

WOOLWORTHS LIMITED

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PRESS RELEASE

Woolworths concludes telecommunications review

- Modular approach to telecommunications to deliver efficiency
- Dimension Data appointed as Integration Services Manager

Woolworths Limited today announced the conclusion of a review of its enterprise telecommunications requirements in Australia.

Woolworths Limited Chief Information Officer, Dan Beecham, said the review will see the company restructure its telecommunications services over the next year.

“The twelve month review identified opportunities to gain productivity benefits through flexibility and increased efficiency across the business,” Mr Beecham said.

“The enterprise telecommunications market is changing rapidly and it is important to look at specialist players in the market with specific expertise and points of difference.

“Woolworths currently uses one provider for telecommunications services across the whole business. As a result of the review, we will take a flexible approach to telecommunications procurement, establishing a framework that encompasses a range of services modules.

“This approach will enable us to better leverage Woolworths’ internal capabilities and combine them with the expertise of individual service providers. It will also provide us with greater scalability of services and deliver cost savings for our business,” he said.

As result of the planned changes, Woolworths has also appointed Dimension Data as integration services manager for Woolworths’ enterprise telecommunication requirements.

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The five year contract covers the management of data services, telephony, security and related infrastructure across Woolworths' food and grocery, liquor, petrol, general merchandise and consumer electronics retail businesses. The value and terms of the contract are confidential.

“The appointment of Dimension Data follows an extensive request for proposal process. Dimension Data's remit will cover governance, contract management and relationship management, architecture and technical leadership, account management, transition, and service delivery management,” Mr Beecham said.

Commenting on the appointment, Dimension Data's Australian CEO Steve Nola said: “Dimension Data has established a very strong reputation in outsourcing and managed services in the Australian market over the past five years.”

“While Dimension Data clearly has the ability to execute when it comes to managing telecommunications and IT infrastructure, what sets us apart in the industry is our focus on delivering successful business outcomes, rather than just a technology or operational solution,” Mr Nola added.

Dimension Data began work on 6 April 2010. Tenders for individual service modules have closed and successful respondents will be announced in due course.

- Ends -

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