

**datacentrix**

Second issue 2022

# ***infocentrix***

**Paving the way to a  
brighter future together**



**Infocentrix is an official newsletter for the Datacentrix Group, its partners and clients.**

Datacentrix is a leading hybrid IT systems integrator and managed services provider.

Our expert teams leverage the power of technology to connect, transform and future-proof business.

The company's value-driven approach and proven execution capability reinforce its position as one of the top ICT players in the market.

Datacentrix has a broad African footprint and presence in the Middle East.

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**We would like to thank our technology partners for their support and input into this issue:**

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## CEO message

Dear valued Client,

Organisations are facing unprecedented and rapid change and the post-pandemic landscape has created an environment that is fluid. Business leaders are grappling with a complex set of challenges:

- Managing the physical and virtual worlds;
- The concept of work from anywhere versus getting back to the office;
- Changing consumer and employee behaviour;
- Virtual versus physical requirements;
- Product shortages;
- Changing supply lines, and more.

While the economy's recovery is sluggish, we hold onto the hope for business growth and success, which requires confident, visionary leaders; relevant business operating models; right-fit partnerships; and strong teamwork.

### Defining the building blocks of success

Datacentrix considers the following building blocks as critical to achieving sustainable success.

**Our partnerships:** Our objective to establish deep partnerships with our clients, our technology partners and stakeholders remains strategic. Datacentrix is recognised as a competent and trustworthy hybrid ICT systems integrator, managed services provider and digital solutions partner on both the local and global stages by some of the world's leading technology partners.

**Hybrid client approach:** Our teams invest substantial time understanding the drivers behind our clients' requirements. Our dynamic delivery model applies a hybrid approach that is fully customised to best suit the business needs, ecosystem and business objectives of our clients.

**Value proposition:** Datacentrix offers a mature value offering that comprises product supply, professional and managed services and digital business solutions. These are available on-premise, managed, hosted or As-a-Service (consumption-based services), which supports our hybrid client approach that is guided by the specific needs of our clients.

**Our people:** Our people's resilience and agility have helped keep Datacentrix anchored during challenging operating conditions. Their investment in their business relationships, and their focus on staying abreast of our client requirements, as well as the changing business and technology trends, have been core to the success that Datacentrix has achieved.

**Sustainability:** Sustainability is the driving force behind the future of all businesses. Datacentrix focuses on delivering consistent business value, taking environmental, social and governance factors into account in all our dealings. Sustainable business practices are supported by our expert capabilities, as well as our industry, business and vendor certifications such as the highest ISO certifications, as well as our Broad-based Black Economic Empowerment rating.

### Igniting the future

As a management team, we will continue providing the tools and opportunities for our clients, employees and technology partners to continue moving forward. We are honoured that you have chosen Datacentrix to walk alongside you on this journey.

[#gothedistance](#)

**Ahmed Mahomed**  
CEO

# Take on enterprise modernisation with confidence

## Innovative and Secure Managed Print Services

- Optimised, future-fit printing fleet
- Faster, connected teams
- Strongest printer security available
- Protected data and documents
- Enriched device lifecycle management
- Cloud-based services
- Professional support services
- AI-driven analytics
- Improved user experience
- Carbon-neutral services

### Work the way that moves you!

Enable agile, work-from-anywhere teams to move fast and create value with a secure, flexible MPS solution from Datacentrix and HP Inc. This fully-managed, secure, and optimised solution will help you to provide printing essentials to your teams, while enabling centralised management under one contract. Our experts will assess, consult and design services based on the outcomes that you want to achieve. Contact us for flexible services to help you achieve your optimum future state.



Let's talk. [www.datacentrix.co.za/hp-mps.html](http://www.datacentrix.co.za/hp-mps.html)



# Senwes ups the storage performance ante

Leading South African agri-business Senwes has once again partnered with Datacentrix, this time to replace the organisation's enterprise data storage array.

With a rich and proud history extending over 113 years, Senwes serves the agri and food sector from farmgate to mill door, with a strategic focus that rests on six pillars - agricultural services, resources, investments, logistical services, financial services and corporate support services. The organisation's goal is to be an integrated agri-business and a significant role player in the food value chain.

According to Alexander Steyn, Head of IT Infrastructure Services at Senwes, the agricultural company had rolled out a new data storage solution several years ago, which delivered well on performance, price, scalability and reliability. "When we started to investigate a potential upgrade with Datacentrix, we realised that it was more cost effective to do a new hardware build than to continue with maintenance on the older system, even though the maintenance could be extended for another two years. This meant that we would have access to newer technology and the performance benefits this brings."

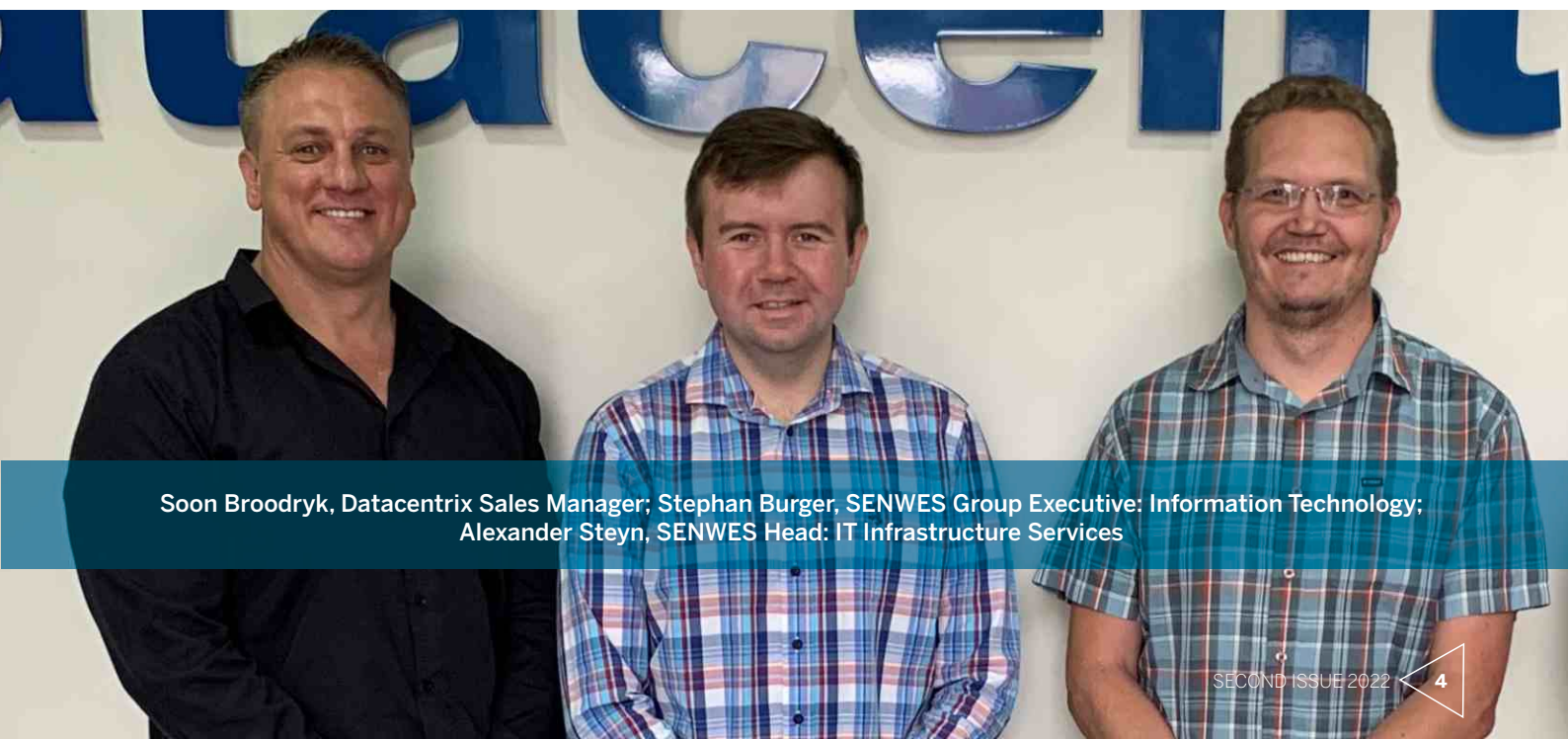
Senwes has enjoyed a lengthy relationship with Datacentrix, explains Soon Broodryk, Datacentrix Sales Manager. "Our partnership with Senwes spans more than a

decade, with Datacentrix playing a role in the company's unified communications journey, which involved the implementation of a software-defined WAN (SD-WAN) solution. We've also assisted Senwes in other projects over the years, including the provision of a fully electronic supply chain capability to the company's suppliers.

Says Steyn: "Senwes issued a storage RFQ, and Datacentrix responded with the best proposal. The company actually listened to our specific requirements and took into account influencing factors like exchange rate fluctuations.

"Our working relationship with Datacentrix is a good one. Some vendors have their own agenda and try to persuade you into something that might not necessarily be the best fit for you. Datacentrix takes your specific requirements into consideration and has an excellent understanding of Senwes' technology environment," he adds.

"Datacentrix operates in the top tiers of some of the world's technology partners, including providers of multi-petabyte data storage solutions, allowing us to deliver and support high availability, high performance solutions to the local market. Our partner strategy put us in the ideal position to assist our long-term client, Senwes, when their storage requirement arose earlier this year," says Broodryk.



Soon Broodryk, Datacentrix Sales Manager; Stephan Burger, SENWES Group Executive: Information Technology; Alexander Steyn, SENWES Head: IT Infrastructure Services

# AFGRI IT service desk saves on call costs, with zero rating, boosts first call resolution rate with Datacentrix

Tungamirai Mabeza, Manager: Customer Experience at client, and Frederik van Staden, Senior Consultant: WAN and ISP Services at eNetworks, a Datacentrix company

Dropped calls are now a thing of the past for leading agricultural services company AFGRI's IT service desk, which has improved support levels and also gained cost savings. This is thanks to the assistance of Datacentrix.

"The AFGRI IT service desk, which supports many users across the country, was struggling with frequently dropped calls," explains Frederik van Staden, Senior Account Manager: WAN and ISP Services at eNetworks, a wholly-owned Datacentrix company. "This not only caused frustration for service desk team members and users alike, but repeated calls to different regions were also costly."

"Cost savings aside, AFGRI's support team employees are also able to now spend more time on the phone supporting their local user base, which can be seen in an increase in average duration per call."

AFGRI opted to implement a cloud-based telephony solution that could be integrated with its ITIL-compliant IT service management (ITSM) solution, for use by the internal IT support team.

Says Van Staden: "Traditional contact centre telephony systems can be integrated with typical CRM, ERP or ITSM software through customised programming, but this can be a lengthy, expensive process. The cloud-based phone system implemented at AFGRI was put forward due to its native integration into the support channel. It takes only a few clicks and can be deployed quickly and easily because no telephone hardware is required for operation.

"The eNetworks Session Initiation Protocol (SIP) trunking service, which interconnects with the phone system, means that calls between the branches and the service desk are zero-rated – so no cost is associated with these calls – even though the branches use a different telephone system."

In fact, 786 calls were reported on as zero-rated for AFGRI over a month-long period, at an average of 7,7 minutes per call, translating into great cost gains for the organisation.

"Cost savings aside, AFGRI's support team employees are also able to now spend more time on the phone supporting





their local user base, which can be seen in an increase in average duration per call. For the 12 months prior to the rollout, AFGRI's average duration per call was 4,0 minutes. Now, with zero-rated calls, calls are averaging 7,7 minutes in length – almost double – which has had a positive impact on the service desk's first-call resolution rate."

The more efficient, robust system saves users time on searching for the right records, as the caller's details appear on the screen as soon as the phone rings.

"Engineers save more time on every call by getting rid of manual data entry. Calls are automatically logged as call support tickets, along with key details about the call, including whether it is inbound or outbound, answered or missed, and the name of the line that was used. All call comments captured in telephony system are also logged, along with a link to the call recording.

"The mobile nature of the cloud-based system is a great advantage for hybrid workplaces, as users only need a

"The cloud-based phone system implemented at AFGRI was put forward due to its native integration into the support channel. It takes only a few clicks and can be deployed quickly and easily because no telephone hardware is required for operation."

computer or smart phone and an Internet connection. Managers can effectively manage the service teams remotely through the advanced reporting and measurement KPIs," Van Staden adds.

# DATA-DRIVEN AGRICULTURE



## Unlocking the farm of the future

- ICT initiatives that align with your business strategy
- Expert teams
- Professional managed services
- Scalable infrastructure
- Leading technologies - on-prem, hosted & multi-cloud solutions
- High service availability
- Predictable costs & business efficiencies

Data insight is a key component of growth in the agricultural sector. Digital transformation offers modern leaders the opportunity to leverage the power of data to achieve greater insight into the value chain and to deliver resilience, competitiveness and business value. Datacentrix is a leading hybrid IT systems integrator and managed services provider that enables digitalisation.

**Hybrid ICT solutions that deliver data-based confidence and strategic business outcomes**

[www.datacentrix.co.za/hybridIT.html](http://www.datacentrix.co.za/hybridIT.html)

# Tried and tested technologies unexpectedly boost productivity during and post COVID

By Shakeel Jhazbhay, General Manager: Digital Business Solutions at Datacentrix

The COVID-19 pandemic brought an accelerated requirement for remote working and hybrid workspaces to the fore, and with this came the associated need not only for instant digital access to data, but also for more effective and efficient collaboration. Interestingly, the urgent need for improved digital collaboration and better process automation has elevated the use of tools that had already been in use for some time.

This is according to Shakeel Jhazbhay, General Manager: Digital Business Solutions at Datacentrix. He explains: "Many organisations have kicked off a digital transformation journey at some level, with a view towards enhancing customer satisfaction and productivity, and achieving business objectives, and most have been doing this for some time now.

"What might not have been predicted is this: the tools that proved to be most helpful for worker efficiency and productivity within the digital workplace over the past three years, were the ones that have already been around for a length of time. This includes enterprise content management (ECM) and business process management (BPM), which we have seen playing an increasingly critical role as requirements for a digital workplace suddenly ramped up."

On the ECM side, research from Fortune Business Insights released in August this year stated that 'due to the growth of social media, greater Internet connectivity, and mobilisation, COVID-19 has expedited data generation. Managing a large volume of unstructured data is a problem for businesses. As a result, ECM systems aid document management by allowing for quick retrieval and archiving'.

The report further states that the global ECM market is projected to rise from USD 11.63 billion in 2021 to USD 29.64 billion by 2028 at 14.3 percent compound annual growth rate (CAGR). It is being driven by the cross-channel integration of ECM technology with digital asset management, online

"Looking into the future, we're set to see these digital tools increase in sophistication, as well as their adoption in more complex use cases."

content management, and BPM, as well as the increasing adoption of cloud-based ECM software, and growing take up within vertical market segments such as government, healthcare, retail and more.

Forecasts for the BPM market worldwide also predict strong growth, expected to reach a value of USD 4.78 billion by 2026, says Mordor Intelligence.

"We've observed a growing shift towards the use of BPM solutions also, as companies have needed to increasingly automate processes, optimise operations, reduce costs, and boost productivity," says Jhazbhay.

"Looking into the future, we're set to see these digital tools increase in sophistication, as well as their adoption in more complex use cases. In addition, further integration with line-of-business applications, known as content services, and agile tools such as low-code cloud platforms will be another area of development.

"Businesses have learnt valuable lessons around the importance of embracing digital technologies in a more mainstream, collaborative manner, and one such example has been a renewed focus on, and certainly increasingly better use of, these existing technologies," he concludes.



# Lenovo names Datacentrix as ISG Platinum Partner of the Year for second consecutive year

From left: Yugen Naidoo, Lenovo; Tony de Sousa, Datacentrix; Taryn Stylianides, Lenovo; Conrad Dellar, Datacentrix; and Greg Pothitos, Lenovo

Datacentrix won the title of Lenovo's Infrastructure Solutions Group (ISG) Platinum Partner of the Year for South Africa, for the second year running. This latest win is testimony to the organisation's ongoing focus on its strategic partner, explains Graeme Dendy, Services Manager for Converged Solutions at Datacentrix.

"As a Tier 1 Platinum Partner for ISG as well as Lenovo's IDG (Intelligent Devices Group), we have continued to give strategic focus to our relationship with Lenovo, growing from strength to strength over the past year," Dendy continues.

"Datacentrix has put in serious effort and investment, particularly within the ISG storage and servers space, and it is gratifying to receive recognition for our hard work. In fact, we had a great start to the new financial year and will persist in the excellent performance that earned us not only this year's award but those received over the span of our long-term partnership."

Datacentrix's Platinum Partner title was awarded based on criteria including revenue and year-on-year growth, says Greg Pothitos, ISG Channel Manager for South Africa at Lenovo, adding that while the company brought several good deals to the table over the year, it was Datacentrix's consistency quarter on quarter that helped contribute to its win.

"The company has a solid leadership team that works hard on our relationship – in particular Shawn Marx, Business Unit Manager: Converged Solutions at Datacentrix, who has put a great amount of effort into the partnership with Lenovo – as well as a passionate team. For the 2021 period,

"Datacentrix has put in serious effort and investment, particularly within the ISG storage and servers space, and it is gratifying to receive recognition for our hard work. We had a great start to the new financial year and will persist in the excellent performance that earned us not only this year's award but those received over the span of our long-term partnership."

praise must be given to the Durban and Gauteng branches, both of which performed very well.

"In addition, Datacentrix has utilised our alliances with Microsoft, VMware and Veeam in particular, to add to the depth of its offering to the local market and has done an excellent job overall in promoting our brand," Pothitos concludes.

# Datacentrix and Aircall team up to bring cloud-based voice technology to South Africa

Datacentrix has increased its focus on bringing cloud-based voice solutions to local businesses and recently qualified as a reseller partner for Aircall, cloud-based phone system and call centre software provider.

Based in New York, Paris, Sydney, Berlin, London and Madrid, Aircall has the vision of making phone support as easy to manage as any other business workflow. It is accessible, transparent and collaborative, as well as being easy to set up, use, and scale.

Its steep growth trajectory has propelled Aircall to establish stronger partnerships and a global presence. Part of building this broader global ecosystem is a focus on South Africa, explains Jacob Westrum, Strategic Partner Account Manager at Aircall: "Datacentrix is a local telco partner with excellent growth potential, and while we started just here on a reseller relationship, our partnership with Datacentrix since earlier this year has given new impetus and many positive signals of growth."

"In fact, the seriousness of Aircall's buy-in to partner with Datacentrix goes right up to our Senior VP of Partnerships,

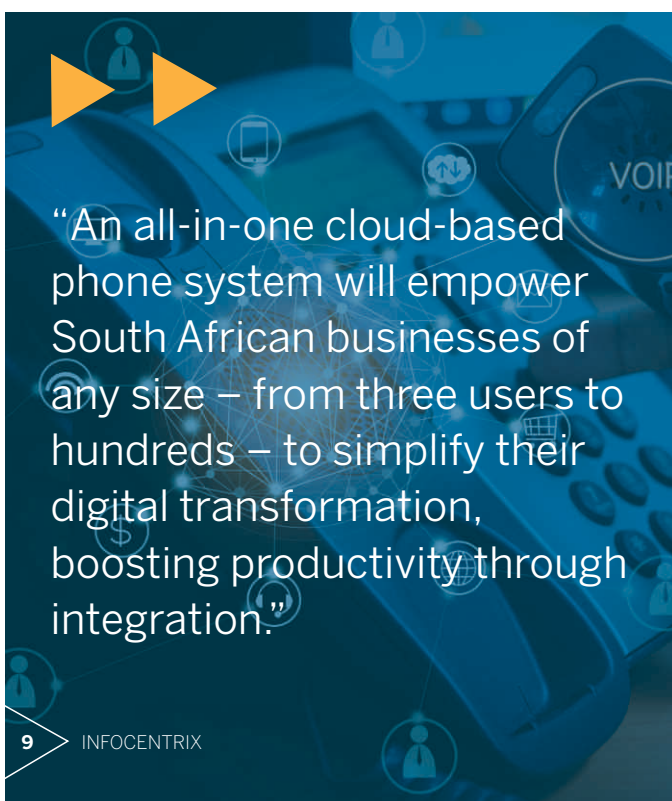
Matthieu Gombeaud, who gave the go ahead to fast track the focus on Datacentrix in alignment with the company."

"In its capacity as a strategic partner, Datacentrix will manage the entire customer journey, from the sales cycle to the post-sales relationship. As a well-established local systems integrator, Datacentrix will become our local carrier for connectivity, as a trusted SIP trunking provider. This will help South African customers to keep down costs, as all telephony is carried over the network, allowing for more competitive call rates." Adds Westrum.

"There are many local businesses that could benefit from setting up a call centre, but for the smaller company in particular, or a smaller customer-centric team within a large organisation, this can be an expensive exercise," explains Shawn Gradwell, Solutions Architect at eNetworks, a Datacentrix company. "This next-level technology provides a cost-effective solution, removing barriers to entry for organisations, allowing them to take advantage of a market-leading enterprise architecture that offers advanced analytics and one-click native integration into hundreds of business systems.

"There are several benefits of Aircall's offering," he comments. "The fact that it provides a flexible, scalable completely cloud-based solution, with no requirement for physical hardware, aligned itself well to Datacentrix' Hybrid IT positioning. It is also easily integrated with existing third-party business tools and workflows, such as CRM, ERP and helpdesk solutions, as well as e-commerce platforms, for example, providing powerful reporting and analytics features. And, the company is continually developing one-click integrations with leading productivity and customer experience services enabling trends like Machine Learning, Artificial Intelligence, cloud-first and more, perpetually reinventing and evolving its system to truly transform human conversations worldwide."

"Voice is a powerful way for local companies to communicate not only with customers and prospects, but also staff," adds Gradwell. "An all-in-one cloud-based phone system will empower South African businesses of any size – from three users to hundreds – to simplify their digital transformation, boosting productivity through integration, enabling more collaborative support teams, and ultimately allowing for improved customer service."





# Cisco delivers simpler, smarter networks with a more unified experience

Cisco recently announced its vision to enable IT teams to work smarter and simplify their operations with new innovations in cloud-managed networking and unified technology experiences.

Today's business environment is predictably unpredictable. Organisations depend on digital experiences to keep their workforces productive and ensure they are exceeding expectations for customers and partners. To build business agility and resiliency, IT teams require unified solutions that bridge an organisation's technologies, locations, teams and devices.

The challenge is that IT environments have grown overwhelmingly complex, and user expectations are higher than ever. The connections that businesses rely on have multiplied in number and diversity. This has resulted in a network and overall IT experience that is more fragmented, less secure and increasingly difficult to scale. To address the growing complexity, Cisco is delivering a more unified IT experience through cloud-based, intelligent platforms.

## A predictive future

Driving superior digital experiences matter more today than ever before. Poor customer or employee experiences leave lasting and damaging impressions. IT teams need access to solutions that will allow them to shift away from reacting to networking issues and instead be proactive to prevent the issues impacting their business.

Customers can now take advantage of Cisco's advancements in predictive networking via Cisco ThousandEyes, the industry's leading Internet and cloud intelligence platform. Cisco ThousandEyes proactively forecasts and optimises WAN performance, providing customers with the agility, resiliency, and productivity that their businesses need to thrive in the face of unpredictability through the power of cloud-managed platforms.

## ThousandEyes WAN Insights

ThousandEyes WAN Insights is the first step toward delivering on the Cisco Predictive Networks vision, empowering enterprise IT to move from reactive to

preventative-based networking, improving operational efficiency and assurance of application experience.

Alongside ThousandEyes's unmatched view of Internet health and behaviour, the addition of ThousandEyes WAN Insights helps to empower customers to maximise their Internet and cloud-centric environments and deliver flawless digital experiences. It proactively alerts IT teams to issues before they happen and harm user experience, and offers policy recommendations and path optimisation guidance.

"Our customers choose to run their businesses on Cisco technology because we sit at the intersection of networking, security and cloud," said Todd Nightingale, EVP and GM, Cisco Enterprise Networking & Cloud. "We believe the network is the foundation for the modern enterprise and must deliver agility through simplicity. Cisco is addressing our customers' most important concern, which is managing complexity through smart, data-driven platforms that power a digital business."

"Businesses are rapidly losing visibility and control of their ecosystems with data moving out of the datacentre and flowing freely between devices everywhere. Traditional monitoring solutions are no longer applicable to the modern business that is moving to an Internet-centric IT environment. With ThousandEyes, Datacentrix offers customers visibility from all vantage points, providing both Internet and cloud intelligence. This helps to identify whether an issue stems from the network, the Internet service provider or cloud provider and enables rapid troubleshooting to ensure an excellent user and WAN experience." Adds Chris Pretorius, Datacentrix Business Unit Manager.



# Micro Focus earns consecutive industry report top spot as global leader in Enterprise Service Management

Micro Focus recently announced that Service Management Automation X (SMAX) had been recognised as the global leader in the Research in Action (RIA) Vendor Selection Matrix™ Enterprise Service Management, and RIA Vendor Selection Matrix for Enterprises in the DACH region. Micro Focus SMAX was also recently named a leader in the GigaOm Radar for ITSM (IT Service Management) solutions.

SMAX, which also held the top spot in the 2021 RIA Report, is a comprehensive analytics-driven service and asset management solution for the entire service portfolio and lifecycle within and beyond an IT environment. With its low total cost of ownership (TCO) cloud-native deployment, and flexible discovery, SMAX increases agent productivity, reduces ticket volumes and improves user satisfaction.

"The Micro Focus SMAX solution is the global winner in the category of Enterprise Service Management," said Eveline Oehrlich of Research in Action. "The solution has achieved top scores for both customer satisfaction and the assessment of price versus value and the best score for breadth and depth of its solution. SMAX enables all teams within an enterprise to automate service experiences not only for IT and employee services, but also connected service experiences. SMAX offers the ability to leverage data from automated processes and self-learning software to effectively build and automate meaningful relationships with customers, employees and other members of an enterprise's ecosystem, which is needed in today's digital world."

"Enterprises delivering digital products have an expectation for consumer-like self-service with automated fulfillment," said Rohit De Souza, Senior Vice President and General

Manager at Micro Focus. "SMAX automates workflows, so your staff becomes more efficient and service delivery is immediate. With embedded AI-based self-service, enterprises can satisfy service demand across IT and other business units. The high scores we received for customer satisfaction, vision and breadth and depth of offering tells us that we are on the right path of innovation focusing on AI and automation."

SMAX is a single solution for ITSM, ESM (Enterprise Service Management) and IT asset management that accelerates time to value and drives down TCO with the following capabilities:

- Machine learning built-in and configured into the core of the product without additional charge;
- Auto-categorisation of tickets and automated analysis of incident patterns to speed up issue resolution and reduce service disruptions;
- An AI-based virtual agent that understands natural language to reduce service desk cost and provide end-users with instant resolutions;
- Smart change analytics that improve the change success rate and minimise unplanned service outages;
- Entirely codeless configurations that drastically speed up implementation times and upgrades – SaaS customers will always be updated to the latest version; and
- A simple subscription model that allows transparent, flexible and scalable payments.

The recent SMAX 2021.11 update introduced out-of-the-box HR service management content for improved employee experience and HR team efficiency. Employees benefit from a streamlined onboarding process and an enhanced request process. For employers, HR processes are automated, and HR teams can experience a reduction in support tickets with the contextual HR knowledge feature to provide information for employee issues and frequently asked questions.

SMAX is available on a choice of SaaS from Micro Focus or managed by the customer.





# Digital transformation beyond the pandemic

By Shakeel Jhazbhay, General Manager: Digital Business Solutions at Datacentrix

Digital transformation is nothing new; organisations have been implementing these initiatives for the past decade or so, albeit in a more siloed manner.

It cannot be denied though, says Shakeel Jhazbhay, General Manager: Digital Business Solutions at Datacentrix, that the digitisation journey of many businesses was catapulted swiftly forward during the pandemic, when pressure to think outside the box and reinvent themselves to be able to continue business was suddenly applied.

“The pandemic kicked off a requirement for rapid change, which brought with it a new culture in many organisations of digitisation, and in most cases, it was a move away from paper-based society to a more automated way of working,” he explains. “Companies quickly recognised the immense value in this and increased their activity in this space with more cloud-based engagement – and those that didn’t adapt have felt the negative impact.”

## Pillars of the digitally transformed enterprise

According to Jhazbhay, the key foundations of the digital enterprise are: agility; adaptability; innovation; and, most importantly, people.

“Agility and adaptability were seriously tested when most of the world was placed under lockdown. We needed to empower our workforce to be able to work from anywhere, and the ‘work from home’ revolution pushed organisations to adapt to these changes rapidly, while, at the same time, ensuring that staff remained productive and still worked in a structured manner.

“Increasing global food and commodities prices have meant that some companies have continued to allow employees to practise this agile hybrid work culture, which lessens the impact without the business increasing allowances.

“Finally, while people are the foundation of any successful organisation, they are often left out of the core component of digital transformation, yet their positive adoption is a pillar of success.”

## Where to from here?

Even beyond the pandemic, Jhazbhay continues, digital transformation is on the up and up, and as organisations

regroup and reprioritise, there will be a greater focus placed on this at a strategic level, with its importance driven by business leadership.

“Truthfully, many companies find it difficult to think outside of the box. The digitally transformed enterprise, however, is able to see things in a more lateral way, and harness different types of technology to help drive the business forward.

“An effective digital transformation strategy will help organisations by guiding the way forward, and should provide an agile list of actions with quick wins and milestones set to continue with the momentum gained.

“Moving forward, companies should take stock, assessing the success and failures of their pandemic implementations, and the impact these have had on their people and the business itself. From here it is possible to move forward with digitisation in line with the strategic goals of the current organisation, something that should also be reconsidered, as these may have changed from when the business went into ‘protect’ mode,” Jhazbhay concludes.



“The key foundations of the digital enterprise are: agility; adaptability; innovation; and, most importantly, people.”

[www.datacentrix.co.za/digital-business-solutions](http://www.datacentrix.co.za/digital-business-solutions)

CLOUD PBX

# Driving up sales through smart voice solutions

By Shawn Gradwell, Solutions Architect at eNetworks, a Datacentrix company

Contact centres are often one of the most used ways for organisations to stay in touch with clients. Traditional hardware-centric contact centres are typically limited in several ways, with costs and integration difficulties being just two. By moving to a cloud-based contact centre environment, these restrictions can become a thing of the past, unlocking more cost effective and flexible options and integrations into multiple communication channels.

Looking specifically at the sales-based contact centre, leaders of these agents face many challenges in their day-to-day work lives, particularly when employees are using a more traditional phone system. Pain points can include a lack of visibility around agent productivity, an unreliable phone system that has a negative effect on usage, difficulties in workload management, and regularly having to onboard and train new team members due to the high staff turnover typically experienced within this environment.

“Sales leaders already have their hands full with monitoring productivity and business targets, managing team operations, and onboarding new members. And for people in this type of position, a reliable business phone system isn't just a requirement, it's an absolute necessity,” explains Shawn Gradwell, Solutions Architect at eNetworks, a Datacentrix company.

“Implementing the right cloud-based phone system can be tremendously helpful for the sales leader. Not only will this type of technology enable them to clear day-to-day obstacles and friction, but it will also allow them to focus on the critical task of converting sales.”

### The benefits of cloud-based phone systems

Cloud-based phone systems – also known as productivity systems – can help to boost a sales team's accountability by providing access to real-time statistics through live feeds, recorded calls, and analytics. These data-driven insights also

“Implementing the right cloud-based phone system can be tremendously helpful for the sales leader. Not only will this type of technology enable them to clear day-to-day obstacles and friction, but it will also allow them to focus on the critical task of converting sales.”

allow these leaders to adapt business strategies based on identified trends.

In addition, the introduction of simple, automated processes will assist in eliminating time-consuming manual tasks, for a more efficient workflow.

“Cloud-based systems are extremely flexible in that features can be applied, adjusted, and configured with just a few clicks,” Gradwell continues. “For example, it is possible to set up your cloud-based system to ring on multiple devices at the same time, significantly reducing the number of missed calls your business receives. At the same time, software updates are as easy as a simple download and application refresh.

“Another major advantage if you're doing business internationally is saving costs on long-distance calling





charges on both incoming and outgoing calls, because most cloud-based packages include this feature with no additional charges. Additionally, local numbers can be purchased and created in almost every country and area code.”

According to Gradwell, the combination of a cloud-based phone system with existing business tools and integrated sales applications plays an important role in fine-tuning sales strategies, making them more efficient for getting prospects through the sales funnel faster.

A cloud-based phone system consolidates a business's entire communications process as it can be integrated with:

- Email inbox
- Sales automation tools
- Web apps
- CRM systems
- Helpdesk software
- eCommerce platforms
- Online surveys
- Quality assurance tools
- Chat tools

#### Supporting the sales leader

Cloud-based phone systems offer additional features tailored for the sales leader specifically.

“Because the coaching of agents is another significant task on the sales leader’s task list, the ability for the sales leader to monitor live calls, as well as refer to call recordings, is important when it comes to helping agents to reach their full potential.

“Call whispering is an excellent feature that allows sales leaders to coach their call team members by using a 'call whisper' to guide them and provide verbal advice in their conversations with prospects or customers – without the



**Shawn Gradwell, Solutions Architect at eNetworks, a Datacentrix company**

customer being able to hear this information,” says Gradwell.

“This is valuable for sales and support teams as it supports the training of new agents. It offers a positive way for call agents to improve their communication skills, helps to improve customer service levels, and provides help to team members handling stressful situations or solving tough problems right on the spot,” he adds.

“Until relatively recently, the best strategy for sales calls amounted to little more than dialling as many numbers as possible and hoping the salesperson could deliver the right line at the right time to entice a quality prospect. Cloud-based telephony is a real game-changer for the sales lead, helping people in this type of position to stay on top of their team's performance and evolve with the modern business.”

## Datacentrix is focused on creating stability in the ever-changing world of work.

We continue investing in top skills to:

- Maintain quality service levels to clients; and
- Stay abreast of the on-going developments in the industry.

**#talentacquisition**

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# Datacentrix Healthcare Indaba 2022 focuses on urgent requirement for accelerated digital transformation in healthcare

Datacentrix held its inaugural Healthcare Indaba at Zebula Golf Estate in Limpopo Province, hosting an event that brought together South Africa's technology leaders with healthcare industry players to discuss critical trends and insights within the sector.

In his welcome address, Datacentrix CEO Ahmed Mahomed stated that, while the local healthcare industry has seen significant progress in digital transformation, it has not been fast enough, and the COVID-19 pandemic has only underscored the fact that the process needs greater acceleration.

"The slower rate of technology adoption in healthcare can be attributed to several factors," he said. "The lack of standardisation across technologies, poor systems integration, highly customised systems and processes, physical on-site limitations, as well as hospital admission and administrative processes that are still largely manual are some that were mentioned.

"Specialists tend to operate within a vacuum, without a common data set across the data systems and no single view of a patient's data, meaning that the historical context of the patient is often lost, and specialists don't necessarily have access to all the data that is available for a patient. There is a need to have a single view of all information related to a patient to all service providers."

### **Bridging the technology/business disconnect in healthcare**

According to Mahomed, another serious challenge is the significant gap between technology and business, and

digitisation can help to align technology investment with the delivery of business objectives.

"The key lies in being able to access and understand data in real-time; it is here that digital transformation delivers its best value," he commented.

His advice was for healthcare organisations to start the digital transformation journey with network infrastructure, to leverage the intelligence that can be gained in terms of the customer experience. "Collecting, mining and applying this intelligence opens opportunities to customise and improve the user experience, increase revenue, decrease costs, and drive efficiencies.

"We must be mindful that healthcare is a complex ecosystem. However, it is possible to use the opportunities this provides us to pave the way to improved access to healthcare, to leverage the data patterns in order to support preventative healthcare, and to enhance the user experience."

### **Better use of data for improved healthcare experience**

An important point raised by keynote speaker Abdullah Verachia was that because people have become accustomed to a frictionless and seamless digital experience in everyday life, they expect the same from their healthcare providers. "People are not worried about the complexity that happens in the background, and so it is our role to demystify this complexity and deliver their expectations," he explained.

"Everyone has been affected by the 'great transformation' during this period of technology acceleration, with priorities



“Another serious challenge is the significant gap between technology and business, and digitisation can help to align technology investment with the delivery of business objectives. The key lies in being able to access and understand data in real-time; it is here that digital transformation delivers its best value.”



Abdullah Verachia, CEO at the Strategists

shifting and business models and ecosystems being reinvented.

“So, what does the future of healthcare look like?” he asked. “Healthcare technology allows us to think about how we can fundamentally improve the system to bring down costs and add efficiencies.”

Referring to 'The Future of Healthcare: Insights and Implications from Multiple Global Discussions' by Tim Jones, Caroline Dewing and Jonathan Besser, Verachia spoke about macro trends affecting the future of healthcare between 2020 and 2030, including the power of data, increasing patient centricity, and empowering more flexibility in organisations.

Additional points included:

- **Urbanisation and health** – we have a historical lens on how we manage budgets and allocations;
- **The West versus the Rest** – patients are becoming more demanding about what is possible, and some features that can be adopted in an emergent market like South Africa must be provided at the right cost. This includes for instance tele-medicine, accelerated digital platforms, and increased remote visits; and
- **Prevention and wellness** – recognising the importance of preventative healthcare and individualised medicine in providing greater transparency and improved patient autonomy. The automation of workforce elements and making healthcare data enabled are critical factors here, so that the data can be utilised to leverage the patient's experience.

Verachia also noted several areas where technology has had a significant influence on the healthcare space in recent years, such as using medical wearable devices to improve preventative medicine, and the use of artificial intelligence (AI) to enable personalised treatment.

According to research from Insider Intelligence, not only are 80 percent of consumers willing to use smartwatches that measure health data, but 84 percent of industry leaders believe that AI will transform healthcare, with the AI-powered healthcare tools market set to exceed \$34 billion by 2025 worldwide, says Tractica.

“Furthermore, patients want on-demand healthcare. They have more power now, and as stated in a 2017 Accenture report, we're seeing 77 percent of patients saying that the ability to book, change, or cancel appointments online is important in their choice of a healthcare provider. People are far more digitally enabled today, and the way in which they use technology is fundamentally different.”

#### Could technology be healthcare's lifeline?

Verachia posed the question as to whether healthcare needs a new operating system, asking how technology could be better integrated in our reality and also business strategy. The answer, he believes, lies in using existing technology – but in new and different combinations – to deliver better value.

“Phase one of healthcare transformation focuses on the strengthening of core business, including the improvement

Continued on page 17

“According to 'The Future of Healthcare: Insights and Implications from Multiple Global Discussions', the healthcare space will see three different scenarios emerge: technology saving the day; prevention taking over from sick care; and health systems becoming increasingly privatised.”

of costs, productivity and the patient experience over the shorter term. The second phase looks at revenue growth, leveraging current skills, building new partnerships, and entering adjacent segments. Phase three concentrates on the longer-term objective of reinvention; creating or making the most of emerging spaces and new business models.”

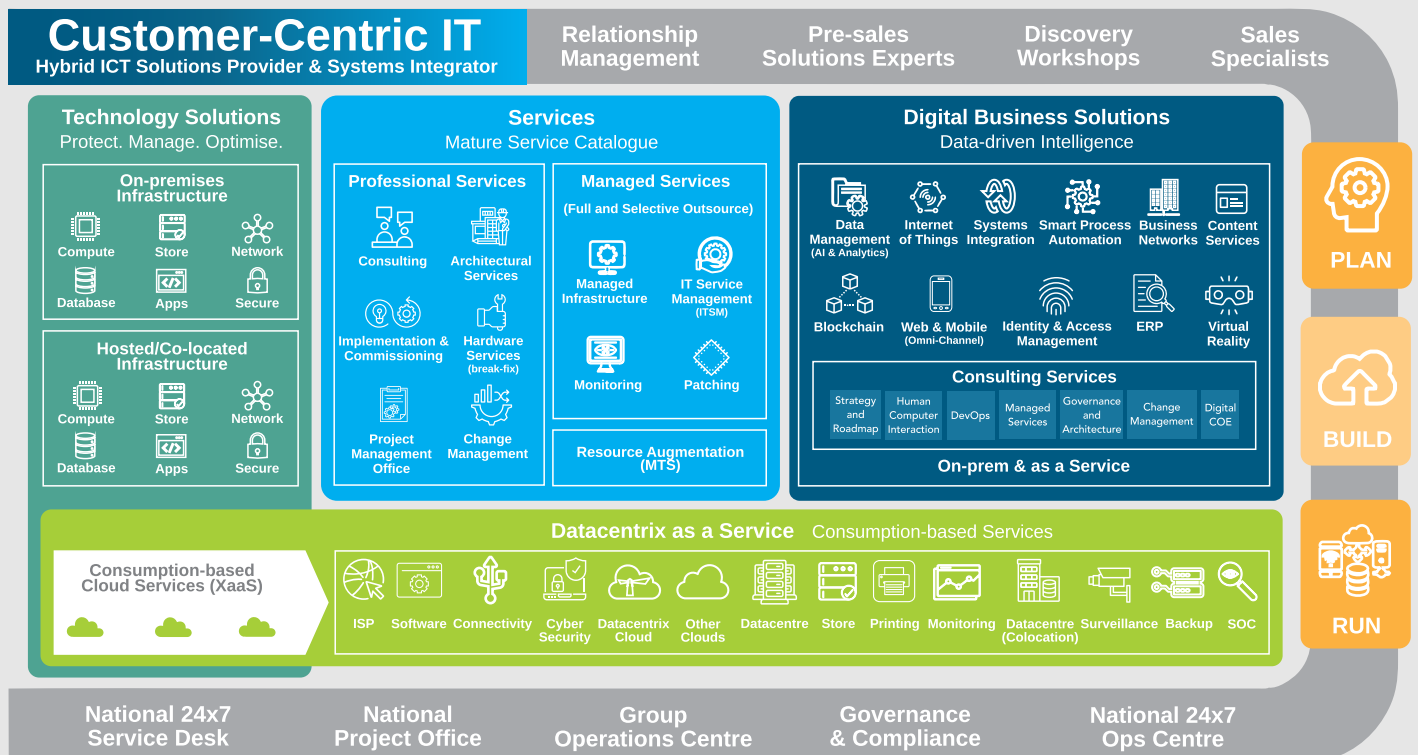
He continued to explain that, according to 'The Future of Healthcare: Insights and Implications from Multiple Global Discussions', the healthcare space will see three different scenarios emerge: technology saving the day; prevention taking over from sick care; and health systems becoming increasingly privatised.

“With all these circumstances, it is critical to remember that technology will play a role here, but digital is only an enabler,” he added.

The Healthcare Indaba 2022 was supported by platinum sponsors Aruba and Hewlett Packard Enterprise (HPE), as well as gold sponsors Cloudflare, eNetworks, Hewlett Packard (HP), ManageEngine, OpenText, Palo Alto Networks, Rubrik, and Teraco. Highlights of the Indaba included presentations on topics such as healthcare at the edge, hybrid IT and identity management; as well as pertinent solutions discussion by Datacentrix and the participating technology partner experts.

For more information, please visit [www.datacentrix.co.za/health\\_indaba\\_2022.html](http://www.datacentrix.co.za/health_indaba_2022.html)

# Datacentrix building blocks for success





# Datacentrix named as Check Point 3-Star Partner, scoops Growth Partner of the Year award for 2021



**Chris Pretorius, Business Unit Manager at Datacentrix and Charnie-Lee Adams-Kruger, SADC Country Manager at Check Point**

Datacentrix has achieved 3-Star partner status with Check Point Software Technologies, rapidly deepening its partnership with the cybersecurity solution provider.

“Our advancement to the 3-Star level demonstrates that Datacentrix has the right technical and business expertise in place, has successfully completed projects, and is delivering an excellent level of support,” says Chris Pretorius, Business Unit Manager at Datacentrix.

“Cybersecurity is more critical to business than ever, and with South Africa being increasingly targeted with cyberattacks, it made sense for Datacentrix to further bolster its cybersecurity offering to clients with Check Point’s rock-solid solutions set, which includes cloud, network, user and access security.

“Check Point is already well-respected globally, having been recently named as a Leader for the 22<sup>nd</sup> time in the 2021 Gartner Magic Quadrant for Network Firewalls report, within the local marketplace,” he adds.

“Datacentrix had shown fast growth from Authorized Partner status, to becoming a 3-Star partner this year,” continues Charnie-Lee Adams-Kruger, Country Manager for South Africa at Check Point. “The company’s dedication assisted in its speedy ascent, with its strong focus on boosting year-on-year growth, new business and meeting the required certification conditions.

“The fact that Datacentrix was recently named as Check Point Growth Partner of the Year 2021 for the the Southern African Development Community (SADC), showing the best

year-on-year growth over the period in terms of total partner bookings, as well as for net new business, underscores this commitment,” she says.

According to Adams-Kruger, Datacentrix has also played a role in a skills development pilot project in Africa, where strategic partners were able to send candidates to attend a paid-for Check Point Certified Security Administrator (CCSA) and Certified Multi-Domain Security Management Specialist (CCMS) certification training, followed by a Pearson Vue examination.

“The aim of this project is to bring the knowledge and skills back to the channel and for our partners to better support and service their clients. In a couple of months, 32 e-learning certifications have been completed by the different regional teams, and upon passing the exams, two additional CCSE and CCSM technical exams will be added to the pool of certifications,” she concludes.

# Clear vision underground: The changing role of surveillance in mining

By Stephanie Rosenmayer, Business Unit Manager at Datacentrix

Over the past 24 months, the conversation around surveillance has changed significantly. Instead of falling purely within the security or facilities side of a business, the ability to take raw video and audio footage, convert it into data and analyse it has become a hot topic across many sectors, including mining.

Surveillance has become something that affects an organisation's physical security measures as well as the areas of IT and risk management.

"With the addition of intelligence, the humble camera has essentially become the 'eye' in IoT, and there is suddenly so much more value to be gained from an asset that is already deployed," explains Stephanie Rosenmayer, Business Unit Manager at Datacentrix. "If captured correctly it is here, at the source of the data, that we can bring actionable intelligence into the business."

### Technology driving surveillance

According to Rosenmayer, there are several trends driving the evolution of surveillance. "We know that artificial intelligence (AI) and surveillance are moving to the cloud and it's a fact that surveillance is now an integral part of the enterprise architecture. Furthermore, we understand that this has a massive impact on bandwidth requirement, and it's now a conversation that must include the IT department. We've also seen analytics move to the edge, which includes the incorporation of analytics into new smart camera technology.

"There has been an AI explosion," she continues. "Consider the Open Security & Safety Alliance (OSSA), a non-profit corporation created to establish a common standardised

platform for security and safety solutions that is accessible for everyone. These standards pertain to operating systems, the actual infrastructure, privacy, and data. The aim is to reach a point where we can apply or select any AI application and deploy it on any camera, regardless of brand, that is specifically required within that business environment."

A good example of this for the mining environment would be if there is a need for an application that deals with crushers solely. "OSSA's latest drive will remove the barrier to entry of great AI development skills to enter the surveillance market, that was traditionally limited to OEM manufacturers. This means that you would be able to find the right crusher app for your needs and deploy it on any camera.

"This is not a pipe dream, and we will see it coming to the fore over the next year or two, as the larger camera manufacturers are starting to join the OSSA and are beginning to add processing capabilities to the cameras themselves."

### Cameras playing key role in both safety and efficiency gains

Says Rosenmayer: "Ultimately the source of our data is sensors – cameras, environmental sensors or power distribution systems – and all of this information needs to be collected in a place where it can be used for two things. Firstly, it can be used for an emergency alert, where the right person can be dispatched to deal with an issue, and secondly, to take unstructured content and organise it into output that can be useful and actionable for the organisation, adding value in terms of the bottom line."





**Stephanie Rosenmayer, Business Unit  
Manager at Datacentrix**

“These are all challenges that a real-time view of the critical parts of your facility and the overall status of the underground environment could help to solve.”

In fact, according to Rosenmayer, case studies from international mines using AI technologies have shown a proven reduction of conveyor belt downtime from three days per month to one. No-load power consumption has also been reduced from \$650,000 per year, to \$280,000 per annum.

“In addition, these mines have seen several benefits for enhancing management, such as the ability to anticipate major risks, identify personnel violations and contain major accidents. They have been able to avoid mine shutdown due to severe accidents. They also now have access to intuitive measures for mining operation supervision; reliable evidence for accidents retrospection; and can provide statistical reporting on abnormal mining operations to support scientific decision making.

“From a mining perspective, the key question to ask when it comes to surveillance today is: how valuable is it to your organisation to have this information in real time, instead of finding out how it affected production at the end of the day?” she asks.

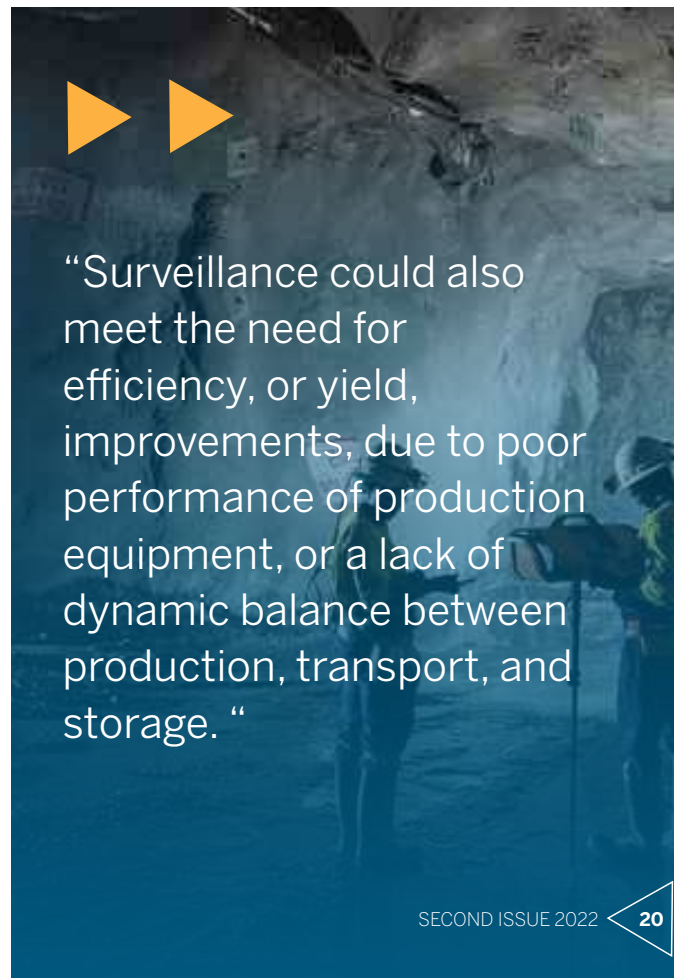
For instance, typical safety challenges that may be tracked and addressed using surveillance within this context could include personnel violations (like employees not wearing the correct personal protective equipment (PPE) or field workers walking across a track), sudden changes in the operational environment, poor risk foresight, and challenges related to the supervision of underground staff.

Surveillance could also meet the need for efficiency, or yield, improvements, due to poor performance of production equipment, or a lack of dynamic balance between production, transport, and storage.

A good example here would be system belt performance challenges, Rosenmayer explains. “For a coal mine using an underground conveyor belt in the process of coal transmission, a lack of real-time monitoring and poor communication could mean that the organisation is unaware that the conveyor belt, which covers a long distance, is at certain times carrying a zero load, which could even stretch to hours.

“The belt conveyor is a significant consumer of a mine's overall electric energy use, expending up to 40 percent of the operational cost. This means that at times where there is no load, the mine is consuming power - and paying for it - at a time that it is completely unnecessary.”

There may also be occasions where foreign objects falling on the conveyor belt, or oversized ore, cause blockages or even belt damage, which often leads to larger transport economic losses. Perhaps there has there been an abnormal shutdown of the conveyor, people approaching it when they shouldn't be, or there may be conveyor deviations.



“Surveillance could also meet the need for efficiency, or yield, improvements, due to poor performance of production equipment, or a lack of dynamic balance between production, transport, and storage. “

# Embracing open source to power digital transformation

Digital transformation has been an objective in the back of mind for many organisations, but in recent years it has been thrust front and centre in terms of priorities.

The chaos of the past two years has made sure of this and any organisation that is not well on its way to enabling digital transformation or at the very least planning to adopt it shortly, runs a serious risk of being left behind by competitors.

While most organisations are happy with their legacy systems as a result of familiarity, the decision to not investigate up-to-date or next-gen technologies will prove to be a costly one.

It is why those companies that are open and willing to embrace open source technologies stand a better chance of delivering digital transformation objectives than those that are stuck in a state of hesitancy.

“People are definitely looking at the technology stacks and outside of a competitive edge, they need their technology to give them results quickly. It is important for them to make decisions as quickly as possible from data that has been analysed. This is the only way to propel business in the direction you want it to go.”

Embracing the new to power the performance of your platform was a key topic of discussion during a recent webinar involving executives from Datacentrix, IBM and SUSE.

During the informative session, insights were shared, advice given freely and the best way forward was unpacked. Here is why all three organisations believe enabling digital transformation starts with embracing open source technologies.

## The constant state of flux

The rate of change when it comes to new technologies can prove daunting to many, especially when it comes down to what to spend money on and where to prioritise focus.

This is an issue that Graeme Dendy, Services Manager for Converged Solutions at Datacentrix, is acutely aware of and pointed out at the beginning of the session.

“From a processes perspective, our customers are seeing a lot of work on infrastructure optimisation, implementation projects, as well as some customisation of consolidation on operating systems on a daily basis. This leads to improved management of those platforms,” he explained.

When speaking about the technology layer of an organisation, Dendy also refutes the notion that a piece of tin is simply a piece of tin regardless of what name or brand is on it. The key differentiator in his view between the myriad options out there is the competitive advantage that can be delivered.

“Technology helps when it comes to speed to market. It gives clients, or rather our clients, a competitive edge when they need it and it also has the capability to bring new routes and ideas to market,” he highlighted.

“These technology changes quite simply speed up your performance,” emphasised Dendy.



“Technology helps when it comes to speed to market. It gives clients, or rather our clients, a competitive edge when they need it and it also has the capability to bring new routes and ideas to market.”

In order to deliver the said speed, Datacentrix has deepened its partnership with IBM and leveraged Linux-based and open source technologies significantly in recent years. It is part of the reason why Quintin Brussow, Open Source Development Lead, recently joined the team at Datacentrix.

“My role within the company is to go to our business partners and find the value for them out of these Linux platforms,” he noted.

“People are definitely looking at the technology stacks and outside of a competitive edge, they need their technology to give them results quickly. It is important for them to make decisions as quickly as possible from data that has been analysed. This is the only way to propel business in the direction you want it to go,” he asserted.

#### The power of open source

The embracing of open source is said to be growing significantly, according to Magnus Källkvist, Sales Director for the SUSE-IBM Alliance, who says that, “Open source and IBM are a very good fit.”

“If I look at the Power machine and your business wants to scale out or have the most powerful server configured for environments like SAP HANA, Linux is a perfect fit for it,” he enthused.

The members leading the webinar also noted that while IBM and open source would have seemed like diametrically opposed concepts a couple of decades ago, the company is one of the largest contributors to open source projects across the globe.

This should serve as an indication of the dramatic shift in terms of how open source technologies are viewed and their potential application in terms of tackling pertinent issues for the business like digital transformation.



Graeme Dendy, Services Manager for Converged Solutions at Datacentrix

“Linux and open source are indispensable,” asserted Yasal Akgun, Technical Sales Leader for IBM in Middle East, Africa and Turkey.

“Being able to reconfigure, being able to modernise, being able to meet the changing demands, especially during the pandemic, is a key requirement of today’s systems infrastructure. We have to respond faster to business demands, we need to protect data from core to cloud, and we have to streamline insights and automation,” Akgun laid out in terms of the requirements of modern enterprise infrastructure.

With established and trusted organisations like Datacentrix, IBM and SUSE all acknowledging and leveraging the capabilities of up-to-date technologies like Linux and open source, the time to embrace is now.

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[www.datacentrixvirtuallabs.co.za](http://www.datacentrixvirtuallabs.co.za)

# What is the information advantage? Information is the disruption and the opportunity

Over the last twelve months we have experienced Delta, Omicron, The Great Attrition, Inflation, the Taliban back in power, California fires, \$8 trillion lost in US markets, Russia's war on Ukraine, 11 million refugees in Europe and our own deeply personal journeys. It is a unique time of poly-crisis. We are each changed forever.

We are living in exponential times, with exponential forces. Organisations are facing an unprecedented set of business, market, technology and talent disruptions, all at once.

In the midst of this sweeping acceleration – whether it is cloud, 5G, IoT, artificial intelligence (AI)/machine learning (ML) or the new dawn of quantum – look around, and ask yourself: what is the disruptive force? It is information.

Information is the disruptive force, leveraging extreme automation, extreme computing and extreme network connectivity. Information is abundant. It is everything, everywhere all at the same time, originating from both humans and machines.

The domain explosion of information is real – across business, wearables, cars, transportation, logistics, shipping, agriculture, medical, sports, communications, behaviour ... and everything else! Machines generate 1000x more data a day than humans, and it is only accelerating. We used to count in the millions, we now count in the billions, and soon, trillions. There is zero friction with information, and zero marginal cost in its growth.

But information needs to be managed: stored, exchanged, enhanced and transformed. It has a lifecycle. Information can be unleashed via business applications to drive information-led transformations. It needs to be properly architected with modeling, simulations, insights and learning. And where information and global processes

meet, compliance and risk management strategies play a pivotal role.

It is clear that the world is exponential and accelerating, and there are new rules and new expectations for the best run companies in this galaxy.

So how can organisations turn rapidly accelerating disruption into exponential opportunities and sustained business value? The answer is the information advantage.

The information advantage is the competitive lift that comes from using information to its full potential. It is what happens when an organisation transforms the way it manages, leverages and applies information. Today, the information advantage happens in the cloud. A new digital fabric, underpinning every business.

The information advantage empowers organisations to be three key things: intelligent, connected and responsible.

- **Intelligent organisations** drive business processes with simplicity and security by removing friction and generating crucial insights for better, faster decisions.
- **Connected organisations** ensure customers, partners, talent and machines are connected at the core and at the edge via sophisticated trading grids.
- **Responsible organisations** safeguard their information and use it to solve the next big problems – from climate and sustainability, to diversity and inclusion, to governance and trust.

With the information advantage, businesses are tackling exponential problems and doing amazing things at galactic speeds. The future is not something to predict. It is something to build. And it is made with the information advantage.

**opentext**™



# Datacentrix named as proud winner of OpenText African Reseller of the Year award for 2022

Datacentrix has clinched the 'African Reseller of the Year' award for 2022 from information management software vendor and long-time partner, OpenText.

Datacentrix was recognised as the winner of this award category based on its sales contribution to OpenText business in the region. The company also ticked the award criteria boxes for several other requirements, including its excellent levels of engagement with local customers.

Says Shakeel Jhazbhay, Datacentrix General Manager for Digital Business Solutions: "Datacentrix has enjoyed a lengthy, fruitful partnership with OpenText that spans more than 20 years. Not only are we the organisation's largest partner in Africa, but we've also recently achieved the status of becoming its only Cloud Reseller partner on the continent, by OpenText invitation.

"OpenText identified Datacentrix as being one of its top value-added resellers on a global level last year, demonstrating the depth of our relationship, as well as our

"Datacentrix has enjoyed a lengthy, fruitful partnership with OpenText that spans more than 20 years."

multi-layered skills and competence capabilities that we apply to organise, integrate and protect data and content as it flows through business processes both inside and outside of organisations. This latest honour is another achievement of which we are exceptionally proud.

"Datacentrix will continue to foster our OpenText partnership, with our joint commitment to assisting African businesses on their journey towards digital transformation. We believe this latest award is another stepping stone to achieving more for both of our companies."

Zak Shaik, National Services Manager: Digital Business Solutions, Datacentrix; Abed Hlatshwayo, Strategic Alliance Manager, OpenText SA; Michelle Momberg, National Sales Manager, Digital Business Solutions, Datacentrix; Shakeel Jhazbhay, General Manager, Digital Business Solutions, Datacentrix; Erik Moller, Director, Strategic Alliances, OpenText



# Is cloud all it's cracked up to be?

By Jaap Scholten, Head of Hybrid IT at Datacentrix



**Jaap Scholten, Head of Hybrid IT at Datacentrix**

It's time for businesses to change their mindset on cloud technology, says Jaap Scholten, Head of Hybrid IT at Datacentrix, recognising that while cloud does form part of digital transformation, it isn't necessarily the only way forward.

## **Data first, not cloud first**

A critical first step when contemplating cloud services is that businesses must take a data-led approach, explains Scholten. "Data is an organisation's gold, so to speak, and this should direct the decision-making process, not a particular technology. This makes the strategy business-led instead of being technology-led.

"Without a data-first approach, companies are unable to make relevant, real-time operational decisions and will end up being disappointed by the speed of their progress towards achieving their priorities.

"And by looking at where a company's data should be, how it can be accessed, and how it can be secured, it becomes clear that it's no longer justifiable to view technologies like cloud – or the network, or security – as individual siloes. They have all become inextricably intertwined and the data should dictate the technologies that should be weighed up."

## **Physical infrastructure does not equal cloud power**

It's also important to shift away from the train of thought that there's a like-for-like requirement when it comes to the transition from physical infrastructure to the cloud. "This is most definitely not the case", explains Scholten, "in particular when you consider that physical, on-premises infrastructure is often not running at full capacity."

Therefore, while cloud can be more cost effective, as there is no need for serious upfront investment, ongoing hardware, software and licensing updates, hosting fees or energy costs, it should still be noted that directly converting physical hardware into the cloud equivalent will be an expensive exercise.

Cloud's consumption-based model ensures that there is no wasted capacity, as workloads can be scaled up as needed. This can be done quickly and easily, without the need for more hardware, software, labour and time that would be needed for scaling up on-premises solutions infrastructure.

"However, cloud isn't and shouldn't be thought of as the be-all-and-end-all of technology today, and there are several other factors that organisations should take into consideration when looking at a potential move to the cloud," Scholten says.



"Aside from the clear multi-cloud experience benefits delivered, we are able to provide local currency stability to South African businesses, which is critical for those organisations going into the cloud that may be billed in dollars by hyperscalers, By fixing the cost in Rands, we are able to remove the unpredictability of pricing."

"And while there's no question that cloud adoption has been instrumental in initiating new business models, experiences and efficiencies in every industry, a large percentage of apps and data must still live in data centres and colocations due to issues such as latency, application dependency and regulatory compliance."

The answer then, Scholten continues, lies in a hybrid IT approach: one that begins with a data-first strategy and provides an 'as-a-service' experience, delivering the agility and economics of the public cloud with the security and performance of on-premises IT.

#### **Datacentrix model offers Rand-priced stability**

Datacentrix's cloud model is hosted in Teraco data centres and powered by HPE GreenLake. As a unique cloud offering and one of the first of its kind in Africa, a critical advantage of this approach is that it is available at a fixed Rand price.

"Aside from the clear multi-cloud experience benefits delivered, we are able to provide local currency stability to South African businesses, which is critical for those organisations going into the cloud that may be billed in dollars by hyperscalers," adds Scholten. "By fixing the cost in Rands, we are able to remove the unpredictability of pricing."

"Our multi-tenanted approach has also opened up the infrastructure to companies of all sizes, meaning that there is no requirement for significant work demand in order to take the first step and enjoy the advantage of the many benefits offered by this cloud platform."

## **Cloud technologies can raise false hope.**

## **Get the right business outcomes with a trusted partner.**

- Fully customised strategy
- Rand-focused solutions
- Key strategic alliances
- Multi-vendor ecosystem
- Multi-cloud solutions
- Proven track record

Datacentrix is a hybrid IT systems integrator and service provider that drives innovation, digital transformation and the right business outcomes for its clients using a data-first approach. A data-first strategy will move a company forward by providing an end-to-end roadmap that includes three fundamental pillars: the ideal data hosting environment; reliable data transport and connectivity; and pervasive data security.

**Let's talk.**

**[www.datacentrix.co.za/hybridIT](http://www.datacentrix.co.za/hybridIT)**

# Bulletproof data protection-as-a-service with joint Datacentrix and Rubrik offering

Datacentrix has joined forces with cybersecurity partner Rubrik to bring a flexible, consumption-based data security, monitoring and recovery model to the local market, further enhancing Datacentrix's cloud, backup and disaster recovery (DR)-as-a-Service offering.

Says Rubrik Country Manager for Sub-Saharan Africa, Werner Vorster: "Ransomware is on the rise, and it is no longer a case of whether you'll be affected, but rather when.

"Unexecuted malware can be placed in an environment and remain undetected for some time, where it is backed up over and over again. When an organisation then wants to restore their data, they're essentially re-introducing these compromised packets of data, as there is no real understanding of the 'blast radius' of malicious files."

According to Rubrik, on average, businesses leave at least 38 percent of application data unprotected. Security teams then typically require around 73 days to contain breaches in totality, taking around 500 hours to restore operations after an attack.

"Datacentrix and Rubrik have taken their partnership to a new level, playing to both companies' strengths by providing local businesses with the opportunity to access all the goodness of Rubrik Security Cloud, as managed by Datacentrix," explains Vorster.

"Our decision to work with Datacentrix as the first local partner to bring this model to local businesses was based on several reasons. As a key resale partner for Rubrik across Sub-Saharan Africa and the organisation's largest partner

locally, by revenue as well as the number of opportunities afforded by the business, we have a hugely strategic relationship with Datacentrix.

"To make available proactive monitoring with Immutable-backups-as-a-Service through Datacentrix' strong, existing Managed Services offering was an easy pivot to make." Rubrik's edge, according to Brian Smith, Technical Consultant at Datacentrix, is not only its zero trust design, but the holistic view it provides of a company's security environment, with valuable insights.

"Rubrik Security Cloud is able to secure data from insider threats or ransomware with air-gapped, immutable, access-controlled backups. It provides a single, 360-degree view of all users, content and application relationships across time, which shows indicators of compromise and a clear understanding of meta-scale and granular changes in the environment.

"This type of visibility and insight into an environment is critical to avoiding malware reinfection when it comes to recovering and restoring data."

According to Smith, through the proactive monitoring with Immutable-backups-as-a-Service option, local businesses can now eliminate the burden of data management within their own environment, and its requirements for additional infrastructure within their datacentres, by using a flexible, cost effective model with no requirement for additional CAPEX spend.

"This solution ties in perfectly with Datacentrix's established cloud, backup and DR-as-a-Service offering, extending the opportunity for local organisations to solve challenges within the day-to-day IT environment in an affordable, solution-driven manner."

"The integration of the insights Rubrik delivers into Datacentrix' security operations centre (SOC) gives a holistic, in-depth view of your security environment, allowing you to take quick action, and delivering a bulletproof data protection strategy," Vorster concludes.



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



# Datacentrix fortifies security offering with increasing focus on cloud, app protection

Datacentrix has further enhanced its comprehensive security solutions offering to help protect local businesses moving into the cloud and embracing remote working.

Says Shawn Gradwell, Solutions Architect at eNetworks, a Datacentrix company: "We've seen massive growth globally in ransomware and ransom distributed denial of service (DDOS) attack campaigns over the past year that have interrupted aspects of critical infrastructure around the world. In fact, the second half of the year in 2021 recorded a growing swarm of one of the most powerful botnets deployed, and record-breaking DDOS attacks.

"From a local perspective, there's no doubt that cyber attacks will continue to put public and private businesses at risk unless addressed. And, as more infrastructure is digitised and remote workforces become standard, both the benefits and the threat landscape will increase."

In line with these changing cyber security trends, Datacentrix has built a strong partnership with Cloudflare, the security, performance and reliability company that is helping to build a better internet. Datacentrix was recently appointed as a Cloudflare Managed Services Partner within the Sub-Saharan African region and is proud of becoming a meaningful contributor to the organisation's local business.

"Cloudflare's cloud-based, services-focused offering provides optimised security and connectivity, helping to keep attacks away from your infrastructure," Gradwell continues. "It offers a comprehensive cloud-based network and application protection against internet-borne threats, including DDOS protection, web application firewall (WAF), DNS, computer network defence (CND), secure access service edge (SASE), zero trust, software-defined wide area networks (SD-WAN) and more, all via one platform.

"These solutions fit well with Datacentrix's emphasis on managed services, ensuring that our customers are able to free up their time to concentrate on growing their businesses," he explains.

"Datacentrix is pleased to be acknowledged as a managed services partner. Our next step over the year ahead will be to add 'white glove' service delivery to our partnership, with the

aim of becoming the de facto service delivery partner for Cloudflare within the sub-Saharan region," adds Gradwell.

"Datacentrix's appointment as a Managed Services Partner for Sub-Saharan Africa certifies their consulting capability and delivery of our security, reliability and performance solutions with a broad range of value-added and managed services," states Mohamed Zerri, Channel Manager for Middle East, Turkey and Sub-Saharan Africa Region at Cloudflare.

"Datacentrix's established footprint within the territory, and its reputation as a trusted hybrid IT systems integrator and managed services provider were important considerations in the company's partnership appointment. We look forward to working together to build a better internet and deliver true value to customers within this region."



"Datacentrix's appointment as a Managed Services Partner for Sub-Saharan Africa certifies their consulting capability and delivery of our security, reliability and performance solutions with a broad range of value-added and managed services."

# Open Source: The future of continued innovation

By Quintin Brussow, Red Hat Development Lead at Datacentrix

A growing appetite from organisations for innovation and the requirement for an alternative to traditional proprietary software are two serious driving factors in the growth of open source technology globally.

So says Quintin Brussow, Red Hat Development Lead at Datacentrix, who explains that while many businesses have moved onto an open hybrid cloud model within the past few years, as requirements escalated during the pandemic, we're still seeing huge open source adoption outside these specific challenges.

## The growing importance of open source

Ninety-five percent of respondents in Red Hat's 'The State of Enterprise Open Source' report said that enterprise open source is important to their organisation's overall enterprise infrastructure because of the innovation and agility the model makes possible.

"The beauty of open source is that it not only caters for the swift deployment of applications by businesses, but its community-driven nature ensures that it is in a process of constant innovation, making it more agile and also providing multiple ways to solve challenges.

"Right now, we're seeing a big drive for companies to adopt an open hybrid cloud model. Linux can and does run everywhere, and many cloud computing and always-on services have been built using an open source model. It's safe to say that the majority of larger South African enterprises – like telcos, financial services organisations and

"The future for open source software is undeniably bright – we could even say that it forms the backbone of today's technology infrastructure – and it will continue to change the face of technology."

insurance companies for example – are already running enterprise Linux either on premises or in the cloud."

Furthermore, adds Brussow, there has been increasing adoption of a DevOps culture within South African business, and more local enterprises are investigating the use of containers and Kubernetes to deliver apps to market faster.

This is in line with Red Hat's report, which states that 'Containers, Kubernetes for the associated container orchestration, and the vast number of complementary cloud-native open source projects may be the best examples of new categories of software. Seventy percent of IT leaders we surveyed work for organisations that use Kubernetes and almost a third plan to significantly increase their use of containers over the next 12 months.





“There are not many instances where open source can't be used. What is important to specify though – particularly when it comes to mission-critical apps – is that businesses wanting to ensure that the right certifications, support and security measures are in place should make enterprise open source software best practice across the board.”

“There is a serious focus on artificial intelligence (AI) and machine learning across all industries, and the use of enterprise open source is playing an important role in these new emerging technology workloads. This is true also of edge and IoT computing, where significant effort is being put in to enhance enterprise open source capabilities and insights, enabling faster results.

“Here in particular, we're seeing containerisation being brought to the edge, something that would have seemed unimaginable even two years ago.

“Finally, open source solutions are being used for new and innovative ways to use data for operational reporting and advanced analytics, for example a data lake architecture.”

#### Benefits of open source

According to Brussow, there are four main benefits to using open source today:

**Flexibility:** Developers can see how the code works and can make changes for their needs as required.

**Agility:** Every business requires agility and open source delivers just that, offering multiple ways to attack and solve a problem.

**Security:** While open source's community-based nature means that many people are contributing to the code, it also means that more people are inspecting it too, identifying vulnerabilities faster and pushing out more regular updates.

**Community:** Open source communities and contributors make a good case for the efficiencies of team collaboration. The code is available, and developers make suggestions. This type of approach cannot be matched by proprietary software companies, where there is a process for customisation requests that could take time to execute and will definitely have a cost attached.

“There are not many instances where open source can't be used. What is important to specify though – particularly



**Quintin Brussow, Red Hat  
Development Lead at Datacentrix**

when it comes to mission-critical apps – is that businesses wanting to ensure that the right certifications, support and security measures are in place should make enterprise open source software best practice across the board.

“The future for open source software is undeniably bright – we could even say that it forms the backbone of today's technology infrastructure – and it will continue to change the face of technology,” he concludes.



# Red Hat

# Protecting an organisation's most valuable asset:

## Why a solid data management and protection strategy is non-negotiable

By Pieter Engelbrecht

Datacentrix Business Unit Manager: Data Management Solutions

With businesses in today's digital economy having access to more data than ever before, a good data management and protection strategy is critical. Not only does proper data management allow for intelligent, informed decision making, it also reduces the risk of data loss, and, importantly, ensures that valuable data is secure and protected from theft and attacks.

We've seen many examples recently, both global and local, on what can happen when your data falls into the wrong hands.

“Encryption is also more important now than ever before, because even if data is taken, it is then more difficult for the cybercriminal to decrypt the data without the correct keys.”

Unfortunately, South African companies are being increasingly targeted by cybercriminals, a point that has become more and more apparent over the past two years, as businesses had to rapidly make changes to their environments for remote working.

Ransomware is a particular challenge locally, with Mimecast reporting earlier this year in its State of Email Security 2022 report that 60 percent of South African companies had experienced a ransomware attack over the previous 12 months, a statistic that had increased from 47 percent in 2020.

The truth is that it's a case of when an organisation will be affected by a ransomware attack, not if, and therefore, similar to physical home security, it must have measures in place that make it more difficult for would-be criminals to gain access.

### Best practices for data security

There are three best practices required for data management, namely: protection, detection, and recovery.

- From a protection point of view, businesses must ensure that they have three copies of data at the very least – two copies on different storage types, and a third copy held off site on immutable storage.





- For detection, it is important that any data backup and recovery solution implemented includes malware scanning and anomaly detection. Because there are generally few changes from backup to backup, your solution must be able to report on an out-of-character increase in change rates for instance, as this could indicate an anomaly, and will allow you to take swift action.
- When it comes to recovery, the rule of thumb is that the sooner you know there is an issue, the sooner you can recover from it – by the time you receive that ransom note it's too late. Systems and solutions must be tested regularly, and it's also important to ensure that employees know how to use the solution and are comfortable with it, as there is an important people element when it comes to data management.

Encryption is also more important now than ever before, because even if data is taken, it is then more difficult for the cybercriminal to decrypt the data without the correct keys.

#### **How do you go about executing a data management and protection strategy?**

A solid data management and protection strategy requires several considerations.

Firstly, the company must get to grips with and understand its data. Around 14 to 17 percent of people's data is 'clean' data, which is the important and valuable information, and approximately 35 percent is redundant, obsolete and trivial (ROT) data, or information that has little or no value to an organisation any longer, although it is still retained. The balance is dark data, which is generally unstructured data that is unused, unknown and untapped.

There are clear risks in not knowing your data, particularly in light of the Protection of Personal Information (POPI) Act, from both a security and regulatory perspective, and so this is one of the biggest challenges to data protection and management.

Other important components of the strategy include data risk management, data access management and control, protection policies and procedures, standards and regulatory compliance, and data backup and recovery procedures.

When it comes down to it though, a business must remember that a data management and protection strategy cannot operate in isolation – it must form part of a greater protection approach that includes other security measures, from firewalls, spam filters and email protection, to anti-malware, and point protection software.



**Pieter Engelbrecht, Datacentrix Business Unit Manager: Data Management Solutions**



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# Unlocking the true value of your data

Extracting greater business value from data has become a key concern for organisations, with 92 percent of leaders saying that to compete in the future, they must be able to exploit information faster than ever before, says IBM.

The time of the insights-driven business of the future is now, and for companies to meet their objectives of becoming data-driven organisations, it is vital that they have easy access to all their data.

This, according to Phil Anderson, Technology Partner Specialist at IBM South Africa, involves knowing where the data originated and what it means, in that individual data

“The term 'data is the new oil' is highly relevant in today's fast-moving market. However, much like oil needs refinement before use, data too needs to be refined to extract the value for the organisation. Gathering data from multiple sources is the easy part, but it's making sense of and organising the data in line with business values that is important.”

items need to be clearly mapped to a common set of business terms. “In addition, it is critical to understand the quality of the data before it can be trusted sufficiently to base business decisions on the insights gained from it. And this is when artificial intelligence (AI) can become strategically important.”

Anderson explains that AI can generally be described as the output of machine learning-based models that were built to solve a specific problem. “The process of building such machine learning models relies heavily on the availability of trustworthy data. When AI models have been derived from reliable data, they can provide highly accurate predictions and prescriptive recommendations to consistently guide the best data-driven business outcomes,” he continues. “When used correctly, AI can bring about huge competitive advantages.”

Shakeel Jhazbhay, General Manager: Digital Business Solutions at Datacentrix, an IBM Platinum Business Partner, Power Specialty Partner and a Storage Expert Partner, provides further description: “The term 'data is the new oil' is highly relevant in today's fast-moving market. However, much like oil needs refinement before use, data too needs to be refined to extract the value for the organisation.

“Gathering data from multiple sources is the easy part, but it's making sense of and organising the data in line with business values that is important.”

For companies that want to embrace AI but are unsure of where to start, Jhazbhay advises them to choose a use case or area in the business that will commit to the process. “Next, they should engage with the market in areas where AI is more mature and data models have been tested, selecting a partner that will walk alongside them throughout their AI journey – this should not be a one-sided affair.”





“IBM's strong technology and future vision, backed with the company's mature, trusted working relationship with Datacentrix, will help local businesses to accelerate their AI journey and maximise their data insights.”



**Shakeel Jhazbhay, General Manager:  
Digital Business Solutions at Datacentrix**

Critical capabilities to look for in a data platform include:

- The ability for full integration;
- Modularity;
- A data fabric architecture that can facilitate the end-to-end integration of various data pipelines and cloud environments through the use of intelligent and automated systems;
- Data quality;
- Data privacy;
- DataOps;
- ModelOps;
- Open APIs;
- Hybrid and multi-cloud deployment; and
- Scalability.

Jhazbhay and Anderson recommend investing in a comprehensive data fabric solution, like IBM's Cloud Pak for Data, an integrated, end-to-end platform for high performance analytics that enables companies to reach their data maturity goals.

Says Anderson: “Cloud Pak for Data is designed to provide you with all the capabilities to build your own AI solutions, using a fully integrated data and AI platform that can run on any cloud or in your own data centre.

“As Shakeel has stated, pick a project that aligns with the strategic initiatives and that will benefit from an AI-enhanced solution, and work with an experienced implementer to implement your first AI project together. Deliver a minimum viable product (MVP) that shows value, build it out in an agile style, and then rinse and repeat.

“Infrastructure should not be the primary consideration when building a data platform, keeping in mind that Cloud

Pak for Data is built on top of Red Hat OpenShift, which provides high availability and scalability by design. If dedicated infrastructure is seen as an obstacle, Cloud Pak for Data as a Service may be a viable option to start,” Anderson adds.

“Cloud Pak for Data is the most comprehensive data fabric solution in the market, able to run on any cloud, and featuring policy-driven data privacy and machine learning model ops (MLOps) including Model Fairness, Model Drift Detection and Explainability.”

“IBM has been named a Leader for the 17<sup>th</sup> year in a row in the 2022 Gartner Magic Quadrant for Data Integration Tools,” Jhazbhay states. “This solution delivers on the transformational insights businesses are looking for, while maintaining data security.

“IBM's strong technology and future vision, backed with the company's mature, trusted working relationship with Datacentrix, will help local businesses to accelerate their AI journey and maximise their data insights,” he concludes.

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# Taking control of your cloud:

## How to stop the weakening Rand from negatively affecting your technology strategy

The depreciation of the Rand against the US Dollar reached its highest point of the year in early November, at R18.41 to the Dollar. The depreciating Rand in 2022 can be attributed to a number of reasons. According to a recent Moneyweb piece, interest hikes in the US and the promise of higher yields caused investors to move away from emerging markets, while the Russian war in Ukraine, lockdowns in China and more, keep fuelling an inflation that had already started in 2021 as economies recovered from the pandemic.

The weakening Rand brings with it a host of knock-on effects, from inflation increases to a more negative general sentiment within the country, explains Jaap Scholten, Head of Hybrid IT at Datacentrix.

“One consideration for organisations is whether to switch solution providers, preferably to a local partner that fixes costs in Rand, as this circumvents the fluctuating exchange rate challenges. It is also important to find a provider with no data egress costs.”

“It also has a direct impact on the technology sector, in particular the cloud consumption of local businesses, with many organisations hosting workloads with hyperscalers now finding themselves roughly 20% over budget year on year.

“Add to this the ever-growing volume of data being created today, and you're left with companies that desperately need to find another solution to balance the management of the increasing data and technology budgets.”

According to Scholten, should a business find itself in this position, it's time to reconsider your cloud setup and strategy.

“One consideration for organisations is whether to switch solution providers, preferably to a local partner that fixes costs in Rand, as this circumvents the fluctuating exchange rate challenges. It is also important to find a provider with no data egress costs. As much as feeding data into the cloud (data ingress) is effectively free, it can become costly to get it out again (egress), particularly when it comes to paying for it in Dollars. Workloads with a high transaction rate of data in and out, such as databases, suffer the most in terms of data egress costs.

“Another important advantage of local hosting is the fact that data sovereignty is ensured, meaning that compliance with local data privacy and security regulations will also be in place.”

These challenges can easily be overcome with the hybrid cloud model from Datacentrix, which is hosted in Teraco's highly available environment and powered by the Hewlett Packard Enterprise (HPE) GreenLake edge-to-cloud platform.



This Africa-first cloud offering delivers an 'as-a-service' experience that provides a base load combined with on-demand capacity, providing the agility and economics of public cloud with the security and performance of on-premises IT.

The discussion around consumption-based IT and its ability to offer flexibility and scalability associated with cloud while maintaining on-premises autonomy over an organisation's data is not new, states Scholten, nor is the narrative around the cost benefits of pay-per-use economics that eliminate investment in excess compute, storage or networking capacity.

"However, it is worth unpacking the total economic impact of our hybrid cloud solution to get a better picture of the holistic cost benefits that it delivers to the modern enterprise," he continues.

"With Datacentrix, you effectively pay for a baseload set at a certain threshold, plus whatever you consume over and above that baseload, on a varying basis. The financial commitment is thus made on the baseload, with calculable costs as you scale up, which makes for a predictable financial outlay if you need more capacity for your baseload.

"Importantly, our pricing is fixed in South African Rand at the beginning of the term, anywhere between one and three years, and even scale-out options during the hosting contract will still be quoted at the same unit price. This ultimately adds more stability and predictability to your financial commitment, while also negating the often expensive egress costs," he adds.

"There are various intangible factors that should be considered too. For instance, if you work with a reputable systems integrator, you could gain high availability across multiple data centres, which effectively means no downtime. In addition, if the deployment is in the right data centre, you also gain significantly from connectivity savings – a cable into the African Cloud Exchange will give you a gigabit per second or faster connectivity for the cost of a cross-connect cable.

"We also believe our customers can expect to see a significant drop in historic total cost of ownership (TCO). With traditional IT infrastructure, there are issues pertaining to growth and capacity planning where those nasty financial

For more information on Datacentrix's hybrid IT offering, in alliance with HPE and Teraco, please click here: [www.datacentrix.co.za/hybridit.html](http://www.datacentrix.co.za/hybridit.html)



WHAT'S  
NEXT?  
IN CLOUD



Datacentrix's Ahmed Mahomed and HPE's Sandile Dube discuss hybrid cloud strategies.

These two experienced businessmen join Aki Anastasiou to discuss how their companies are working together to deliver a unique hybrid cloud solution to the South African market.

Watch the video >>

[www.youtube.com/watch?v=gqqaJIMwiw8](http://www.youtube.com/watch?v=gqqaJIMwiw8)

surprises usually slip in. For instance, there may be no compatible hardware available when wanting to upgrade, or a lack of integration between disparate infrastructure, or even significant price hikes on new generation equipment. Datacentrix's cloud model eliminates these problems and provides their customers with a clear financial path forward.

"Lastly, it is worth mentioning that, with Datacentrix, you do not need highly skilled staff members to keep your systems running. Should you already have these skills in place, they can be applied to rather optimise your deployments, instead of having them look after hardware, storage and networking stability," he concludes. "Essentially then, not only can this reduce maintenance cost, but also accelerate improvements and transformation."



Hewlett Packard  
Enterprise

# Huawei acknowledges Datacentrix cloud contribution at local awards gala



**Louis van den Berg, Consultant at Datacentrix**

Datacentrix continues to achieve distinction in the local cloud technology market, having been named recently as one of the country's top cloud contribution partners for Huawei, a leading global provider of information and communications (ICT) technology and smart devices. The organisation received a 'Huawei Cloud Best Contribution Partner' award at the recent Huawei Eco Connect South Africa, its first in-person event to be held locally since 2019.

“Datacentrix is serious about its flexible hybrid IT strategy, listening to our clients' needs and then providing an integrated IT solution that assists in meeting their business objectives and achieving the right outcomes.”

Louis van den Berg, Consultant at Datacentrix, explains that the awards recognise Datacentrix' support of Huawei's strategy to build its cloud business in South Africa. “Huawei Cloud's global business is evolving quickly, and South Africa is following suit, seeing a significant uptick in cloud infrastructure and services over the past year.

“Datacentrix is serious about its flexible hybrid IT strategy, listening to our clients' needs and then providing an integrated IT solution that assists in meeting their business objectives and achieving the right outcomes. We are extremely proud to have played a role in assisting Huawei in its efforts to deliver a trusted local cloud that supports clients in their digital transformation journeys, bringing cost reductions, improved efficiencies and greater agility to South African businesses.”

Datacentrix is a Huawei Enterprise Gold Partner, focusing on its portfolio of cloud computing, enterprise networking, datacentre, collaboration, and enterprise wireless solutions, including a specialisation in network energy.





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