

# infocentrix

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## OUR BUSINESS

Datacentrix is a leading, empowered ICT integrator that provides high performing and secure ICT solutions to corporate South Africa and the country's public services sector. The company listed on the JSE Limited in 1998.

## OUR MISSION

Datacentrix strives to maximise stakeholder wealth by providing leading solutions in the core ICT areas of infrastructure, business solutions, outsourcing and other related IT services to enterprise South Africa.

To achieve this, Datacentrix invests in its people through training and education, embracing broad-based black economic empowerment, while actively partnering and representing leading technology partners with distinction.

## OUR SPONSORS

Datacentrix thanks its partners for their contribution to the Infocentrix:

- CommVault
- Hewlett-Packard
- K2
- Riverbed

# Datacentrix maintains footing over interim period

Datacentrix Holdings Limited announced its interim financial results for the six months ended 31 August 2009. Both headline earnings per share (heps) and earnings per share (eps) remained unchanged at 26.8 cents. Operating performance (ebitda) increased by 8% to R79.7 million. Cash generated from operations was a robust R80.5 million, with cash on hand of R240 million and no interest-bearing debt. Tangible net asset value per share increased by 6% from 175 cents to 187 cents per share.

“Management is encouraged by the Group's overall performance during the past six months,” states Ahmed Mahomed, Datacentrix CEO. “We have maintained our footing and most businesses have shown healthy growth. This is credited to our ability to retain existing clients, signing of new business and new clients, and a strategy of broadening our portfolio.”

Furthermore, says Mahomed, the Datacentrix Managed Services Division has shown significant growth in most of its businesses including Managed Print Services, Outsourcing and Resourcing. “Our Managed Print Services and Outsourcing revenue has seen healthy growth and we are pleased with the Outsourcing business unit's recent appointment by a leading telco as the maintenance partner for its desktops and service desk environment. We are also happy to report the renewal of a significant outsourcing contract that had come to term, reaffirming the Group's execution capability.”

The Business Solutions Division is seeing growth from its existing ERP clients seeking improved capabilities from current systems. Datacentrix' Business Process Management (BPM) clients, Vodacom and Medihelp, recently received awards at IT Web's inaugural BPM Excellence awards ceremony. The Enterprise Content Management business has had a robust performance and continues to improve its contribution to the Group's results.

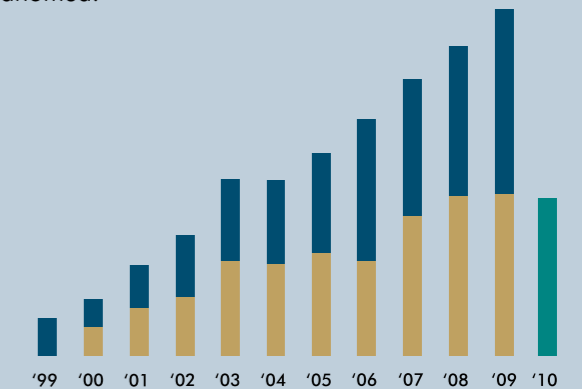
Datacentrix has solidified its position as an HP partner sporting the highest level of accreditation in various specialisations. It retained its status as an IBM Premier Partner and Microsoft Gold Certified Partner.

The Group has made a strategic investment in resources over the last year or more, particularly in the data centre and managed services capability. “In fact,” says Mahomed, “approximately 130 new staff will be employed for the outsource contract with the

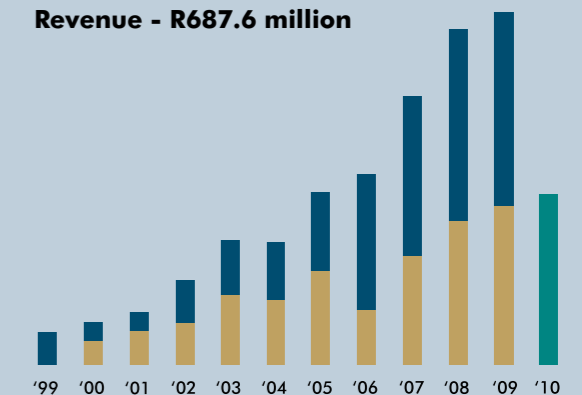
forementioned telco company; in addition we needed to ensure that our recently opened Eastern Cape presence has access to the resources it requires and this will result in the expansion of our complement to around 1,000 employees.

The Group's senior management team was bolstered with the promotion of Kenny Nkosi to the position of MD for the government business with effect from 1 September 2009. “He brings a wealth of experience and we have full confidence in his ability to take us to the next level in this sector,” continues Mahomed. The Group is committed to investing in its management and execution capabilities and to enhancing its competitive position to capture opportunities in the market.

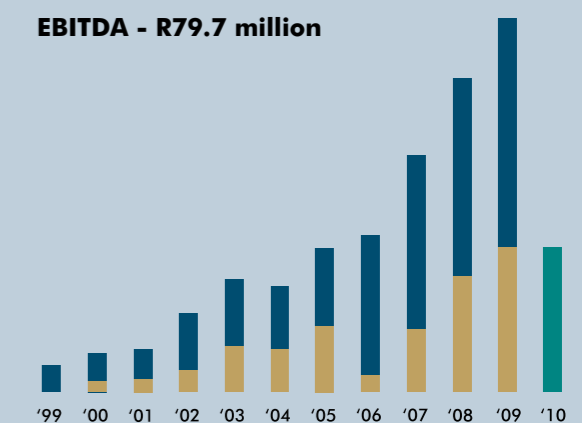
“Whilst there has been much talk of 'green shoots', the macroeconomic environment remains challenging and uncertain. We however expect to maintain market share in an unmistakably tough environment,” concludes Mahomed.



Revenue - R687.6 million



EBITDA - R79.7 million



HEPS - 26.8 cents

## Datacentrix appoints MD for its government business

### Kenny Nkosi, Managing Director: Government at Datacentrix

Datacentrix has appointed Kenny Nkosi as Managing Director for its government business.

Previously a divisional director at Datacentrix as well as a member of the company's Infrastructure executive committee, Nkosi has been charged with developing and growing Datacentrix within the public sector in his new capacity.

His employment history spans almost 30 years, 15 of which have seen Nkosi operating within the public sector, and includes a stint with Real Global Business Solutions as executive director responsible for sales and marketing, as well as with other high level organisations including Robert Bosch and SAS Institute in a number of senior management roles. Nkosi joined Datacentrix in 2006.



"Since joining Datacentrix, Kenny has demonstrated his management ability, sales and interpersonal skills and financial acumen," states Ahmed Mahomed, Datacentrix CEO. "He is highly performance driven, results orientated, ethical and, importantly, has grown his government business exponentially. We believe that he is the right person to take Datacentrix forward and to strengthen our public sector footprint."

Nkosi believes that as the new government business MD, his focus will be on fostering relationships with stakeholders and engaging with government officials at the highest strategic level. "Datacentrix takes the task of helping government meet its strategic objectives very seriously and we strive to deliver holistic solutions to the public sector in to order to achieve this."

## Datacentrix customer relationship audit results released

Based on the results of its annual customer relationship audit, Datacentrix clients have complimented the company on its quality account managers, high level of commitment to company and client, ethics, stability, friendly and professional staff, competitive pricing, quality product offerings, technical knowledge and skills levels, and reliability.

The survey was recently conducted on 99 Datacentrix clients from different sectors and across various business units across the country. Respondent's answers were analysed and sorted into 15 categories, which included service level agreement, call centre, relationships, technical ability, value, logistics, account management, quality, administration, consulting, attitude, reputation, footprint, BEE rating and social responsibility. Of these categories, Datacentrix beat its average competitors in all 15.

The organisation also received a higher Customer Satisfaction Index (CSI) than its competitors, where each individual surveyed gave a 'desired' and 'adequate' level of service. These scores were then averaged out to give an overall CSI score.

"In addition, our competitive advantages were gauged and those rated most highly included our business value, national footprint, listing on the JSE, responsiveness, strategic engagement, BBBEE compliance and the economies of scale offered by a larger company," explains Ahmed Mahomed, Datacentrix CEO.

"We would like to take this opportunity to thank all our clients for their valuable and constructive feedback. Suggestions for improvement provided in the survey will be evaluated and where applicable implemented."

## Datacentrix secures top HP Gold Partner award

### Sunil Singh, Divisional Director at Datacentrix; Thibault Dousson, Country Channel Manager at HP; Kevin Johnstone, Business Unit Manager: Managed Print Services at Datacentrix and Gois Fouche, Acting Managing Director of HP SA

Datacentrix was named as the partner with the Highest Overall HP Revenue 2009, as well as scooping the Highest Growth in HP Revenue Procure Networking 2009, and was also nominated as one of three resellers in the IPG Highest Growth category at the recently held annual HP partner awards.

"As the winner of the Gold Partner award, we are proud to announce that Datacentrix brought in the highest revenue across all HP business units at this level," explains Thibault Dousson, Country Channel Manager at HP. "Datacentrix also won the ProCurve award, as the company had shown the greatest improvement on this solution set over the past year."

Dousson maintains that Datacentrix' continued success with HP is based on its alignment with HP strategy and vice versa. "The fact that HP and Datacentrix work very closely together has been key to the strengthening of



our relationship over the past few years. Not only do we meet regularly with staff at every level of Datacentrix - from the CEO to business unit managers - but we have found that both companies have similar goals and this has been integral in building our partnership."

"Datacentrix is clearly maintaining its position as HP's top local partner," says Sunil Singh, Datacentrix Divisional Director. "We believe that our continued achievements with the company attest to our unceasing loyalty to the HP Preferred Partner Programme and reaffirm our credentials as a trusted partner to both our vendors and clients."

"This award is testimony of Datacentrix' investment in technical and managerial capability that is focussed on helping clients to deliver strategic business value by harnessing technology effectively," says Ahmed Mahomed CEO of Datacentrix.



**Back: Thibault Dousson, Country Channel Manager at HP; Gois Fouche, Acting Managing Director of HP SA; Front: Duncan van Jaarsveld, Networking Business Unit Manager at Datacentrix and Siobhan Hanvey, Sales Specialist at Datacentrix**

## Gary Morolo nominated for prestigious entrepreneurship award

Datacentrix Chairman, Gary Morolo has been honoured as a nominee in the 12<sup>th</sup> annual Ernst & Young World Entrepreneur Awards.

The awards, sponsored by Ernst & Young in partnership with First National Bank, aim to recognise the exceptional achievements of South African entrepreneurs and their efforts in creating jobs and contributing to the growth of the country's economy, as well as their visionary leadership. The local awards form part of a worldwide Ernst & Young programme, which acknowledges entrepreneurship in more than 50 countries.

Born in 1958 and raised in Pretoria, Morolo's educational background includes a BA from the University of Botswana & Swaziland, an MBA from Michigan State University, as well as an Advanced Executive Program at the Kellogg Graduate School of Management, Northwestern University, Corporate Governance and Leadership at IMD in Lausanne, Switzerland and the Business Leadership Development Program at the Arthur D. Little Management Education Institute, Boston.

Determined to be master of his own destiny, Morolo left sheltered employment in 1985 and joined Coordinated Marketing, a two-man consultancy, of which he later became CEO. He defines entrepreneurship as "being prepared to take risks and feeling comfortable with the ability to achieve the desired ends, the ability to identify an opportunity, the skill to recognise and assess the risks and rewards potential, and the propensity to take proactive action to pursue those rewards."

As its services offering grew, Coordinated Marketing morphed to eventually become Coordinated Network Investment (CNI). The company made a number of investments, in businesses including Datacentrix, Akani Leisure, Avis, Bridge Capital, IST and Comair, leading to Morolo being named as chairman of both Datacentrix and of IST upon their respective listings in 1998.



**Gary Morolo, Non-executive  
Chairman at Datacentrix**

Morolo, together with two of his CNI colleagues, Reuel Khoza and Sam Nematswerani, then founded Aka Capital, in 2001. Aka Capital's investments have peaked at 16, including reinvestment in Datacentrix, where Morolo also accepted full time responsibility in the capacity of both Executive Chairman and CEO the same year. Since this time, he has relinquished these responsibilities, but remains involved in the running of Datacentrix today as chairman.

Morolo's leadership has assisted Datacentrix in becoming arguably the most successful graduate of the late '90s IT listing boom. The company has transformed its corporate culture from that of an owner-manager ethos to a solid corporate culture with established systems, structure, controls, and governance, a staff complement that is currently 53 percent black and an "A" empowerment rating (level four contributor) from EmpowerDex.

"With Gary at the helm of Datacentrix, we have grown from strength to strength, seeing positive growth every year since our listing, from employment creation, shareholder value and competitive positioning," says Ahmed Mahomed, Datacentrix CEO. "We would like to take this opportunity to thank him for his efforts in transforming Datacentrix into the ethical, consistently high performing company it is today and would like to convey the congratulations of the entire management team for his nomination."

## Datacentrix women - a force to be reckoned with

The profile of women within senior management roles at Datacentrix highlights the company's commitment to empowerment at all levels of the organisation. Women leaders reside within the areas of finance, human resources, logistics, sales and service delivery. "We have not appointed token figures, but rather strive for performance achievements in every aspect of our business," says Datacentrix Financial Director and Chief Financial Officer, Elizabeth Naidoo.

"These appointments include all levels of management, including board, executive, senior management and other technical as well as client-facing managers. These roles encompass all of the key aspects of the business environment and signify engagement and hands-on involvement," she says.

Naidoo joined the group in August 2002. Her role extends from executive responsibility for all aspects of Datacentrix' financial portfolio, to playing a key role in the organisation's strategic growth.

The company has a world-class logistics centre that plans, procures, manages, and moves high-tech equipment and goods by road, rail and air, across South Africa. This facility was established by the company's Logistics Director, who has been at Datacentrix for over seven years. Her role incorporates the management and movement of over one billion Rands worth of IT equipment. Delivering these products after configuration - timeously and without damage - is a key component of Datacentrix' sales capacity. Furthermore, ensuring minimal stock losses makes her an invaluable asset.

Recruitment and retention is integral to the success of any business. Datacentrix is committed to attracting, retaining and developing the finest people in the industry. Datacentrix' Human Resources Manager, who joined the company in 2008, succeeds a previous woman appointee. People are fundamentally the main assets of an IT company and Datacentrix' Human Resources Manager is set to achieve the company's recruitment objectives.

Datacentrix is privileged to have strong women managing some of its business units, both within the sales and services areas of the business. They lead teams of diverse individuals, grow the business, sell IT solutions, deliver services, win over new clients and keeping existing clients happy.

**"Datacentrix provides women with an indistinguishable opportunity. Our goals and ambitions are defined by our passion to be outstanding role models for women in all industries."**

"Women are a force to be reckoned with in the world of information technology. We command job titles and the experience that goes with them. We challenge the typical stereotype of what a woman should be with a combination of knowledge, integrity, and a touch of class in a dying predominantly male industry." Elizabeth Naidoo says. "At Datacentrix we are respected and treated as equals in every aspect of our business from technical abilities to financial aptitude. Our opinions matter to our associates, business partners and clients."

"Datacentrix provides women with an indistinguishable opportunity. Our goals and ambitions are defined by our passion to be outstanding role models for women in all industries. Datacentrix women are confident and inspirational, supported by a world class infrastructure and culture." She says. "We achieve results because we are capable and have a 'can' and 'will do' attitude. Datacentrix expects no less of us than of our male counterparts. The road ahead is ours to take," she says confidently.



**Elizabeth Naidoo,  
Datacentrix  
Chief Financial Officer**

## Datacentrix clients excel at BPM Excellence awards



**The Datacentrix team with their clients - Vodacom and Medihelp - at the BPM Excellence awards that were held at the Montecasino Conference Centre**

Two Datacentrix clients, Vodacom and Medihelp, both received BPM Excellence awards at ITWeb's inaugural BPM Excellence awards ceremony held at the Montecasino Conference Centre in Johannesburg. These awards represent the highest accolade for BPM practitioners in South Africa and were presented to organisations for the effectiveness of their BPM strategies and the total value of benefits received from implementing workflow solutions.

The judge's panel of independent experts presented two out of the three awards to these long-standing Datacentrix clients. "Both Medihelp and Vodacom have been committed to transforming their organisations towards a process-centric culture from the start," says Charl Joubert, MD of Datacentrix Business Solutions. "The companies can show outstanding business gains and ROI for their investments in their K2 BPM solutions today."

Medihelp received the award for its MediChron (Chronic Medicine) department's highly successful workflow process, which was designed and implemented by Datacentrix, and allowed it to derive huge value in terms of improved service and resource savings from the automation of the paper-intensive business processes. Says Joubert: "The impact of the success of the MediChron process has led to the rest of Medihelp opening up business processes for K2 workflow automation across all the customer service-oriented departments, allowing the organisation to deliver award-winning service levels to its member base."

"The BPM projects are coordinated and supported by Datacentrix as the vendor and Value-Added Reseller of the K2 BPM software. Initially, we covered the full development lifecycle in terms of implementation and support. Over the past six years of workflow projects, many of the workflow analysis and user support skills have been passed onto a dedicated Medihelp in-house workflow team. On each workflow project, the Medihelp analyst team perform their own 'as-is' analysis and pass the scope and detailed user requirements specification onto Datacentrix to design the architecture and develop the workflow processes. The Medihelp analyst team is then fully involved in testing the system and train the users after deployment."

For Vodacom, numerous K2 processes have been implemented by Datacentrix throughout the regional sites in various departments. From the initial success of the OPEX financial processes, the effect of the paperless environments and cross-departmental service collaboration has proved the BPM model and set the pace to demonstrate the value of workflow, especially in increased response times.

"Datacentrix is the biggest K2 workflow partner in the country and has implemented over 200 workflow processes across our clients over the years. We have brought this BPM experience to Vodacom and implemented automated processes across the organisation in both the Midrand and Cape Town locations," adds Joubert.

Says Tony Roupell, Datacentrix Account Manager for both the Vodacom and Medihelp clients: "Support from the executive level has been critical to the success of their automated workflow processes. When the business users see the benefits of BPM transformation, they become true believers and spread the word of success to the rest of the organisation - and that is the key to a successful BPM solution."

Both Vodacom and Medihelp were presented awards for implementing BPM solutions based on the K2 technology platform, automating their business processes on web-based systems that are accessible throughout the enterprise.

**Graham Page, Vice President for Africa, Middle East and Europe at Open Text; Darryl Jacobs, Executive Manager, Corporate Services: PGWC Department of Transport and Public Works; Trish Dicks, Strategic Account Executive at Datacentrix; Dan Larocque, Vice-President: Canadian Public Sector at Open Text; Reggie Parker, Manager, Knowledge Management; Rob Shaw, Channel Manager: South Africa, Open Text Corporation**



## PGWC named as finalist in esteemed 2009 Open Text GlobalStar Enterprise awards

The Provincial Government of the Western Cape, Department of Transport and Public Works (PGWC, DTPW) was nominated by Datacentrix and has been selected as a finalist in the 2009 Open Text GlobalStar Enterprise Awards for its implementation of Open Text Livelink Enterprise Content Management (ECM), with the assistance of Datacentrix.

Finalists for this prestigious award are selected on the basis of outstanding efforts through the innovative and successful deployment of ECM solutions. They need to prove that these solutions demonstrate business value, provide a broad deployment scope, as well as emphasise value to end users and a return on investment. Each year, ten finalists are chosen from across the globe and, as a finalist, PGWC, DTPW has been invited to attend Open Text's ECM Conference, Content World, held in Orlando, Florida.

Jan du Plessis, Senior Manager: Monitoring and Evaluation, will represent the Department at the conference. During the Content World kick-off ceremony, all finalists will be recognised and the GlobalStar Enterprise Award winners and runners-up announced. The award will then be presented at a special GlobalStar Reception and Awards Ceremony.

"The DTPW implemented Open Text Livelink as the main technology tool being used to drive its ECM campaign," explains Trish Dicks, Strategic Account Manager at Datacentrix. "The PGWC's vision is to reduce and, ultimately over time, remove the majority of physical documentation and paper based files from its processes. This in turn, will enable the Department to manage its

documents and information with increased efficiency and effectiveness to improve service delivery."

The Department's ECM project has gained momentum over the past year, with more than a million pages now in Open Text Livelink. "Open Text Livelink is already allowing easier and faster access to electronic documents using powerful search capabilities and lower paper and photocopying costs. Not only this, but multiple users can access the same document at the same time and version control enables staff to always access the latest version of a document, which eliminates using old or outdated content," explains Dicks.

**"The PGWC's vision is to reduce and, ultimately over time, remove the majority of physical documentation and paper based files from its processes."**

"Datacentrix would like to take this opportunity to wish the Department the best for the awards and we truly believe that the plethora of benefits it has experienced thus far will stand in good stead to take top honours," she adds.

Darryl Jacobs, Executive Manager: Corporate Services and Executive Sponsor of the Open Text Livelink ECM Programme at DTPW states that: "The strategic value of Open Text Livelink is that it facilitates information and records management as the foundation for good governance. Open Text Livelink has also facilitated the Departmental drive to sound environmental awareness through the massive reduction in the use of paper-based documents."

"In addition, the statistics and progress reporting has shown that fewer documents are being misplaced due to less movement of physical documents and that documentation is being processed faster. In essence, Open Text Livelink enables the Department to get the right content to the right people at the right time," he concludes.

# HP Converged Infrastructure

## Unleash the potential of your infrastructure today - be ready for the future

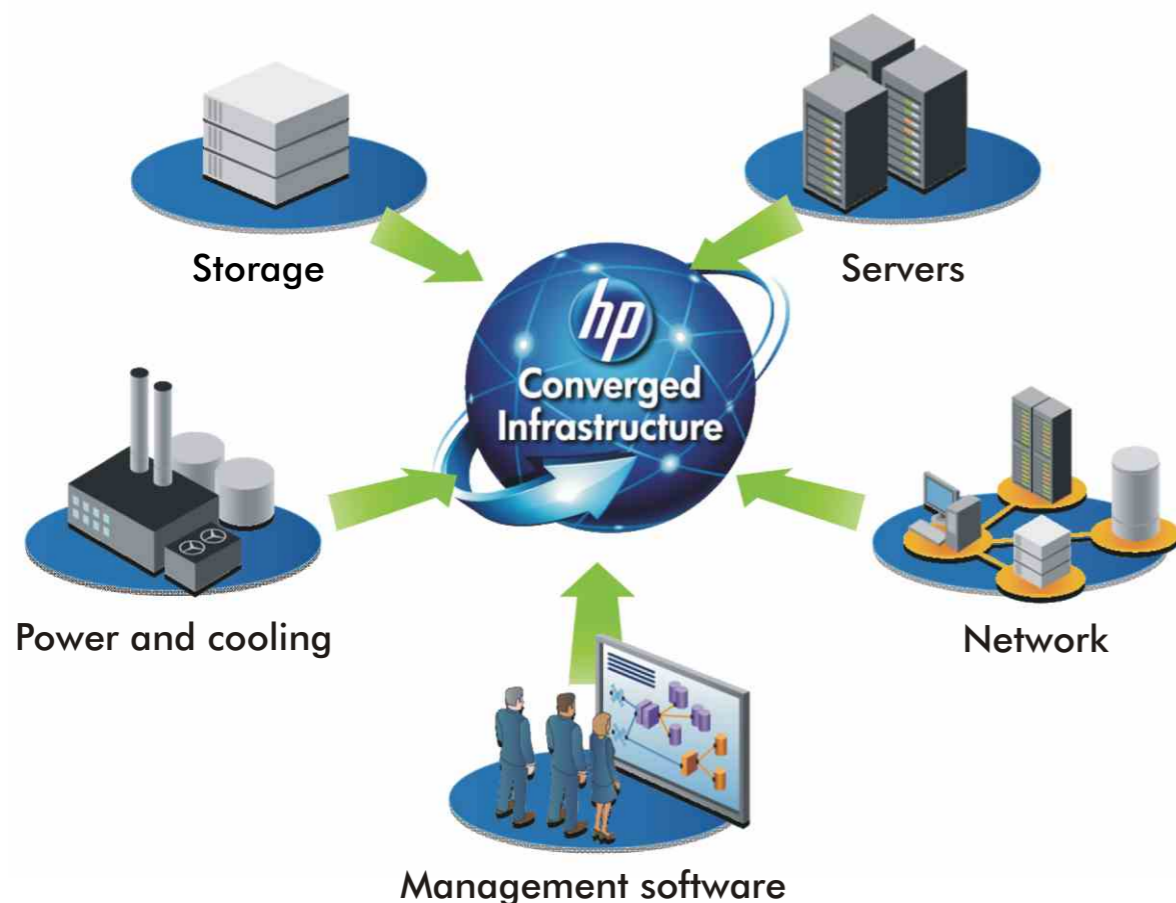
### Is IT sprawl driving your business to a breaking point?

HP recently announced the HP Converged Infrastructure architecture, which delivers a technology environment that rapidly adjusts to meet organisations' changing needs. HP Converged Infrastructure addresses IT sprawl, the main cause of technology spend being focused on maintenance instead of innovation. HP Converged Infrastructure enables:

- the ability to more easily deploy application environments through orchestrated, shared service management;
- lowered network costs and reduced complexity through a flexible network fabric;
- optimised use through virtual resource pools; and
- improved energy integration and effectiveness across the data centre through data centre smart grid technology.

If you are like most companies, you have been adding servers, storage and networking devices to keep pace with your business demands. The result - businesses are spending upwards of 70% of their IT budget on operations versus innovation. A Converged Infrastructure enables you to rebalance this ratio by realigning today's traditional technology silos into adaptive pools that can be shared by any application, optimised and managed as a service. By transitioning away from this product-centric approach that has created unyielding IT sprawl to a shared-service management model, you can accelerate standardisation, reduce operational costs and accelerate business results:

- Deliver any application, anywhere, on the fly
- Flex resources on demand in an optimised way
- Unleash productivity of administrators and systems
- Provide predictable, continuity of service
- Accelerate time to business value from IT investments



### Match the supply of IT resources with the demand

The HP Converged Infrastructure strategy, portfolio, and unique and proven architectural framework helps you effectively align IT supply to better meet business demand. This is achieved by creating an environment in which resources are dynamically provisioned efficiently and automatically. Based on modular system design and open standards, you can take your current investments into the future at your own pace. And by transitioning away from the traditional, product-centric approach to a model that manages IT infrastructure as a service, you can accelerate standardisation, reduce operational costs and deliver better business results.

Achieving the benefits of a Converged Infrastructure requires the following core attributes:

- **Virtualised** pools of servers, storage, networking
- **Resiliency** built into the hardware, software and operating environment
- **Orchestration** through highly automated resources to deliver an application aligned according to policies
- **Optimised** to support widely changing workloads and different applications and usage models
- **Modular** components built on open standards to more easily upgrade systems and scale capacity

### Architecture to build and manage a next-generation Converged Infrastructure

HP Converged Infrastructure is delivered through a next-generation IT architecture - based on standards - that 'converge' virtualised compute, storage and networks with facilities into a single shared-services environment optimised for any workload. This unique approach will help your business accelerate the delivery of application environments in a predictable, repeatable way that makes the most efficient use of IT, facility and staff resources to drive business innovation. The HP Converged Infrastructure architecture integrates these core areas:

**Infrastructure Operating Environment** - is a shared-services engine that provisions and adapts application environments on the fly, to instantly respond to business demands. It helps businesses accelerate the delivery of application environments in a predictable, repeatable way that makes the most efficient use of IT resources and staff time. This enables IT organisations to drive high levels of standardisation that frees administrator time and IT capacity to support business goals more effectively.

**Flex Fabric** - can connect 1000's of servers to a virtualised, high performance and low-latency network that consolidates multiple protocols into a single fabric to dramatically lower network complexity and cost. By moving network intelligence away from the core and closer to the server edge, Flex Fabric dramatically

simplifies today's hierarchical, complex and inflexible networking and improves overall network performance, utilisation and flexibility.

**Adaptive Resource Pools** - are created from purpose-built systems able to create virtualised, shared capacity that can be combined, divided and repurposed to match any application demand faster and more efficiently. Individual systems can be carved up or aggregated together to present a large pool that can be optimised for a variety of applications. This means you can source resources internally or externally and assemble them dynamically from pools of today's resources or tomorrow's.

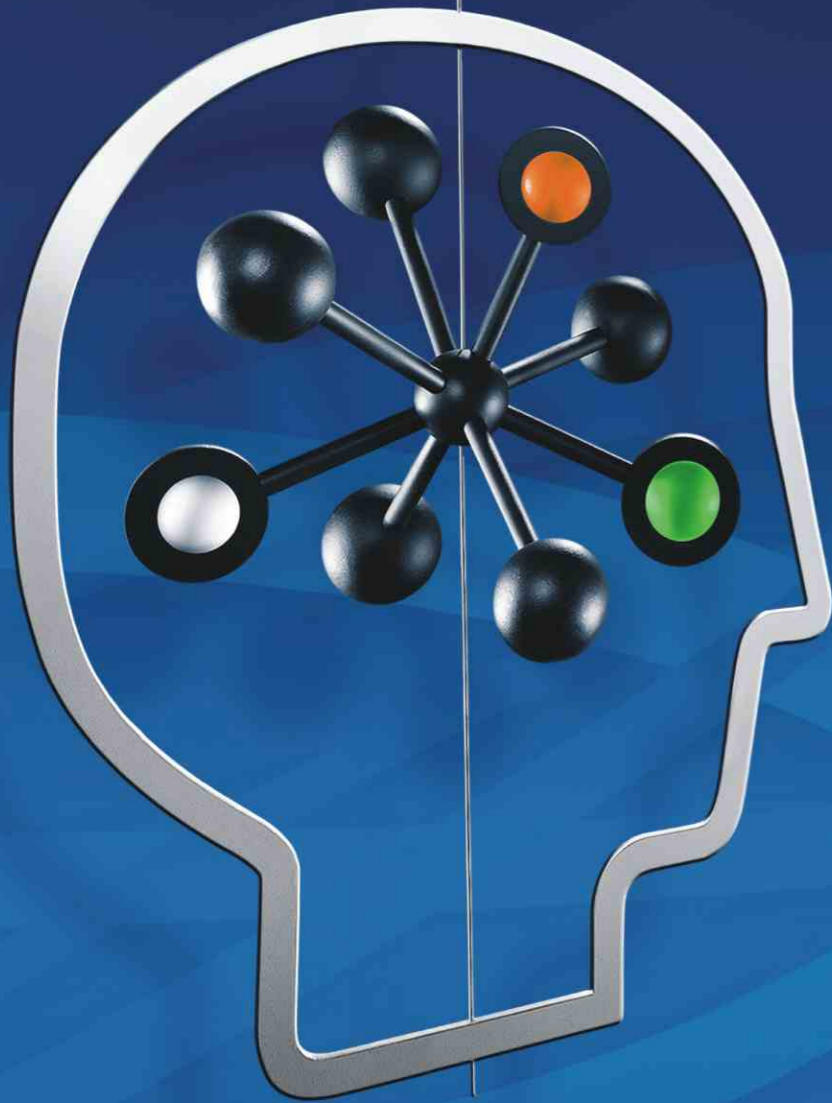
**Data Centre Smart Grid** - the HP Data Centre Smart Grid creates an intelligent, energy-aware environment. Addressing and integrating the data centre allows optimisation of energy effectiveness to increase facility capacity and reduce energy costs. The HP Data Centre Smart Grid collects and communicates 1000's of power and cooling measurements across IT systems and facilities in real-time to give clients insight and control over energy. This enables continued business growth by increased IT support within the same environment, increasing data centre productivity and ROI.

### HP leadership

To build a Converged Infrastructure with the attributes previously described, you need partners like Datacentrix and HP with vast expertise that is guided by the ability to align business applications with IT resources. HP has core solution offerings, including HP BladeSystem Matrix, Performance Optimised Data Centers, HP Insight Software, HP Thermal Logic, HP Data Center Environmental Edge and Data Center Transformation, to get you started in the right direction. For more about the HP vision of converged infrastructure, visit: [www.hp.com/go/convergedinfrastructure](http://www.hp.com/go/convergedinfrastructure).



# Setting the curve



Why follow when you can lead? The difference is good versus great. HP ProCurve Networking offers a choice of standards-based, best-in-class wired and wireless networking solutions to meet your evolving business needs. Proven, secure, and reliable technology enables flexible, cost effective networking to drive your business one direction, up - with the network of choice.

## Technology for better business outcomes.

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## Bosasa enhances efficiencies, cuts expenses with HP solution rollout



**Back: Kobus Smith, James Mefolo, Frans Duvenhage, Middle: Riaan Cilliers, Johann Fourie, Siobhan Hanvey, Matthews Mntambo, Elise Eland Front: Kagiso Tshikare, Obakeng Sikwane**

Bosasa, a wholly South African owned group of empowerment organisations providing benchmarked integrated full facilities management and risk management services, is saving more than R100,000 per year on service costs since a network upgrade carried out by Datacentrix.

Due to a major flaw in its network core, which led to two weeks of downtime, the company decided that the most cost efficient route would be to rebuild the network layer using HP ProCurve switches. This would allow Bosasa to greatly improve availability as well as map the technology back to business requirements, while leaving scope for later expansion, says Johann Fourie, Bosasa IT Manager.

“Our previous network architecture had not been designed according to best practices so it made sense to start again with the HP solutions, particularly in light of the lifetime guarantee offered on these products,” he explains.

Siobhan Hanvey, Datacentrix Account Manager says that the previous chassis used by Bosasa were only running at a third of their capacity and the company was paying maintenance fees based on their size. “The ProCurve switches were the ideal choice for Bosasa based on their cost effectiveness, reliability and proven performance.”

“From a user experience point of view, access has been significantly improved and the hardware and configuration are more closely matched to our business needs,” continues Fourie. “Not only has there been a huge difference in the speed of the network and service

to customers, but, prior to the project, the company averaged between three and four network related support calls per day. Now it is zero.”

Bosasa has also implemented HP ProLiant servers, an HP BladeSystem c-Class blade infrastructure and an HP StorageWorks 8000 Enterprise Virtual Array (EVA) RAID storage solution in order to further boost availability and scalability as well as improve redundancy.

According to Fourie, the organisation has already seen an improvement in availability and scalability, with no downtime experienced since the project was completed, as compared to downtime at least once a week within the previous environment. “We feel that the projects completed by Datacentrix have been most successful for Bosasa. The two companies have enjoyed a close historical relationship, with Datacentrix becoming our trusted solutions provider, and their after-sales service was crucial to our achievements.”

“As one of only two fully accredited HP Elite StorageWorks partners, a fully certified Authorised Support Provider and an HP ProCurve Elite partner, Datacentrix felt that these solutions most closely matched Bosasa's requirements for best of breed products to build a more robust network and data centre,” adds Kobus Smith, Account Manager at Datacentrix. “Not only have these products assisted Bosasa in becoming more efficient from an IT perspective in the shorter term, they will also enable the organisation to grow its technology systems as business needs change.”

## Datacentrix shines with Great Basin Gold

**Steven Jacobs, Group IT Manager at Great Basin Gold and Quintin Koegelenberg, Account Manager at Datacentrix**



Great Basin Gold, a mining company engaged in the development and exploration of gold properties, has appointed Datacentrix as its sole IT provider.

Great Basin Gold is currently in late stage development at two projects in the world's two most well known gold producing regions, with a substantial resource base of 12.4 million ounces in the measured and indicated category. The Hollister project is located on the Carlin Trend in Nevada, USA and the Burnstone project, is located about 80 km southeast of Johannesburg and just east of Balfour, Mpumalanga.

The company is currently revitalising its technology with the assistance of Datacentrix, an extensive undertaking ranging from the design of a Cisco network backbone, to be executed next year, to the current implementation of HP ProCurve switches on its virtual private network (VPN).

"Great Basin Gold also recently qualified for a Microsoft Enterprise Agreement, a comprehensive Microsoft Volume Licensing programme designed for

enterprise organisations with 250 or more desktop PCs who want to standardise on the latest Microsoft technology," explains Quintin Koegelenberg, Account Manager at Datacentrix. "Furthermore, the organisation is in the process of building a disaster recovery site, which will be internally managed at its Balfour mine with the assistance of Datacentrix. Great Basin Gold has also entered into a service level agreement with Datacentrix covering all of its existing and new equipment, from servers to desktops."

According to Steven Jacobs, Group IT Manager at Great Basin Gold, the organisation is on a drive to standardise on HP equipment. "Based on our previous good experiences with HP equipment as well as its cost effectiveness, we made the decision to standardise on these solutions moving forward.

"Datacentrix has an extensive skills base covering all the equipment we want to implement - from Cisco and HP to Microsoft - so their appointment as our exclusive partner made a lot of sense," Jacobs explains. "We really wanted a one stop shop and Datacentrix' proven experience made them the clear choice of partner."

## KZN Department of Education helps powerless schools cross digital divide

The KwaZulu-Natal Department of Education is in the process of implementing "the solar panel rollout" for schools within the province that do not have electricity, in order to allow them to access its new electronic administration system for the capturing and centralisation of information including learner data, financial information, asset management details and curricula. The solar system rollout is being done with the aid of Datacentrix.

According to Amanda Ngcobo, Senior Account Manager at Datacentrix, the department has historically struggled with budget for information and communications technology (ICT), leaving it with backlog that still needs to be addressed.

"Since 2004, the department has been working on an initiative to ensure that infrastructure, which includes connectivity and computers, is provided to all schools

## Sanyati Holdings saves on licensing fees, ensures compliancy with Datacentrix

KwaZulu-Natal-based Sanyati Holdings, a broad-based civil engineering and construction company, now has a comprehensive inventory of installed hardware and software and is fully compliant, thanks to an audit completed by Datacentrix.

"The audit that Sanyati Holdings engaged in with Datacentrix formed the groundwork of understanding the company's environment," explains Marlene Brady, Account Manager at Datacentrix. "From here we were able to propose a solution that would ensure that Sanyati was compliant and had both manageability and standardisation in place across the business."

According to Brady, the audit was also instrumental in Sanyati gaining access to up-to-date knowledge of its environment - the type of users as well as the hardware and software running.

With the audit completed, Datacentrix proposed Microsoft's Open Value License - a volume licensing programme for companies with fewer than 250 desktop computers - to Sanyati to take care of its Microsoft compliancy requirements. "The programme provides a simple, flexible and cost effective way to purchase the latest Microsoft technology and has ensured that both Sanyati's desktop and server environments are completely legal," she adds.

Although it is still early days since the completion of the project, Clive Whittington, Sanyati Holdings IT Manager, maintains that the immediate benefits that Sanyati is experiencing include the ability to train and skill up staff with the provided training vouchers and the e-learning capability that enables employees to train and become certified online.

"We have standardised on our software, managing to avoid any illegal software being loaded as well as being completely up-to-date with the latest versions and patches from Microsoft."

**"The programme provides a simple, flexible and cost effective way to purchase the latest Microsoft technology and has ensured that both Sanyati's desktop and server environments are completely legal."**

"Sanyati has also scored from a cost saving perspective, now spending up to 35 percent less on license purchases. Furthermore, the procurement of additional licenses is now a much easier process."

Whittington maintains that Sanyati's choice of Datacentrix as partner for this project stemmed from its strong existing relationship. "Datacentrix has been involved with Sanyati for some time now, acquiring our hardware and holding responsibility for our network management, so this was a logical partnership. Datacentrix had all the necessary skills to assist us both with the auditing process - something that Sanyati could not undertake itself - and the related recommendations," he concludes.

by 2013. This policy also covers the professional development of educators and development of digital content within this timeframe - not an easy task considering that more than 1,500 schools within the region are without power and will not be electrified in the near future.

"The department did not want these institutions to be further disadvantaged and had to seek another alternative. Based on this mandate, it was decided that the most effective solution would be to use a secure, portable solar system that could be used to recharge the batteries of the laptop computers that would also be provided by the department," she explains.

"The department kicked off with an initial pilot project last year, which saw the solar system being implemented at 500 schools, to be rolled out to around 1,800 in time." Says Dr Bhekisisa Mthabela, Head: EMIS Unit at the KwaZulu-Natal Department of Education. "Despite some initial challenges such as delays for updated software for the laptops and a steep learning curve for users, the machines deployed have seen great success in linking the schools into the administration system."

"We have been happy with our interactions with Datacentrix so far and felt that they were more than able to provide us with the type of solution that was direly needed," he adds.



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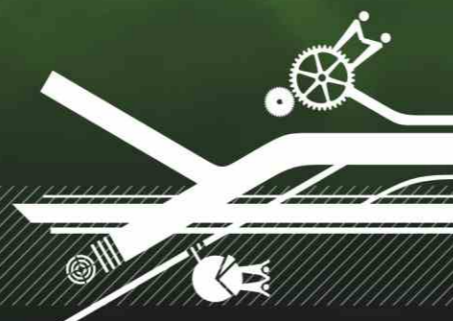
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## Getting a handle on print costs

Less than 10% of South African companies are aware of their actual print costs, an area that if properly controlled can help save up to 30% on total office printing costs. So says Kevin Johnstone, Business Unit Manager: Managed Print Services at Datacentrix.

"Printing costs generally represent between one and three percent of gross revenue for an organisation," explains Johnstone. "These figures are brought sharply into perspective when you consider that 22% of documents are never used and 34% are used for less than five minutes. This means that 21% of paper purchased by companies is wasted. In addition to this, the visible cost of printing, or hardware, only accounts for 27% of the total cost, highlighting the woeful under-management of this area."

**According to Gartner, document management processing expenses can be harnessed through the adoption of strategic technology offerings like Managed Print Services and fleet document management systems.**

According to Gartner, document management processing expenses can be harnessed through the adoption of strategic technology offerings like Managed Print Services (MPS) and fleet document management systems. The research company also states that "although most organisations could, in principle, manage office print actively and effectively, in reality many lack the time, the staff, the experience, the tools and the focus, and simply will not do it on their own."

According to Johnstone, the simple fact is that, in today's times, organisations are being forced to focus on their core business. "Companies are often unaware of how many printers they have or what they are paying for related support and consumable costs. In the corporate sector it is the rule, rather than the exception that companies fail to take advantage of economies of scale or a single support structure.

"By partnering with an expert within the MPS space, companies are better equipped to cast a critical eye on their print and imaging environments, enabling them to ascertain current paper, toner, maintenance, depreciation, insurance, rental and settlement costs and optimise the solutions utilised in order to reduce company costs and improve user productivity."

These benefits are realised as users are in close proximity (within 12 metres) of a printer/copier/scanner and fax machine and have access to the latest speed and functionality. Security is tightened as confidential printing

becomes a reality with password protection. Through an MPS partner, businesses can also rely on the proactive management of toner stock and reliable print services governed by a service level agreement, which outlines service delivery. In addition, monthly usage reports will allow a company to keep a tighter handle on usage and costs.

"A well organised internal document output capability is of key importance to the successful operation of any business and forms an important aspect of its communications," says Johnstone. "It is of the utmost importance that local companies realise the positive impact that can be made through this type of management service."

**Kevin Johnstone, Business Unit Manager: Managed Print Services at Datacentrix**



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Data growth, technology upgrades and complex IT environments are all issues that organisations are faced with, as well as ensuring the integrity, accessibility and visibility of data.

**Why choose CommVault?** Organisations face unique challenges in data management and require a solution that can provide a streamlined and simplified approach. CommVault and Datacentrix are dedicated to providing cost effective solutions to protect and preserve the increasing amounts of data necessary to manage organisations efficiently.

Simpana Software helps organisations manage data growth, cuts costs and reduces risk by simplifying data management functions through a single platform and architecture.

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- Replication for data availability and COOP
- Archive for mandated data preservation
- Search for granular restore and eDiscovery
- Singular Information Management® Single-Platform

Businesses are deploying server virtualisation within their data centres to manage data growth and increase efficiency. However, this brings new challenges to managing and protecting the volumes of data on their virtual systems. Backup and recovery becomes much more complex, administrator workload increases, and this can impact performance and threaten data protection.

**The CommVault Solution:** CommVault makes it possible for enterprises to overcome these complex data management challenges and reduce the costs resulting from increased data volumes in virtualised environments.

CommVault Simpana Software helps control all aspects of data management in virtualised environments for both Microsoft Hyper-V and VMware. This includes data protection, archive, replication and reporting - all integrated to deliver a complete virtualisation solution managed from a single console.

**CommVault Simpana Software:** Top reasons to manage data in virtualised environments with CommVault Simpana Software:

- Automated discovery of virtual machines using default protection policies
- Agentless backup of virtual machines, eliminating resource consumption
- Multiple backup options, including image-level, file-level and volume-level
- Multiple recovery options, from individual files to entire virtual machines from any physical server
- Embedded, global deduplication eliminates redundant data and reduces storage footprint
- Flexible architecture for consistent, reliable data protection across physical and virtual servers
- Fast, cost-effective and reliable disaster recovery for business continuity
- Centralised management of virtualised and non-virtualised environments

## North West Department of Education employs eDNA biometric technology to protect payroll integrity

The North West Department of Education has proactively protected its payroll integrity with the assistance of Datacentrix, and its local partners, L@Wtrust and Dithako Technologies.

Says Marcus Bossert, Security Business Unit Manager at Datacentrix: "The Department enlisted the help of Datacentrix to perform a physical verification of its educators and support staff across the North West Province with the aid of advanced biometric technology. As part of its ongoing auditing and governance efforts, it needed to establish a foundation for proactive fraud management and the validation of the integrity of the North West Education payroll."

In a complex logistical exercise involving more than 220 people across the entire North West Province, Datacentrix established manned biometric registration stations at several strategic locations in order to capture and authenticate the information of nearly 30,000 people across more than 2,000 schools.

All schools were scheduled and allocated timeslots for registration through a detailed planning process. Datacentrix and its business partner, L@Wtrust, jointly

developed the eDNA Electronic Fraud Management System and used its Payroll Integrity functionality to address the business problem. The payroll was halted for the project, and in order for employees to receive payment, they had to visit a registration station to validate their personal details as well as produce satisfactory proof of identity. The locally developed eDNA Payroll Integrity system captured a digital picture of each person and a digital copy of the Identity Documents of each staff member, whilst advanced biometric technology was employed to capture the unique fingerprints of each employee, which were then stored in a hardened personnel record verification database.

An Automated Fingerprint Identification System (AFIS) then compared the fingerprints of the employees against the database to ensure maximum integrity of the database. Additionally, strong processes and quality controls were employed to provide further assurance of the consistency of the methods used and the integrity of the data.

The results presented to the Department will be used to update its personnel records where applicable and for the investigation of anomalies.

The project added tangible business value with a positive ROI calculated at just six months and the technology can be leveraged to play an important role in future strategic initiatives planned by the North West Department of Education.

"Additionally, the project served to create local employment opportunities in the North West Province as Datacentrix leveraged its extensive network of SMME partners in the region," explains Bossert. "Through our quality management framework and rapid results approach, we were able to conclude the entire project for the North West Department of Education in just over two weeks."

"The North West Department of Education is proud of its role in pioneering good practices around the proactive management of payroll fraud," says James Botha, Chief Financial Officer of the North West Department of Education. "We believe that such initiatives serve the interests of all stakeholders to create a positive environment of transparency and trust - essential elements for the success of public service delivery."



## WAN optimisation: finding the best approach

By Mark Lewis, Senior Director  
Marketing and Alliances EMEA  
at Riverbed Technology



What would it be worth if network optimisation could save each branch office employee an hour a day? What if, on top of that, this enhanced network could enable global server consolidation into one data centre? While that kind of productivity gain is something that most companies only dream of, such progress is within the power of the wide area network (WAN).

WAN optimisation is a critical enabler for organisations aiming to achieve higher throughput and productivity. Because WAN optimisation takes many forms and flavours, the industry landscape can be quite confusing. This article is designed to explain the typical problems that distributed organisations, relying upon WANs, face as well as the traditional solutions to these problems.

Finally, this article will introduce the concept of WAN optimisation, a technology that collapses many disparate ideas into one solution.

### Bandwidth is only one problem

The most common complaint network managers hear is that application performance over WANs is 'slow.' In today's world of multi-megabyte PowerPoint slides, massive email attachments and the dominance of network-based applications, constrained network connections can truly be a productivity limiting factor for users in remote offices. This is especially true given 64 or 128 kbp connections to small offices on the other side of the globe. But users in small sales offices on T1 connections are complaining as well, so bandwidth limitations are not the only problems.

### Common Methods for Accelerating Applications

All vendors have different approaches to accelerating applications. This is clear once organisations begin to test the performance in their labs. But vendors try to approach the problem from three particular categories of optimisation:

- **Data optimisation:** What can be done to reduce the amount of data that must traverse the WAN? Some vendors cache whole files, while others cache bytes that can be used to construct any file. The best approaches store data that can be used across all applications.
- **Transport optimisation:** TCP is a reliable, but chatty transport protocol. WAN optimisation can reduce the amount of chattiness, thereby increasing throughput, without reducing the reliability of the protocol. Well designed solutions provide TCP optimisation for all types of links being used, such as high bandwidth high latency links.
- **Application optimisation:** Application protocols are inherently inefficient, so that even if TCP were more efficient the applications would be slow. The best products can quickly and easily add optimisation that eliminates the inefficiencies in the application. Poorly designed solutions must do forklift upgrades in order to add more application optimisation.

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## Datacentrix wins DEAT ministry Open Text Livelink ECM contract



Rudie Bronkhorst, Account Manager at  
Datacentrix and Ernst Karg, Director: Information  
Technology at the Department of Environmental  
Affairs and Tourism

Datacentrix has won a document management contract with the Department of Environmental Affairs and Tourism (DEAT).

The DEAT awarded Datacentrix the annual software maintenance contract for its Open Text Livelink document management system as part of a three-year contract for the provision of on-site support services.

According to Jacques Loots, Datacentrix Enterprise Content Management Business Unit Manager, the company has deployed full-time resources at the DEAT. "This is a valuable strategic venture for us as other government departments will be looking at this as an evaluation exercise that will assist in the planning of their own document management solutions."

There are critical factors beyond bandwidth limitations that impede performance and productivity. While users complain that the network is painfully slow, network managers insist that the problem must lie outside the network, since utilisation is at only a fraction of the total bandwidth available. How can both arguments be correct?

**Latency** is the secret throughput killer. Physics dictate that latency is unavoidable in a WAN - the information takes some small amount of time to traverse the network connection. But when transport and application protocols are layered on top of typical network latencies, frustration can mount as employees wait for data and applications to load.

**Transmission Control Protocol (TCP)** was designed to be resilient, but not necessarily fast. TCP sends a small amount of data (the maximum payload of TCP is 64 KBs) and then waits for an acknowledgement of receipt before sending more data. Known as protocol "chattiness," this procedure helps ensure that the data was received. Due to chattiness and network latency, sending a three MB PowerPoint file as an email attachment might take 20 minutes across a WAN, instead of a few seconds when sent across a local area network (LAN).

**Application protocols** that run over TCP have a similar problem, and are often more susceptible to latency. While each application protocol works differently, they all have the chattiness problem that TCP has, each to different degrees.

### Finding the right problem to fix

Ideally, bandwidth constraints, TCP chatter and application chatter could all be fixed at the same time in one product. It's a simple story, but the details can be a bit tricky. Almost all WAN optimisation vendors use the same promotional language, so initial research must go beyond the website to learn what a particular vendor actually can accomplish. Each of them has specialised technology that may optimise critical applications in a different way. Often the only way to see the true effect of the product is to try it in a limited deployment. Doing so will also provide insight into the level of ease with which the product can be implemented and managed.

### Summary

Successfully navigated WAN optimisation products help organisations reduce the data that flows across WANs. IT managers must thoroughly analyse the target network's problems, and examine its infrastructure with a strategic plan in mind that considers future needs. With that vision set, an IT manager should review multiple products and vendors that may compliment the network. By taking this kind of methodical approach, saving all the employees in the organisation an hour a day is just a few steps away.

**Anton Jacobsz,**  
Sales Executive at Datacentrix



## Reduce risk, lower TCO with ProfitBase 2009

Companies wanting to consolidate data from various business systems in order to create one view of performance would do well to consider ProfitBase 2009, instead of opting for expensive, long duration, custom development, says Anton Jacobsz, Sales Executive at Datacentrix, a ProfitBase Authorised Reseller.

A scalable, rapidly configured, graphical, data warehouse and OLAP Cube deployment accelerator for Microsoft SQL Server, ProfitBase 2009 helps to speed up and simplify a company's data warehouse project with ready-to-use templates.

"This means that users can quickly connect and extract data from their business systems, create a relational data warehouse, and build and update OLAP cubes. In fact, if a connector or cube template is not available, ProfitBase 2009 Management Studio can be utilised to build a new connector or cube within a few hours," he explains.

ProfitBase 2009 is integrated with the Microsoft's Business Intelligence technology stack leveraging Microsoft SQL Server 2005/2008 to normalise and consolidate data retrieved from organisation's business systems. It delivers performance information to decision makers using Microsoft Reporting Services, Excel, Office PerformancePoint, Server 2007 and other popular OLAP browser, query and analysis, dashboard, scorecard and reporting tools. Says Jacobsz: "This integration enables businesses to leverage their existing investments in these Microsoft solutions."

The ProfitBase 2009 Management Studio is a rapid configuration, easy to use, graphical environment for building data warehouses, data marts and OLAP cubes for business intelligence (BI) solutions. Ready to use business templates for OLAP Cube Measure Groups, such as finance, sales, inventory and so on, and data

source connectors, including Microsoft Dynamics AX, accelerate deployment times further. These templates are quickly deployed and easily modified to meet each solution's specific requirements.

"The ability to capture knowledge, store and reuse it whenever it is needed is a constant challenge and, when mastered, delivers higher productivity, reduced risk and, ultimately, bottom line profits. ProfitBase 2009 Management Studio allows BI professionals to develop BI solutions and then to save components of the solution as templates for use in future solutions. It is so easy to do, that in seconds the work is captured and ready to use again and again.

"The solution dramatically reduces the time it takes to build solutions by between 60 and 80 percent when compared to standard custom development Extract-Transform-Load (ETL) tools," Jacobsz states.

ProfitBase 2009 Management Studio includes a powerful dimension management capability where users can build dimensions based on different data sources and can drag and drop dimension elements to design and organise reporting structures on the fly. This is especially useful when consolidating data from different companies and when common dimensions across different business systems are required. The product also includes a graphical tool for scheduling automatic updates to a data warehouse or data mart and OLAP cubes. The powerful ProfitBase Server automatically executes updates based on the schedule.

"All of these features equate to reduced risk and faster time to value for users," Jacobsz explains. "In addition, the data warehouse stays synchronised with a business' information requirements because it is configurable and updated in a few hours rather than weeks or months."

## Season's Greetings and happy holidays!

Ahmed Mahomed, CEO of Datacentrix would like to wish clients, suppliers and staff the best for the upcoming festive season.

"The management of Datacentrix would like to thank you all for your great support and loyalty over the past year. Please enjoy a happy and safe festive season and may 2010 bring great prosperity to South African business."



## Datacentrix women show kindness to children

As part of the company's Women's Day celebration, the women at Datacentrix donated non-perishable foods, clothing, blankets and toys to the Botshabelo Children's Home, a non-profit organisation based in Midrand. The Home relies on the help of volunteers and has an ongoing need for food, clothing, blankets and toys. The home addresses the needs of abandoned, abused and HIV-infected babies and children.

Botshabelo has a team of caring, trained workers who are assisted by local and international volunteers. Their aim is to settle the babies into home situations; either back with their own relatives or with adoptive or foster parents. Many of the older children will stay at the "Home of Destiny", a purpose built house for four to six children with a house mom for the long-term. Many thanks for all the heart-felt donations.

