepare quotes for the customers.

"All my engineers are working with DesignXpert and I receive much positive feedback," Kursner added. "And if there is ever an issue, Netformx tech support responds quickly and solves the problem."

## DesignXpert provides the following advantages for Dimension Data:

- **50% Time Savings:** "We produce a lot of drawings and it used to take our engineers many days," said Kursner, "but we gained substantial productivity by using DesignXpert. Now in one or two days we can design a large network, saving us about 50% of network design time."

"DesignXpert enables us to do our jobs faster because there is no need to search for products in many different places—all the networking products are in a single library, and all configuration and validation is done in a single tool," he added.

- **100% Design Confidence:** "With Netformx, we can validate the design and ensure that we have all the cards we need," Kursner stated. "Netformx allows us to validate designs directly with the vendor websites and guarantee that we have the right configuration—a big advantage for us. With Netformx validation, I am 100% confident in our designs."
- **Faster Responsiveness:** For Dimension Data, the speed provided by Netformx not only increases their productivity but also enables them to be more responsive to customers, ultimately giving them an edge in the highly competitive technology marketplace.



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275 Saratoga Ave., Suite 200  
Santa Clara, CA 95050  
Tel: 408.423.6600  
Fax: 408.423.6699

[www.netformx.com](http://www.netformx.com)

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“Speed is an essential advantage in our business,” Kursner said. “On a large network we have to go through many steps, and we are a small team so we need powerful resources like Netformx. If the drawing can be done quickly and easily, it is a plus for the company and our customers. Meeting customer demand faster than the competition is a vital goal for Dimension Data.”

“A small network design only takes 15 minutes using DesignXpert,” he added, “so more people across our organization are using these tools because it enables them to respond more quickly to customer needs. Sometimes even our sales team will use DesignXpert, because they can easily create presentations for the customer in just a few minutes.”

- **High Quality Design Drawings:** “The quality of the symbols available from Netformx and the drawings we can produce are much better than other network design or drawing products,” Kursner said. “DesignXpert enables us to create drawings that live up to the level of excellence our customers expect. And the results are evident—our customers appreciate the quality of these drawings.”

“On larger networks, DesignXpert makes us more competitive, because it enables us to produce clear drawings that our customers can understand,” he added. “It makes it much easier for us to have icons for each specific component, because the customer can easily view all the components and see exactly what is in the network. We consider it an important advantage to have DesignXpert because our customers are impressed by the drawings.”

### The Bottom Line: Delivering Excellent Quality

“Since we have been using DesignXpert, we have never had a need for other network design or drawing tools,” Kursner said. “We are pleased with the Netformx technology, and we are very confident Netformx can continue to provide us with the functionality and performance that we need in the future.”

The key advantage Netformx provides for Dimension Data is enabling the Switzerland engineering team to deliver the highest quality work to their customers, from fast responsiveness and superior drawings to accurate validated designs that are sure to function as promised.

“Netformx empowers Dimension Data to deliver excellent quality of work to our customers including the presentation of the quotation and the schematic drawing,” Kursner concluded. “We have won a lot of customers and each time the drawing from DesignXpert was a reference.”