

# infocentrix

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**Editors**

Elzette du Preez  
 edupreez@datacentrix.co.za  
 Stephanie Reynolds  
 sreynolds@datacentrix.co.za

**Design**

SMart Strategic Marketing  
 santa@smart-sm.co.za  
 monique@smart-sm.co.za

**Gauteng**

**Pretoria**  
 Block 6A, Sanwood Park  
 379 Queens Crescent  
 Lynnwood, Pretoria  
 Tel: (012) 348 7555  
 Fax: (012) 348 7543  
 info@datacentrix.co.za

**Johannesburg**  
 Woodmead Office Park  
 12 Saddle Drive  
 Corner Van Reenans Avenue &  
 Woodmead Drive, Woodmead  
 Tel: (011) 461 2000  
 Fax: (011) 461 2050

**Samrand**  
 26/29 Landsmark Avenue  
 Kosmosdal  
 Extension 11  
 Samrand  
 Tel: (012) 657 5000  
 Fax: (012) 348 7543

**Coastal**

**Western Cape**  
 18 Oxbow Crescent  
 The Estuaries  
 Century City, Cape Town  
 Tel: (021) 529 0700  
 Fax: (021) 529 0701

**KwaZulu-Natal**  
 Third Floor, Pharos House  
 70 Buckingham Terrace  
 Westville, Durban  
 Tel: (031) 267 1777  
 Fax: (031) 267 1778

**Eastern Cape**  
 175 Cape Road  
 Mill Park  
 Port Elizabeth  
 Tel: (041) 391 0200  
 Fax: (041) 391 0201



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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

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- CommVault
- Hewlett-Packard
- K2
- VMware

# Datacentrix shows pleasing performance in tough economic times

Datacentrix is pleased to announce its annual financial results for the year ended 28 February 2009 within the context of the general challenging economic climate. Gross revenue increased by 12 percent to R1.5 billion and EBITDA grew five percent to R165.5 million.

Both headline earnings per share and basic earnings per share increased by 18 percent to 61.5 cents. Strong operating cash flows were generated of R132.6 million resulting in R232.8 million cash on hand, with no interest-bearing debt. Tangible net asset value improved by 24 percent to 175.4 cents. In addition, EBITDA margins were at a healthy 10 percent in an increasingly competitive environment.

"Our 2009 financial year-end results, though short of our own expectations, are positive and commendable in a year that has undoubtedly been tough for most companies, including those within the IT sector," says Gary Morolo, Datacentrix Chairman. "We continue to have strong cash generation and a healthy balance sheet. It is a testament to Datacentrix' tenacity, discipline and proven business model that we have shown growth in an environment that began to turn negative with the explosion of the sub-prime bubble in 2007. Despite this downturn, Datacentrix is bigger and stronger than in the past."

"The Infrastructure and Managed Services division has had a positive but challenging year, with public sector maintaining healthy growth," states Ahmed Mahomed, Datacentrix CEO. "Encouraging performances were noted in new target growth areas, including the Managed Print Services, Security, Resourcing and Microsoft Software and Services businesses."

According to Mahomed, the company has invested in enhancing its services capability. The investment in improved operational capacity of the Infrastructure and Managed Services division is in support of its infrastructure solutions portfolio and an ever increasing client footprint.

The Business Solutions division experienced a difficult year not only because of current market conditions, but also as a result of some vendors changing their route to market in the Archiving and Enterprise Content Management space. This has necessitated a repositioning of this business. On the contrary, the Business Process Management business has had a robust performance in the year under review.

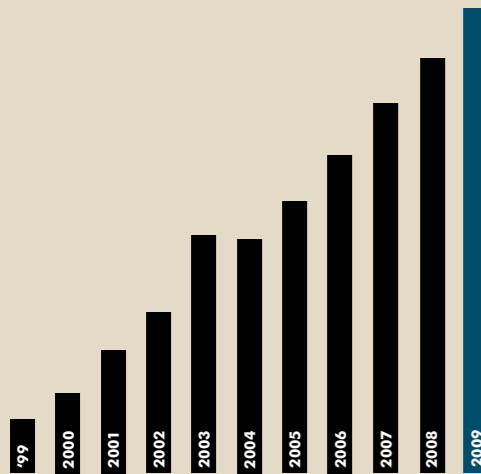
The group believes that its loyal client base can be credited to its strong value proposition, execution capability, expertise and ability to integrate offerings across all lines of business. In the context of the current economic slowdown, the company maintains that organisations will focus on efficiencies and driving down costs, including IT outlay, to preserve bottom lines and that Datacentrix is well positioned to assist in this regard.

"We believe that future growth for the Datacentrix group will be principally organic, supplemented by selective acquisition of pockets of excellence in identified synergistic growth areas. The company will continue with its current strategy of growing business within existing clients, by extending its newer offerings into this base.

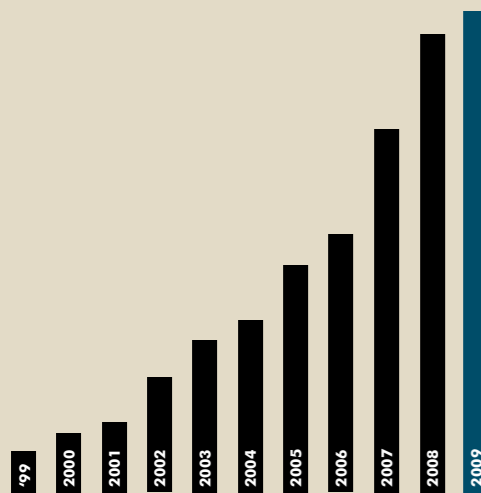
"The current climate has the potential to stimulate consolidation in the market, offering opportunities to access new clients in the commercial space," Mahomed adds.

**Ahmed Mahomed:**  
Datacentrix Chief Executive Officer

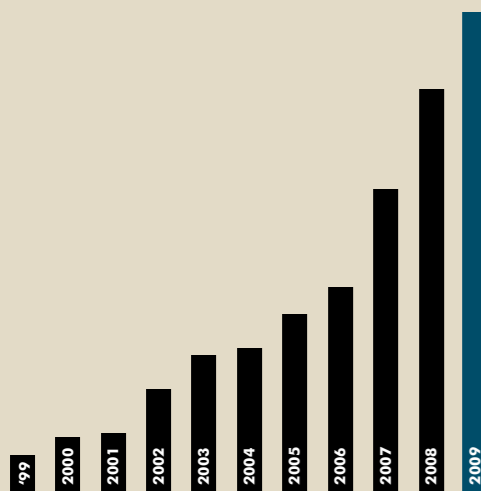




Revenue - R1.5 billion



EBITDA - R165.5 million



HEPS - 61.5 cents

## Simba plans ahead for storage needs with Datacentrix

PepsiCo company, Simba, has invested in a larger storage unit to meet its growth needs for the next five years with the implementation of an HP StorageWorks 8100 Enterprise Virtual Array (EVA), supplied and implemented by Datacentrix.

Says Datacentrix Account Manager, Loren Silverman: "Simba was running out of space on its existing HP EVA4000 and needed a larger unit to cater for its projected growth. By opting for the EVA8100, a high performance, high capacity and high availability 'virtual' array storage solution, the company stands to reduce IT costs and complexity, plus save time and space as compared to traditionally architected storage."

**"Not only has our new storage solution increased performance on the network dramatically, it has also reduced our backup time by around 25 percent."**

Designed for the data centre where there is a critical need for improved storage utilisation and scalability, the EVA meets application specific demands for consistent high transaction input/output for the client and provides easy capacity expansion, instantaneous replication and simplified storage administration.

Thiaan van der Walt, Information Technology Manager at Simba states that since the completion of the project in November last year, the organisation has indeed experienced a number of benefits. "Not only has our new storage solution increased performance on the network dramatically, it has also reduced our backup time by around 25 percent. In addition, we can now access stored information much faster than previously," he explains.

"When looking for a technology partner for this implementation, we wanted the best, most reliable services offering on the market and certainly found this in Datacentrix. The large group of Datacentrix staff that looks after our account provides an excellent level of service," Van der Walt concludes.



**From left to right: Lucien Lebaite: Systems Engineer, Grant Beattie: Software Services Presales Consultant, Jacques Viljoen: Service Manager, Rory Martin: Technical Lead – Infrastructure and Messaging, Trifon Katakuzinos: Software Services Presales Consultant, Kabelo Rakubu: Systems Engineer, Mario Mendes: Infrastructure Technology Manager, Agnat Makgoale: Business Unit Manager, Deena Nair: Senior Systems Engineer Front: Clint Lebatie: Operator**

## Datacentrix secures two Citrix partner awards

Datacentrix was honoured with two awards at the recent Citrix Partner Accelerator event. The company won the "Largest Citrix Multiple Product Deal 2008" award for the biggest deal in terms of revenue, incorporating the most Citrix products, as well as the "Highest Citrix New Product Revenue 2008" award for bringing in the highest income from new product sales, excluding renewals.

According to Sarah Mondon, Regional Marketing Manager at Citrix, the awards were based on an assessment of how partners performed across five key areas: sales; customer support; marketing; customer satisfaction; and a commitment to working closely with Citrix.

"Datacentrix was measured against all other Citrix partners across South Africa and was selected for consistently supporting a large base of customers and continuing to grow its Citrix practice," she explains. "We congratulate Datacentrix on its achievements and look forward to another successful year."

Says Trifon Katakuzinos, Software Services Presales Consultant, at Datacentrix: "Datacentrix won the largest deal award for its involvement in the Road Accident Fund (RAF) project, one of the major implementations of Citrix' XenServer product in South Africa.

"The RAF also makes use of Citrix XenApp, Citrix Access Gateways and Citrix Branch Repeaters, providing the organisation with end-to-end virtualisation as well as optimised and secure remote access."

"As a strategic partner, Citrix has proven to be an excellent vendor to deal with, maintaining a high level of involvement with clients and being very partner focused. Datacentrix has been a Citrix partner for the last ten years and is a current Citrix Gold Solution Advisor."

**Nick Keene: Country Manager, Citrix South Africa and Agnat Makgoale: Business Unit Manager at Datacentrix**



**Carlos Tavares:**  
Procurement Manager,  
**PJ Jansen van Rensburg:** CIO,  
**Tinus Rautenbach:** IT Systems  
Manager, **Gavin Smith:**  
Senior Account Manager  
at Datacentrix



## African Bank chooses Datacentrix and HP for sixth consecutive year

African Bank has opted to implement new HP desktops and notebooks with the assistance of Datacentrix for the sixth year running.

According to Gavin Smith, Account Manager at Datacentrix, the bank decided earlier last year that it would issue a request for proposal to all key partners and vendors in order to assess pricing within the marketplace. "African Bank has partnered with Datacentrix for its infrastructure needs since 2001. Following its appraisal of the market a few months ago, the company decided to refresh its HP equipment using Datacentrix based on our strong existing relationship and the high level of services offered nationwide."

"With its environment already largely comprised of HP equipment, African Bank was also more than happy with the quality of product used up to this point," Smith adds. "We have found that the more standardised the environment, the lower the cost of providing support in terms of spares, images, drivers and interoperability.

Based on this, we believe that standardisation was critical for African Bank in order to add to the existing functioning environment with only incremental costs."

Says PJ Jansen van Rensburg, African Bank CIO: "The stability afforded by the continuation of African Bank's relationship with the two companies was a key concern in this project. Datacentrix' quality of services and our relationships with the individuals involved in our account at the company were also significant factors in our decision."

Datacentrix is HP's largest and only local Value Partner and a Preferred Partner with a direct contract with HP across its entire range of hardware products. The company garnered several awards at last year's HP Channel Awards, including the title for "Enterprise reseller with the highest revenue across all business units" and top position as the reseller holding the most certifications.

## Datacentrix announces new non-executive director

The board is happy to announce the appointment of Ms. Thenjiwe Chikane to the board in the capacity of non-executive director. Ms. Chikane rejoins the board after serving for a brief period. She will also serve on the Audit and Risk Committee and Human Resource, Remuneration and Nominations Committee.



## Datacentrix wets the roof of its new Port Elizabeth office

In order to properly service a growing client base in Nelson Mandela Bay and the greater Eastern Cape region, Datacentrix has officially opened its Port Elizabeth-based office. Nelson Mandela Bay is home to Port Elizabeth, Uitenhage and Despatch and the only metropolitan area allowed by the former president to bear his name.

According to Gary Morolo, Datacentrix Chairman, the organisation wanted to be able to focus on future prospects for the entire region, despite tough economic times.

"Having grown from a staff complement of around 60 people when Datacentrix opened its doors in the late 1990s, we now boast more than 800 staff members across South Africa, full branches in Pretoria, Johannesburg, Durban and Cape Town and service centres in all other major centres. We viewed the addition of the fifth office in Nelson Mandela Bay as being critical to the company's further development."

Patha Naidoo, Datacentrix' Regional Branch Sales Manager believes that the expansion of the company's client base - from Nelson Mandela Bay to East London, Bisho and George - led to the establishment of the office, with full branch status within this region.

According to Ahmed Mahomed, CEO of Datacentrix, the opening of the PE office is strategic and signals Datacentrix' intention to create a sustainable presence in the province. "This will allow us to service our clients more efficiently in the region and create a springboard for future growth in the province."

**Ahmed Mahomed: Chief Executive Officer,**  
**Gary Morolo: Non-Executive Chairman,**  
**Elizabeth Naidoo: Chief Financial Officer,**  
**Juane Peacock: Managing Director:**  
**Coastal Infrastructure and Enterprise**  
**Content Management, Patha Naidoo:**  
**Regional Branch Sales Manager**



## Datacentrix prevails at IBM partner awards

**Stelio Frasco: IBM Channel Executive, South and Central Africa, Craig van der Bank: IBM Enterprise Business Unit Manager at Datacentrix and Zoab Hoosen: Director Systems and Technology Group, IBM SACA**



Datacentrix has won two of IBM's prestigious Business Partner Recognition Awards, reinforcing the company's commitment to its partnership with IBM, its performance and client satisfaction levels.

Says IBM Channel Executive for Sub-Saharan Africa, Stelio Frasco: "To any business, win-back and new accounts are both key to success and growth. Based on this, we were pleased to announce Datacentrix as the IBM Systems and Technology Group Top Win-back Solution Provider for the year.

"This means that as a partner, Datacentrix demonstrated the highest level of drive and commitment to bringing new clients to IBM, closing two significant win-back deals from a major competitor."

According to Craig van der Bank, IBM Enterprise Business Unit Manager at Datacentrix, the company also triumphed as the top IBM Business Partner for WebSphere in general business. "Datacentrix has maintained its status as IBM Premier Partner for several

years now, achieved by ensuring we maintain our high level of certifications with IBM, as well as meeting the required revenue targets. All of this enables us, as a first tier partner of IBM, to architect, deliver, implement, maintain and manage projects on both the high end System P-Unix platform and IBM enterprise storage sides. In addition, Datacentrix boasts a direct partnership with the company.

"IBM is obviously a key vendor for Datacentrix and we have dedicated ourselves to preserving our status at the highest level of partnership. The hard work put in over the past year in particular has been recognised by IBM and the two awards received highlight the fact that we are making a very positive impact with IBM. It is more than evident that as partners, the two organisations are growing from strength to strength.

"Winning these awards has been a great motivational factor for the Datacentrix team and we look forward to another successful year ahead hand in hand with IBM," he adds.

## Strate enhances network tracking and management with Datacentrix

Strate, the authorised central securities depository (CSD) in South Africa, is better leveraging its network and application performance management with the implementation of Fluke Networks' NetFlow Tracker by Datacentrix.

According to Manoj Puri, Strate's head of IT, the company needed to meet a number of key objectives with this project. "It was imperative that Strate have access to an up/down status of critical devices on the network, as well as a clear understanding of traffic flowing across the Wide Area Network (WAN).

"We also needed to know the effect of specific transactions or applications on the network, the time taken for an application to complete a task and the impact of adding new applications or devices onto the network. At the same time, it was important that we be able to identify how a Proof of Concept (PoC) going live influences the network."

Strate evaluated two options and opted for the Fluke Networks toolset, which they believed would provide the company with the ability to track and manage its network utilisation more closely.

**"The implementation has also highlighted the improved efficiency of Strate's new infrastructure, identifying that some jobs previously taking more than two hours to run on the old infrastructure are now executing in less than two minutes."**

"Within the first ten minutes of launching the PoC, we were already able to identify problem areas on the network more easily. Since going live, we can now provide our clients with detailed network utilisation reports as well as track the type of traffic being sent and received over the WAN.

In addition, we are able to view the behavior of our applications and use this information to improve usage, while troubleshooting network or application issues much faster than before," explains Puri.

The implementation has also highlighted the improved efficiency of Strate's new infrastructure, identifying that some jobs previously taking more than two hours to run on the old infrastructure are now executing in less than two minutes.

"The NetFlow Tracker tool was the ideal selection for Strate as it provides greater insight into how traffic usage is impacting network performance," says Richard Tsalavoutas, Optimisation Specialist at Datacentrix. "It exposes what other reporting tools cannot show you and reinforces the pitfalls of making business decisions based on partial, summarised information.

Not only is Strate able to use all of the tools purchased productively, the company also felt that the training received from Datacentrix was top-class and the company was very hands-on during the project. "Datacentrix went out of its way to accommodate Strate's needs," Puri continues. "We are very happy with the lengthy partnership that Strate and Datacentrix have enjoyed. This project took a long period to get off the ground and they took the time to fully understand our needs and met them completely," he concludes.

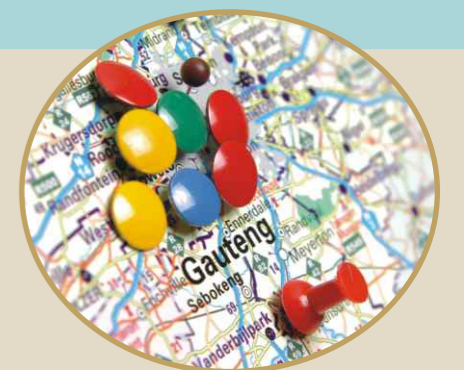
### OUR PARTNERS

Datacentrix' global partnerships with its technology partners remain critical to the company's success. The company is accredited by its vendors at the highest possible level both in the technical and sales arenas, which enhances the company's strategic value as a single source service provider. Some of these key partners include Hewlett-Packard, IBM and Microsoft.



### OUR FOOTPRINT

Datacentrix operates from regional branch offices in Pretoria, Samrand, Johannesburg, Cape Town, Durban and Port Elizabeth. A network of small medium enterprises (SMEs) and service personnel around South Africa are responsible for servicing remote areas.



## Virtualisation: It's multifaceted

Virtualisation is a concept rather than a product. However, creating a virtualised environment that benefits from being responsive to the changing needs of business and takes full advantage of all available resources, depends on a partner that can bring to bear the various elements required.

"The HP portfolio is all about manageability and understanding complexity," says Clive Brindley, Solution Architect at HP Software. "HP virtualisation software handles everything from provisioning hypervisors, orchestrating change, compliance reporting, all across different platforms such as VMware, Citrix XEN, Microsoft and others. Virtualisation is about using resources most effectively. You can only do that if you can identify and quantify those resources."

HP provides that ability. It also delivers the tools for ongoing management, patching, configuration and change management across server, network and storage, whether physical or virtual. The company's solutions provide the critical visibility to understand how these elements support business services. "What's important is that the approach is holistic and multi-platform. We deliver all that is required for the end-to-end lifecycle management of physical and virtual assets."

### Incorporating legacy equipment

"The way new [virtualisation] tools work is that they can leverage existing gear to ensure a continuing ROI in the existing environment," says Andrew Fletcher, Business Critical Manager at HP. However, he also says that keeping legacy equipment is not always ideal. "It could be better to institute a legacy modernisation programme, taking advantage of the benefits of open systems. We've seen examples where savings of 70-80% are realised."

### Rory Green: Business Unit Manager, Industry Standard Servers at HP



### Cover the spectrum

It's a fact of life in the data centre that a variety of systems and technologies from various vendors will be in use. What you're looking for from your virtualisation partner is the ability to integrate and leverage all of these technologies to your best benefit, continues Fletcher.

### Don't forget the people

People and process carry just as much weight as ever in the virtualised world. That, says Rory Green, Business Unit Manager, Industry Standard Servers at HP. "Along with the introduction of technology comes a changed way of doing things," he says. "Working in a virtualised environment requires a break from old routines. It is a culture change."

"A lot of focus must fall on virtual service sprawl. Just because it is a virtual environment, the necessity for sound process does not fall away," Green affirms. Indeed, Gartner has warned against virtual sprawl. "It brings added risk of things getting out of control, so you do have to have the appropriate governance mechanisms in place; and training for people who need to understand the new way of working," Green notes.

### Know what you're buying

"In engagements with customers, it is necessary to clarify what the value propositions are and what it is that they are buying with virtualisation," says Yesh Surjodeen, Business Unit Manager, StorageWorks Division. "The expectation is generally that a virtualised environment will cost less, but that's not always the case," he says. Instead, an initial capital outlay may be necessary. "Savings are certainly likely down the line, but a longer term view is necessary." Surjodeen explains.

### A journey and not a destination

"No infrastructure will be purely physical or purely virtual," Green notes. That points to the fact that virtualisation is really a tool within the IT manager's arsenal, which is used as and when necessary. It also points to the fact that the introduction of a virtualisation strategy takes time and is an ongoing process. Fletcher says HP's vision for optimal resource utilisation and data centre performance is summed up in its concept of Adaptive Infrastructure. "That's the basis of data centre transformation. Virtualisation is a pillar, not an end state. There remain other ways of consolidating and reducing costs." Virtualisation is, weighs in Green, not a hammer to hit every nail. "But it is a hammer that can hit a lot of nails; if you're looking for the agility and flexibility to meet business demands, which is what Adaptive Infrastructure is all about, virtualisation is a very good place to start."



## Western Cape Public Transport Servicing Centre streamlines administration with Datacentrix



**"The centre will lower the risk of loss of critical documents during its move, reduce transportation time, resource and cost of moving applications from its satellite offices."**

The Public Transport Servicing Centre (PTSC) in the Western Cape is increasing the efficiency and effectiveness of the administration of applications for operating licenses for regional transport operators, along with the assistance of Datacentrix.

"The Provincial Operating Licensing Board (POLB) requires specific documentation from applicants in order for it to assess the compliance and validity of an application," explains Maliviwe Lumka, Senior Manager at PTSC. "The documentation received with applications often requires the submission of the same document on many occasions at a cost to both the operators and the POLB in terms of copies, handling and storage."

"Based on this, it made sense for the POLB to seek out methods of reducing the burden of submission and the costs involved, while concurrently cutting its own storage burden in terms of the substantial paper trail caused by documents within this process."

Additionally, the PTSC is re-locating to Athlone in the first half of 2009 and needs to manage the move of historic paper files to their new location. This carries a risk of loss of documents that hold significant importance to the centre for defending previous decisions as well as records of the new applications and decisions.

In order to achieve these two objectives, the PTSC is working closely with Datacentrix to convert its paper records into digital images for the facilitation of safe storage, quick retrieval and proper records management throughout the document's lifecycle, using Open Text's Livelink document and knowledge management software.

"Datacentrix is currently working closely with various members of the PTSC team, particularly management

and registry staff, in order to successfully implement this project. This includes ensuring that all members of the PTSC team are fully equipped and trained to better meet the needs of its clients making use of Livelink functionality and electronic storage and retrieval of documentation."

The scope of the project includes the implementation of the Livelink application and hardware at the Goulburn centre and installation of Livelink remote cache servers in Piketburg and George.

"Livelink's richly featured enterprise services include virtual team collaboration, business process automation, enterprise group scheduling and information retrieval services, all tightly integrated into a solution that is easily customised and extended."

According to Lumka, the project will result in a number of benefits for the PTSC. These include a reduced cost per application for the applicant, increased efficiency in the front office process with less paper to handle, and a decrease in the number of documents to be stored and copies to be made by the PTSC, leading to reduced paper costs.

"In addition, the centre will lower the risk of loss of critical documents during its move, reduce transportation time, resource and cost of moving applications from its satellite offices as well as decreasing the query resolution time from satellites offices," he concludes.

## Exxaro optimises bandwidth, drives up networking capacity with Datacentrix

One of South Africa's largest black-controlled, diversified mining companies, Exxaro, has optimised its bandwidth - seeing a total reduction in WAN and LAN data of 61 percent and a peak data reduction of 76 percent over a period of seven months - in a project rolled out with the assistance of Datacentrix. The company also increased network capacity by more than two and a half times over this period.

According to Richard Tsalavoutas, Solution Specialist at Datacentrix, Exxaro's implementation of Riverbed Steelhead appliances and NetScout nGenius Performance Manager provided the company with visibility of traffic traversing across the WAN infrastructure, broken down into the various specific protocols and measuring the application response time between the sites, allowed it the increased operational efficiency and enabled improved capacity management.

"The project also provided Exxaro with the ability to differentiate between transported applications and to recognise network activities," he explains. "The combination of the Riverbed and NetScout solutions presents a product set that is ideal for application acceleration and network and application performance analysis, assisting businesses like Exxaro to optimise network and application performance by accelerating their applications over the WAN without any loss of visibility or performance."

The project was rolled out across 11 offices countrywide and affected Exxaro's web based hypertext transfer protocol (http) traffic, e-mail as well as SAP and other enterprise applications.

**"Datacentrix understands our business and knows which products will and will not work for us. In fact, we would go as far as to say that we have more of an equal partnership with them, where both entities are striving for a win-win situation."**



**Richard Tsalavoutas: Solution Specialist at Datacentrix and Chris Smith: Principal Architect at Exxaro**

"Essentially, the project was embarked upon because we needed to improve the performance of our applications over the WAN as well as meet the increasing demands of a more mobile workforce," says Chris Smith, Principal Architect at Exxaro. "Like many South African businesses, Exxaro suffered from insufficient, expensive bandwidth, with remote offices finding slower backup and replications rates most challenging.

"Exxaro had the first Riverbed implementation in South Africa, when its products were still branded as HP," Smith states.

"We saw tremendous value in this solution, so it made perfect sense for us to expand the installation further. Other competitive products we looked at could only handle compression and did not have caching facilities.

"We have enjoyed a long-term relationship with Datacentrix so it made perfect sense to partner with them for this rollout," he explains. "Datacentrix understands our business and knows which products will and will not work for us. In fact, we would go as far as to say that we have more of an equal partnership with them, where both entities are striving for a win-win situation."



**Carlo Monteiro: Account Manager at Datacentrix, Chris Steenkamp: IT Operations Manager at TFMC and Stefan Venter: Enterprise Account Manager at Datacentrix**

## TFMC implements VMware storage and disaster recovery with Datacentrix

Facilities management specialist TFMC, a company in the JSE-listed Mvelaphanda Group, has implemented a R5 million HP and VMware storage and disaster recovery solution for its Microsoft and SAP R3 ERP platforms through its preferred IT systems, software, hardware and consulting services provider, Datacentrix.

The project included blade server infrastructure, storage, area networks and a disaster recovery plan and facility at TFMC's headquarters at Meersig in Centurion. Chris Steenkamp, TFMC Manager IT Operations, says that because TFMC is regarded as an IT development test platform for the Mvelaphanda Group, the project was crucial from a group perspective.

"A proposal and detailed explanation of our needs was presented to Datacentrix, who recommended a VMware solution, which we evaluated in-depth. Importantly, VMware is SAP certified, a key feature as TFMC has made a major investment in a full-scale SAP ERP system that includes every one of SAP's modules," says Steenkamp.

"This solution is absolutely mission-critical to TFMC. With offices in all of the main centres throughout South Africa, we provide integrated facilities management services to 6,500 buildings with a total area of about 2.5 million m<sup>2</sup> over 3,300 sites. To manage these services effectively and economically, all regions rely upon the central SAP system at Meersig. Reliable information storage and uptime are essential to the success of our business."

The project has also extended TFMC's "green footprint". The server room is smaller and less heat is generated by

the blade servers, which reduces the power requirement for cooling. More efficient use of the servers is made, increasing efficiency across all of the TFMC divisions.

Steenkamp adds that the biggest challenge was to reduce data restoration time. HP Storage Mirroring Software for virtual infrastructures was selected. Running with VMware, the HP Mirroring snapshots servers and replicates the data at the recovery site, considerably reducing restoration time.

**"This solution is absolutely mission-critical to TFMC. We provide integrated facilities management services to 6,500 buildings with a total area of about 2.5 million m<sup>2</sup> over 3,300 sites."**

"TFMC's IT function and call centre at Meersig is a 24x7 operation and the CRM software is also SAP. We have more than 1,000 employees and simply cannot afford to have our services, which are driven by SAP software and HP hardware, down for three or four days. Importantly, there was minimal interruption to the business in getting the VMware solution implemented and operational."

The eight-month project kicked off in November last year. By January 2009 the Microsoft solutions were up and running with VMware while the SAP implementation, because of its extent and complexity, has taken longer.

For Datacentrix, the project was run by Trevor Bekker, Enterprise Services Manager, Stefan Venter, Enterprise Accounts Manager and Carlo Monteiro, Key Account Manager.

Monteiro said that Datacentrix' black economic empowerment footprint, long established track record in IT business solutions for major companies, and its depth of experience and expertise in ERP solutions were critical factors that the company drew upon in implementing the storage and disaster recovery solution for TFMC.

# CommVault - Holistic Data Management

CommVault is the only independent software and service company focused exclusively on data management. We provide companies with a better way to manage data growth, lower costs and reduce risk by using a single, unified architecture.

This flexible platform approach enables our Data Protection, Archive, Replication, Resource Management and Search software to work seamlessly together, utilising a set of common functions. The result is singular efficiency, performance, reliability, and control over enterprise data environments.

## Key Differentiators

- Consolidate data management processes and storage to reduce cost
- Manage all data / information activities through a single interface
- Increased reliability / reduced administrative overhead due to advanced core architecture
- Deduplication across e-mail, files and attachments without specific hardware
- Deduplication across backup and archive datasets on disk and tape to reduce storage footprint and spending
- Comprehensive pre- and post-data management reporting and analysis
- Single search and discovery across backup, archive, and indexed production data sets

## The Market Demand for Data Availability

CommVault's software is built upon an innovative architecture and a single underlying code base, or Common Technology Engine. This unique unified architecture sets CommVault apart from any other data management software company. Competitors offering similar applications built upon disparate software architectures are merely "integrating" point products never designed to work together.

CommVault software fully interoperates with a wide variety of operating systems, applications, network devices and protocols, storage arrays, storage formats, and tiered storage infrastructures. This gives our clients the flexibility to purchase the optimal hardware and software for their needs, regardless of vendor.

## CommVault's Data Management Vision

As CommVault began developing its suite of high-performance, enterprise solutions, the company recognised that most data and storage management products currently on the market were designed well over a decade ago.

System administrators had been burdened with complex, outdated systems. These solutions had a lack of automation, weak integration between functional capabilities, and failed to provide a seamless, unified management console with a hard-coded, physical view of storage.

**CommVault's vision and strategic mission is to be the leading provider of singular information management solutions, ensuring high-performance data protection, universal availability and simplified management of complex storage networks.**

To solve these problems, CommVault embarked on an 18-month research and development project, identifying the critical data management features and benefits not being offered by other storage management vendors:

- unparalleled automation;
- extreme ease of use;
- high reliability;
- competitive performance;
- flexible deployment and configuration; and
- superior manageability.

First delivered as a LAN-based backup and recovery product, these features and benefits have been extended by CommVault to SAN and NAS-based storage architectures.

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To achieve this goal, CommVault recognised that its products needed to "manage" the entire data path - from application to device. In addition, CommVault understood early on that its software must "know the state" of the data and storage infrastructure where it resides for its products to ensure access and availability of data. Having established a technology leadership position in the backup and recovery market, CommVault is building upon that winning foundation - delivering new solutions that dramatically expand the market served.

CommVault software and our accompanying pro-services are based on the concept of managing and moving data based on its attributes and its environment. CommVault software offers solutions for data protection, data migration and archiving, high data availability, storage resource management, device element management and data infrastructure management.

The interaction and integration of these software modules results in many business and operational advantages, such as superior ROI, better use of storage resources, higher staff productivity, maximum data availability and reduced total cost of ownership.

## CSIR turns to Datacentrix for ECM pilot project



**Lloyd Munday: CSIR Project Manager**

The Council for Scientific and Industrial Research (CSIR) has awarded Datacentrix a pilot project contract for the implementation of an Alfresco open source Enterprise Content Management (ECM) system.

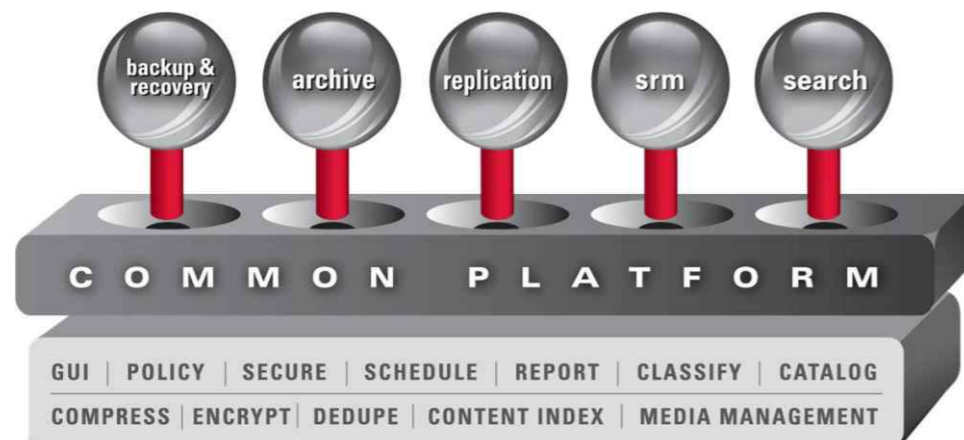
Alfresco uses Java for the high scalability required by open source intranet applications and other e-business solutions that form the foundation of corporate computing. Datacentrix is an authorised Gold Partner and reseller of Alfresco open source document and ECM systems in South Africa.

"By selecting to trial Alfresco, the CSIR is supporting government's stated preference for going the open source route," says Jacques Loots, Datacentrix Enterprise Content Management Business Unit Manager.

According to Lloyd Munday, the CSIR Project Manager: "The pilot project will be completed at the end of June and if successful, the Alfresco solution will be considered for implementation at the CSIR."

Loots added that compliance issues are driving ECM take up in both government and the private sector. "The National Archive Act is a factor in that it contains provisions for keeping all financial, human resources and business related documents for periods ranging from one to up to 40 years."

As a repository running on commodity hardware and software, Alfresco allows ECM systems to support more users with less hardware and lowers the total cost of ownership by utilising a subscription license model.





## K2 connect for SAP now available globally

K2, a division of SourceCode Technology Holdings, has announced the global availability of K2 connect for SAP no-code software that increases business efficiency and reduces IT costs by bridging the gap between SAP and the world of process-driven applications, forms and Microsoft Office SharePoint Server.

K2 connect for SAP empowers line-of-business specialists to visually create business entities - in just a few clicks - that pull information from SAP. This means that anyone in an organisation can use these business entities within existing K2 processes and .NET-based applications, including SharePoint and Salesforce.com applications; or these SAP-tied business entities can be assembled with others, like building blocks, to create entirely new applications, reports and forms.

"In the past, bringing SAP data into a workflow, business process or application may have taken days or weeks of solid developer coding," says Adriaan Van Wyk, K2 CEO. "Now, with K2 connect for SAP, this responsibility is taken out of the developers' hands and can be accomplished in hours, without hassle and without writing a single line of code."

"It significantly reduces development time and cost, frees IT resources and opens up new process capabilities."

According to Chris Dearing, SAP Solutions Architect for Microsoft, K2 connect for SAP is a technology many organisations have been asking for.

"Microsoft and SAP clients continue to tell us that they want to bring these two technologies together to add more value to their investments," Dearing explains. "K2 has long been a key partner to Microsoft, adding value to our technology stack, and we see K2 connect for SAP as being valuable to our joint clients and complementary to ongoing Microsoft efforts in this space."



**Eugene van Rensburg: K2 Regional Director, Africa and Middle East**

K2 connect for SAP also allows information that lives within SAP to be added to or amended from within a K2 blackpearl-based application or process. K2 connect for SAP is an add-on for K2 blackpearl, K2's most extensive and feature-rich software for building process-driven applications across the enterprise.

Datacentrix, a premier local partner of SourceCode and implementer of some of the largest and most complex K2 systems and document workflow processes in South Africa, is fully on track with developing and deploying solutions with K2 blackpearl at a number of enterprise clients.

**K2 blackpearl improves business processes. It automates them and makes them quicker, more efficient and more flexible. It makes them more productive, accurate and secure.**

**With K2 blackpearl, anyone can design and create process-driven applications that are fast and efficient. Information, code and already-built processes can be reused to build new applications; and simple, graphical K2 tools and familiar environments foster collaboration between business users and IT.**

**K2 blackpearl applications provide extensive reporting and real-time visibility; they span employees, departments, organisations and line-of-business systems.**

## Datacentrix places strong focus on networking space

Following continued success within the data centre and storage sectors, Datacentrix is addressing data centre network infrastructure needs as well as the optimisation of the links into the data centre, in order to provide local organisations with a complete networking solution through its Networking Solutions business unit.

Says Duncan van Jaarsveld, Networking Business Unit Manager at Datacentrix: "With our focus on the data centre and the bulk of our business lying within data centre infrastructure, enabling storage, replication and backup solutions, Datacentrix has become increasingly aware of the issue of connectivity to the data centre."

"Application acceleration, data centre consolidation, virtualisation, data replication and disaster recovery are all dependant on performance versus cost. Bandwidth is just one element of what affects the speed of a network, with latency being the main culprit in terms of protocol behaviour."

In the current economic environment, companies are forced to reduce capital expenditure associated with IT infrastructure and by the same token, increase capacity and performance. Virtualisation and consolidation of servers is a proven solution, but in order to enable the solution, the network layer must be optimised.

Another significant factor in the move towards optimisation is the distribution of access to information and data in order to have it as close to the users and clients as possible and this includes mobile users. Historically, companies dealt with these problem areas without much success by adding branch servers and bandwidth, both of which keep increasing operational costs.

Van Jaarsveld believes that in order to effectively address these challenges, organisations need to undertake a number of steps, beginning with the optimisation of Transmission Control Protocol (TCP) behaviour to improve speeds of transmissions. In addition, a company would need to reduce network latency to speed up the rate of processing and to decrease the amount of duplicate data travelling across the Wide Area Network (WAN) link.



**Duncan van Jaarsveld: Networking Business Unit Manager, Siobhan Hanvey: Sales Specialist, Richard Tsalavoutas: Account Manager, Wimpie Janse van Rensburg: Senior Networking Consultant**

"Most organisations have a similar business issue to deal with, where the same data is repeatedly requested across the WAN link by users based at remote or branch offices, creating a bottleneck within the networking infrastructure and causing degradation of the network."

"By looking at optimisation technologies, a company can ensure that only the 'delta' information, or information that has been updated since the last request, is sent through to users leading to a substantial decrease in network traffic. The result is data reduction and better application response times," he explains.

Through its established Networking Solutions business unit, Datacentrix offers the technical solutions needed to drive down costs, improve service delivery and meet compliance requirements. In fact, the group recently deployed a WAN optimisation solution to a local client with over 300 nationwide sites and has proved a return on investment within the first year for the entire project.

"The Networking Solutions business unit has aligned itself with vendors at the forefront of this type of technology in order to deliver the required specialised solutions and services focused specifically around data centre environments," states Van Jaarsveld.

"Datacentrix has been delivering solutions that assist South African companies in achieving efficient network utilisation and increasing the application response experience. We strive to be the partner of choice and help businesses meet these requirements."

## VMware unveils the industry's first operating system for building the internal cloud - VMware vSphere™ 4



**Chris Norton: Regional Director  
VMware Southern Africa**

**N**ext generation virtualisation platform helps enable enterprises and service providers to deliver efficient, flexible and reliable IT as a service

VMware, Inc., the global leader in virtualisation solutions from the desktop to the data center, recently announced VMware vSphere 4, the industry's first operating system for building the internal cloud, enabling the delivery of efficient, flexible and reliable IT as a service. With a wide range of groundbreaking new capabilities, VMware vSphere 4 brings cloud computing to enterprises in an evolutionary, non-disruptive way - delivering uncompromising control with greater efficiency while preserving customer choice.

"As the complexity of IT environments has continued to increase over time, customers' share of IT budgets are increasingly spent on simply trying to "keep the lights on". With the promise of cloud computing, customers are eager to achieve the benefits, but struggle to see the path to getting there," said Chris Norton, Regional Director VMware Southern Africa.

"Using VMware vSphere 4, customers can take pragmatic steps to achieve cloud computing within their own IT environments." With these "internal" clouds, IT departments can dramatically simplify how computing is delivered in order to help decrease its cost and increase its flexibility, enabling IT to respond more rapidly to changing business requirements.

VMware vSphere 4 will aggregate and holistically manage large pools of infrastructure - processors, storage and networking - as a seamless, flexible and dynamic operating environment. Any application - an existing enterprise application or a next-generation application - runs more efficiently and with guaranteed service levels on VMware vSphere 4. For enterprises, VMware vSphere 4 will bring the power of cloud

computing to the data center, slashing IT costs while dramatically increasing IT responsiveness. For hosting service providers, VMware vSphere 4 will enable a more economic and efficient path to delivering cloud services that are compatible with customers' internal cloud infrastructures. Over time, VMware will support dynamic federation between internal and external clouds, enabling "private" cloud environments that span multiple data centers and/or cloud providers.

"Since pioneering virtualisation for x86 systems ten years ago, VMware has delivered an impressive list of 'industry-firsts' - the first hypervisor, the first VMotion™ capability now synonymous with VMware, and the first platform for pooling servers, storage and network, allowing customers to decrease the capital and operating cost of computing by up to 60 to 70 percent," said Paul Maritz, President and Chief Executive Officer, VMware. "VMware vSphere 4 is the next evolution along this path of innovation. By giving IT organisations a non-disruptive path to cloud computing, we will be leading our customers on a journey that delivers value every step of the way, delivering up to an additional 30 percent cost reduction today while enabling IT to deliver reliable and adaptable IT services."

FICO, the leading provider of analytics and decision management technology to the world's top banks and credit card issuers, commented on how VMware vSphere 4 will improve the efficiency of its business.

"As a critical player in the global financial services ecosystem, we require flexibility and standards to stretch the limits of our IT resources and adjust to the unknown," said Christopher Rence, CIO, FICO. "With VMware vSphere 4 as the foundation of our cloud computing initiative, we are now in a better position to deliver a unified platform that enables the world's top financial services institutions to make effective and confident decisions at all stages of the customer lifecycle."



## Datacentrix joins the fight against child abuse and neglect

**D**atacentrix joined hands with the South African Abused Children's Fund (SAACF) by making a financial donation towards the fund to provide more than 40 children with school uniforms, shoes and stationery.

Earlier this year, the company also made a contribution towards the SAACF's Buddy System, through which food, clothing and blankets are distributed amongst the homes supported by the fund, such as Itireleng-Zenzeleni Child Welfare SA, the Greater Westonia Crèche's Forum and Kiddies' Paradise in Krugersdorp.

According to Terry Dennison, Marketing Director at SAACF, the non-profit organisation was founded in November 2000 to fight against the abuse and abandonment of children in South Africa. "We are committed to improving the lives of these children through the provision of food and clothing, addressing the need for homes and schools, as well as arranging sponsorships for outings, back-to-school fun days and Christmas parties," she says. "We also support HIV/Aids children and adults, street children, old age homes and squatters - in total more than 13,000 people."

According to Hellen Mabasa, Senior Manager, Human Resources at Datacentrix, the company strongly believes in giving back to the community and has established a formal social responsibility programme.

"We hope that our contribution will give the children some dignity and help them to focus on their education instead of worrying about basic needs. On behalf of SAACF, we would like to encourage other companies to lend their support to the fund's numerous projects and needs."

## Datacentrix service and product offering

### Datacentrix Infrastructure

The Datacentrix Infrastructure division offers large-scale IT infrastructure hardware and software solutions. It provides professionally managed infrastructure cycles from design to operation - including implementation, remote monitoring and maintenance. The procurement and deployment of leading edge computer systems has been a core business line at Datacentrix since its establishment.

- Data Centre Solutions
- Networking
- Enterprise Systems Management (ESM)
- Software Infrastructure Solutions (licensing and services)
- Security
- End User Computing (volume products)
- Logistics

### Datacentrix Managed Services

The Datacentrix Managed Services division ensures maximum infrastructure uptime for its clients through the provision of systems deployment, management and support services. These services range from procurement, setup, configuration and deployment through to ongoing management and maintenance services.

- Outsource Services
- Resourcing
- Managed Print Services (MPS)
- Hardware Services
- Projects
- Service Desk

### Datacentrix Business Solutions

The Datacentrix Business Solutions division offers a line of integrated, adaptable business management solutions that automate and streamline business processes in a way that helps drive business success. Customising and integrating software applications and data helps businesses enhance data processing and automates business processes. This provides decision makers with greater insight into all the business functions from supply chain, manufacturing, sales and customer relationship management to finance.

- Business Process Management (BPM)
- Enterprise Resource Planning (ERP)
- Business Intelligence (BI)
- Customer Relationship Management (CRM)
- Archiving
- Enterprise Content Management (ECM)