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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.



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Datacentrix maintains dividend payout despite tough market conditions

Datacentrix Holdings has announced its annual financial results for the year ended 28 February 2010. The group continues to maintain solid disciplines across the business, which are visible in the strong operating cash flows of R153 million generated, resulting in cash of R285 million in hand with no interest-bearing debt. Tangible net asset value improved by 7% to 187 cents. The Board has announced that it will maintain last year's dividend payout, declaring a final dividend of 16.6 cents, resulting in an annual dividend payout of 30 cents.

Revenue contracted to R1.3 billion from R1.5 billion, owing to poor results in the public sector market, resulting in EBITDA dropping from R165 million to R127 million. Due to lower interest rates over the past year, group interest earned declined by R8 million contributing to the negative impact on both headline earnings per share and basic earnings per share from 61.5 cents to 41 cents.

The group is pleased with the overall performance of its three divisions with the exception of one operating unit in the Infrastructure division. Says Ahmed Mahomed, CEO of Datacentrix: "The Datacentrix group is in a healthy state, notwithstanding disappointing results in one of the operating units due to market conditions. Our three operating divisions - namely Infrastructure, Managed Services and Business Solutions - have performed well, in line with our strategy to evolve from a basic infrastructure integrator and services provider to a full solutions provider."

"The group's principal historical revenue earner, the Infrastructure division, contributed 56% to profit before taxation. The group's performance in the commercial sector showed strong growth, however results in the public sector were less than expected. A number of the larger tenders submitted have not been awarded, due to various reasons. "To this point, our earlier stated optimism regarding government related business did not materialise, as a significant portion of the business we were in line for has yet to be awarded, but we continue to have confidence in our tender submissions."

The Managed Services and Business Solutions divisions reflected healthy year-on-year profit before taxation



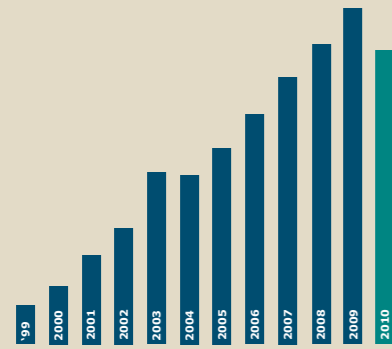
Ahmed Mahomed,
Datacentrix Chief Executive Officer

"Our three operating divisions - namely Infrastructure, Managed Services and Business Solutions - have performed well, in line with our strategy to evolve from a basic infrastructure integrator and services provider to a full solutions provider."

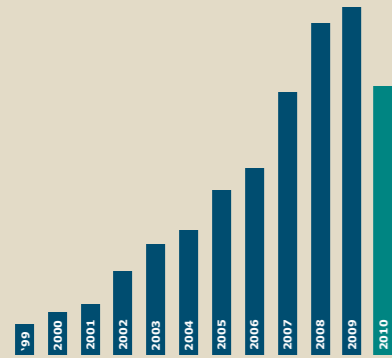
(PBT) growth of 19% and 13% respectively. The Managed Services offering, and the success achieved in this division, has improved annuity revenue, decreasing the group's reliance on transactional business. The effect of growing annuity revenue will stand the group in good stead in the future.

Datacentrix' investment in a variety of value based offerings ranges from selective outsourcing, Managed Print Services (MPS), data centre solutions capability, to Enterprise Content Management (ECM). Investment in IBM and Microsoft technical and management capabilities have also begun to yield results.

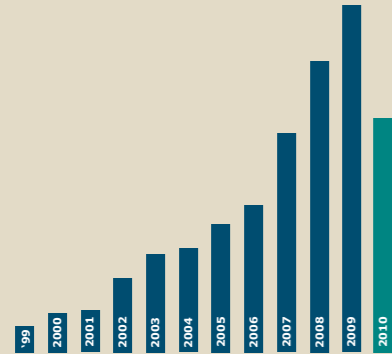
"In support of these businesses, Datacentrix continues to invest in improved operational capacity, strengthening both the MPS and outsourcing execution engines and continuing in its single minded approach to provide excellent service to which its clients have become accustomed," he adds.



Revenue - R1.3 billion



EBITDA - R126.6 million



HEPS - 41 cents

Continued from page 1

A number of these targeted growth areas have performed well during the year, achieving significant new client wins. Datacentrix also renewed expiring selective outsourcing contracts in the last financial year, testimony to the organisation's ability to execute and deliver on client expectations.

The Business Solutions division has shown growth largely because of good performance from ECM. The ECM and Business Process Management (BPM) business units won local and international accolades for solutions deployed. The Enterprise Resource Planning (ERP) business, whilst profitable, remains under pressure.

"Management believes that its strategy to position the organisation to operate higher up the value chain has borne fruit, as highlighted by the solid growth shown by these divisions, and will set Datacentrix up for its next growth phase," states Mahomed. "While we have a bias towards organic growth, we are actively considering bolt-on acquisitions to strengthen our Business Solutions division.

Looking at 2010, Mahomed believes that the challenging climate will continue to fuel consolidation in the market, offering opportunities to access new clients and resources. "The strategy to grow our total solutions portfolio will continue, specifically in terms of the biometrics and access management security offering, datacenter solutions, networking, enterprise content management, managed print services and outsourcing."



Gary Morolo, Datacentrix Chairman

"Datacentrix' product and service mix has been slowly evolving from small transactional deals to bigger, more complex solutions as the company increasingly sells into the data centre as opposed to primarily the desktop environment. Management has been driving this strategy to reposition Datacentrix to operate higher up the value chain.

The intended effect has been to make Datacentrix a more strategic long-term partner to clients as opposed to merely a purveyor of infrastructure hardware and services, away from commoditised offerings. The strategy shift has yielded very pleasing results in many of our operating business units, growing the overall business in the private sector and repositioning the company favourably in the market. The move up the value chain has been organic, measured and gradual, to build a strong and sustainable competency.

Forensic Pathology Services improves efficiency with the help of Datacentrix



Seated:
Wayne Mitten, FPS Facility Manager: Salt River;
Kevin Jones, FPS Regional Manager: Metro;
Leona Prins, FPS Facility Manager: Tygerberg

Standing:
Stephen Cloete, FPS Regional Manager: West Coast;
Professor Shabbir Wadee, Head of Forensic Medicine: University of Stellenbosch,
Mike Johnson, Datacentrix: Programme Manager;
Lungisa Duna, e-Innovation: Project Manager;
Trish Dicks, Datacentrix: Senior Account Manager and
Vonita Thompson, Director: Forensic Pathology Services

The Provincial Government, Department of Health Forensic Pathology Services (FPS) has implemented an Open Text Livelink Enterprise Content Management (ECM) system with Datacentrix, in order to support key document management processes with a specific focus on overtime processes.

"An Open Text Livelink workflow solution was created to streamline the processing of all overtime claims received," explains Trish Dicks, Senior Account Manager at Datacentrix. "The electronic processing of claims has assisted FPS in speeding up the processing of overtime claims, with less movement of paper, reduced requirement to file multiple copies of the same document and, most importantly, a clear audit trail of approvals."

Says Deon Bruiners, Head of Admin Support at FPS: "The implementation of the workflow process allowed us to become more cost effective due to the fact that we are using significantly less paper. In addition, our admin support staff has so much more time now to focus on other areas as they no longer need to spend hours each week photocopying, getting signed receipts from HR and filing the claims. The removal of the need to file physical copies of the claims has also freed up space and reduced the need for additional storage."

The implementation went smoothly, with 21 staff being trained in both document management and workflow within Open Text Livelink. Following the project going live, user adoption was high and all overtime claims are now being processed using the Livelink solution.

Brian Booth, Assistant Director of HR at the Department of Health believes that staff have adapted well to the system and adopted it with no complaints because they were involved early in the process and given ample opportunity to influence the system design, which created strong buy-in.

Once user training was completed, a wide variety of documents were added onto Livelink including finance and supply chain governance documents, directives and determinations, HR policies and procedures as well as a templates and forms. "This created a central repository for content allowing faster access to the document and enabling multiple users to access the same content at the same time," explains Dicks.

The Director: FPS, Vonita Thompson indicates that they are looking forward to the roll out of the Open Text Livelink solution to a further 20 sites as it will bring about significant efficiencies in document management as well as business process flow.

Datacentrix is an Open Text Global Alliance Partner, which means that the company is an authorised reseller of Open Text products in the Southern Africa region and is also an accredited Service and Software Partner for SAP.

Business Intelligence becomes more accessible

According to Charl Joubert, Managing Director: Enterprise Resource Planning / Business Intelligence at Datacentrix, the recent tightening in partnership between Microsoft and proactive Business Intelligence (BI) solution provider, Panorama Software, bodes well for those companies wanting to complete their BI offerings with the delivery of a fast, powerful BI front-end.

"The combination of Panorama and Microsoft BI provides users with a powerful, end-to-end BI offering delivering rapid insight and allowing for speedy decision making," he says. As a ProfitBase Authorised Reseller, Datacentrix maintains that Panorama's NovaView suite of proactive BI solutions opens a new world for local users of ProfitBase 2009, a scalable, rapidly configured, graphical, data warehouse and OLAP Cube deployment accelerator for Microsoft SQL Server.

Joubert says that, following the recent release of Panorama's NovaView 6 and the technical preview announcement of Office 2010, together, Panorama

and Microsoft have extended BI to even more users across the globe.

"NovaView 6.0 combines numerous features, from query and analysis, formatted reporting, performance dashboard and KPI scorecards, to modeling, advanced visualisation and automated report distribution. Not only does it boast an even more robust platform designed to bring more users to BI, but also new deployment wizards and applications to make it Panorama's biggest release at this point.

"Panorama NovaView is 100 percent dependent on the Microsoft platform and integrates with the Microsoft tools and platforms available today," Joubert explains. "In fact, it is safe to say that Panorama combines the best of a dedicated BI suite with the finest of Microsoft's BI platform and productivity software. "Panorama and Microsoft have enjoyed a lengthy history together, which kicked off with Microsoft's acquisition of Panorama's OLAP technology in the 1990s, becoming the foundation for Microsoft SQL Server Analysis services.

Microsoft Select customers to move to "Select Plus" in July 2011

Local Microsoft Select users must be aware that as of 1 July 2011, they will no longer be able to sign a Select volume licensing agreement in its current form, says Brett Marais, Microsoft Business Unit Manager at Datacentrix.

"Microsoft has decided to cease the selling of any new Select agreements after this date as they are encouraging customers to move across to the Select Plus offering," he explains. "However, any existing contracts will remain in place until their expiry."

Select Plus is set to bring significant improvements to market that will be introduced into all future volume licensing offerings. The benefits will include improved value realisation, reporting and asset management across all the VL programs.

Select Plus will also provide more simple purchasing agreements, organised purchases, better savings through simple, automated, volume-based discounts that can be applied to licensed product purchases across the entire customer organisation and greater value from Microsoft Software Assurance, as organisations can buy and receive a full 36 months of benefits, without probation based on purchase timing.

Datacentrix brings security message to ITWeb's Security Summit 2010



Niel Meyer, Security Consultant; Stefan Jacobs, Security Solutions Business Development Manager; Marcus Bossert, Security Business Unit Manager; Lourens Swanepoel, Security Sales Executive; Harm Brouwer, Security Technologist; and Pierre Jacobs, Professional Services Consultant

ITWeb's recent Security Summit saw event display sponsor, Datacentrix, focusing strongly on how local businesses can ensure good information security governance and protect unauthorised access, use or changes to their data and IT assets.

The 2010 ITWeb Security Summit, which took place at the Sandton Convention Centre from 11 to 13 May, brought together leading international and local security experts and industry innovators, as well as a blue chip audience of IT and security professionals.

According to Marcus Bossert, Security Business Unit Manager at Datacentrix, the company believes that when looking for a potential security solution provider, organisations need to make sure that their solution providers can assist them with a holistic approach.

An information security solution needs to address more than just the pain point, it primarily needs to support strategy and governance objectives. Because the information security discipline crosses traditional IT borders, it is extremely valuable to have a business partner that understands how people, infrastructure, processes, business and office platform applications and security need to work together to deliver the best solution.

"Identifying and preventing electronic fraud is a big challenge for many CSOs and there is a fast growing need for accountability solutions that make people accountable for their impact on corporate information and curbing electronic fraud. This is fundamentally a business challenge that plagues many organisations, and the complexity and pitfalls increase exponentially if you want to hold people legally accountable for their actions and behaviour inside business applications." He explains.

"Because the information security discipline crosses traditional IT borders, it is extremely valuable to have a business partner that understands how people, infrastructure, processes, business and office platform applications and security need to work together to deliver the best solution."

"Datacentrix' approach is to start an evaluation of the most basic levels of asset and governance management. We then classify the real business requirements and priorities to identify and manage the corporate IT environment to maturity. To address the security gaps, we often rely on solutions in the areas of Data Loss Prevention (DLP), vulnerability management and encryption, but the primary focus always remains the client's business requirements, strategic and governance objectives," states Bossert.

"Datacentrix prides itself on a team of highly skilled and experienced information security professionals and has partnered with leading partners including Symantec, McAfee, RSA, IBM, CheckPoint, FortiNet, Entrust and LAWtrust, to provide best-of-breed solutions that are complemented by industry standards, frameworks and best practises such as ITIL v3, CoBIT, King III, SANS and ISO 27001 and 27002 to the local market. This ensures that our solutions are cost effective and that the exact business requirements of our clients are achieved."

Datacentrix intensifies investment in ECM skills



The Enterprise Content Management business unit at Datacentrix

Datacentrix has undertaken a drive to empower its resources within the Enterprise Content Management (ECM) market space by investing heavily in certification training for its consultants.

Over the past three months, the company's ECM business unit has increased the total number of certified Open Text Livelink resources within the company to 25, making Datacentrix the largest pool of certified Open Text Livelink resources in the country.

In addition, Datacentrix has made a further investment by not only skilling up resources in the CommVault product suite, used as a point solution in the e-mail and file archiving space within the broader environment of ECM, but also by strategically positioning itself for the drive in the open source ECM market space by becoming a Gold Partner of Alfresco, the leading open source alternative for ECM.

Finally, Datacentrix also certified seven of its top consultants as ECM Masters through AIIM. "This knowledge will enable our lead consultants to be able to

approach ECM projects from a business perspective to ensure that the investment in ECM is unlocked for potential clients and that world best practices are followed in our implementation methodology and execution approach," says Juane Peacock, MD: Coastal Infrastructure and ECM Solutions at Datacentrix.

"Our total pool of ECM resources is now 50 strong and distributed between KwaZulu-Natal, Western Cape and Gauteng to ensure that a professional service can be rendered to our client base," he explains. "The recent training of these additional resources is a re-affirmation of the Datacentrix drive towards the ECM technology space.

"It is critical to maximise the return on investment for the client, and by ensuring that our consultant pool stays abreast of the latest technology and functionality, Datacentrix can deliver a value for money solution to them. There is no time like the present to invest in our people in order to stay ahead of the competition in a highly aggressive market and ensure that Datacentrix has the necessary capacity to deliver."

Datacentrix strengthens storage solutions competency

Datacentrix has strengthened its competency in the storage solutions space by establishing a focused Storage Solutions Business Unit, enabling it to focus on providing storage services and infrastructure solutions to large corporate clients within the local market.

"This is in line with our strategy to add strategic business value to our clients," says Ahmed Mahomed CEO of Datacentrix. "Centred on client satisfaction and

delivery ethos, these solutions provide clients with the ability to monitor and control the generation, collection and management of information from one or more sources, as well as the secure distribution of this information to one or more audiences at the right time, the right place and at the right cost," he continues.

"With a collective track record of more than 20 years within the information management industry, the

Teba Bank supports future growth with IBM XIV data solution with Datacentrix

Datacentrix has completed a major upgrading of critical data storage capacity for community banking and related financial services provider, Teba Bank.

Datacentrix focused on providing computing power and solutions that generate business value, was asked to present a proposal to extend and upgrade the existing Teba Bank Storage Area Networks (SAN).

Marius Bosman, Chief Technology Officer at Teba Bank says that the upgrade was prompted by rapid growth in the business, which had led to a "tidal wave" of additional data that required storage. "We were running out of capacity, needed to expand our resources and, as a result, evaluated a number of storage systems through major vendors."

A solution using IBM XIV storage hardware was proposed by Datacentrix, an IBM Premier Partner of long standing. According to Bosman, this proposal was selected because it represented a paradigm shift in storage technology. "It enabled so-called second tier storage to be elevated to first tier technology, but at second tier cost. For a smaller bank like Teba, obtaining tier one performance at lower cost was an attractive proposition."

Integration capability to allow IBM to IBM data transfer was also required and implemented. "The speed with which the solution was implemented - just four weeks from order placement to go-live - was a bonus, as was the three day period it took from equipment delivery to commissioning," adds Bosman.

"This was a painless exercise for us. The transition from the old SAN to the new IBM solution took place transparently in the background and was completed flawlessly within a week. The process was handled in a first class manner, slick and professional."

Three storage sites, two at Teba Bank's headquarters in Sunninghill and a disaster recovery site in Midrand were upgraded with the new IBM equipment, considerably extending the terabytes available for storage and providing spare capacity for future dynamic growth.

"We have tested the new storage solution on its ability to replicate and have been pleased to see serious savings in the making of back-ups and in restoration and recovery. It is efficient and very quick," said Bosman, who adds that, to his knowledge, the Datacentrix implementation of the new IBM XIV system was only the second of its kind internationally at that time.

"This is critical technology for Teba Bank as any form of outage or loss of our core banking, accounts and customer master data will impact on our customers and place the business recovery capability at risk. We have to achieve 24/7 availability at all times."

Datacentrix Account Manager, Kobus Smith says the solution proposal for Teba Bank had been focused on enabling the business to continue to grow and provided the flexibility required for success in a changing business landscape. "We also set out to ensure that the new storage infrastructure will cost effectively and efficiently provide the required data security as well as a platform for future dynamic growth."

John Dewar, Business Unit Manager at Datacentrix

Storage Solutions Business Unit encompasses highly skilled and certified account management, architectural, consultative and support resources required to provision solutions and services that create significant and demonstrable value to our client base," explains John Dewar, Business Unit Manager at Datacentrix.

"This commitment to service delivery is of the highest quality and consistently generates cross selling opportunities and the generation of additional annuity revenue streams," he adds.



HP Workstations: As powerful as your imagination



When you have larger-than-life ideas, it takes more than pen and paper to help you realise them. In fact, it takes more than even the average desktop PC. Whether it's building bridges, designing animated characters or running complex simulations, big challenges like these require power and performance far beyond the ordinary.

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HP offers a complete range of workstation solutions, so there's a product to meet your needs and exceed your expectations.



Balancing IT spend with a converged infrastructure

IT sprawl is the main result of a business' technology spend being focused on maintenance instead of innovation. Most companies today are merely adding servers, storage and networking devices to keep pace with business demands, spending upwards of 70% of their IT budgets on operations, rather than looking at inventive ways to get the most out of their IT infrastructure.

So says Tony de Sousa, Enterprise Business Unit Manager at Datacentrix who explains that businesses can rebalance their IT spend by realigning traditional technology silos into adaptive pools that can be shared by applications, optimised and managed as a service, thereby creating a converged technology infrastructure that can rapidly adjust to meet an organisation's changing needs.

"This is best achieved by creating an environment in which resources are dynamically provisioned efficiently and automatically," he states. "By transitioning away from the traditional product-centric approach to a shared-service management model, companies can accelerate standardisation, reduce operational costs and enhance business results. This will enable IT management to utilise resources on demand in an optimised way, which, in turn, will improve the productivity of administrators and systems, ensure continuity of service and more rapidly show business value from IT investments."

According to De Sousa, to achieve the benefits of a converged infrastructure, the following core attributes are required:

- a virtualised pools of servers, storage, networking;
- in-built resiliency in the hardware, software and operating environment;
- orchestration through highly automated resources to deliver an application aligned to policies;
- optimisation to support widely changing workloads and different applications and usage models; and
- modular components built on open standards to more easily upgrade systems and scale capacity.

"In order to optimise IT spend, it is important to match the supply of IT resources with the business demand and this type of approach will help businesses accelerate the delivery of application environments in a predictable,



Tony de Sousa, Enterprise Business Unit Manager at Datacentrix

"A properly built converged infrastructure based on a modular system design and open standards will allow businesses to take their current investments into the future at their own pace."

repeatable way that makes the most efficient use of IT, facility and staff resources to drive business innovation."

De Sousa recommends HP's recently announced HP Converged Infrastructure architecture, which 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. The HP Converged Infrastructure enables:

- the ability to more easily deploy application environments through orchestrated, shared service management;
- lower 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.

"A properly built converged infrastructure based on a modular system design and open standards will allow businesses to take their current investments into the future at their own pace," De Sousa adds.

New virtualisation technologies enable CIOs to do more with less



Abrie Peens, IBM Business Unit Manager at Datacentrix

CIOs are constantly faced with delivering excellent services to a demanding user community that has critical business requirements. As these services need to be provided within a tight ICT budget and an organisation's stringent risk and compliance policy, CIOs commonly find themselves under pressure to find cost effective solutions that not only address business needs, but also show an improvement on current service levels and a good return on investment.

According to Abrie Peens, IBM Business Unit Manager at Datacentrix, one of the typical "pain points" for a CIO is server sprawl. He explains that server sprawl results in high costs due to under-utilised servers and associated internal storage devices. The situation is exacerbated by ever increasing application demands, which lead to increased proactive management requirements. "To cope with these growing demands, the CIO simply needs to do more with less."

Virtualisation of the existing infrastructure is an effective way to address the challenge highlighted by Peens. For a business to move in this direction, the ICT investment decision needs to consider all the elements in the value chain such as hardware, software, services, physical infrastructure requirements, project management and commercial finance with the starting point being the change management in the business.

IBM has been involved with world-class virtualisation innovation for over a decade and, in combination with the appropriate software and services portfolio, the company has raised the bar with the recent introduction of its x86 eX5 product suite in the Intel space, Power 7 in the UNIX space and the recently enhanced XIV storage subsystems.

By exploiting the functions and features of these new IBM technologies, a CIO can now enable a fit-for-purpose virtualised solution that delivers more with existing resources. "Through pooling common infrastructure

resources, a CIO is able to lessen data centre costs, because a decrease in physical infrastructure results in a reduction in power and cooling requirements, yet an improvement in agility and resiliency. In addition, operational flexibility across the enterprise can be gained through the simplified management of an infrastructure via the IBM Director suite, which results in improved server and storage management," says Peens.

"Through pooling common infrastructure resources, a CIO is able to lessen data centre costs, because a decrease in physical infrastructure results in a reduction in power and cooling requirements, yet an improvement in agility and resiliency."

For the CFO, virtualisation and consolidation solutions offer desired levels of energy efficiency gains and so, cost reduction. "A CFO can expect improved savings of up to 40% or greater, vastly improved operational efficiencies and a strong return on investment in a short period of time due to the lower capital and operational costs. In fact, by deploying the new IBM technologies, there is the potential to double IT capacity in the same energy footprint, or reduce operational costs for a given IT capacity up to 50%."

Peens explains that in X86 Intel environments the IBM eX5 technology is designed to enhance and exploit the virtualisation features and functions when combined with software like VMware. "Whether it is a standalone, blade or rack mounted configuration, it allows for significantly increased utilisation due to its inherent memory design features. For the first time, CIOs can expect utilisation between 70 and 80% as opposed to the 20 to 30% to which they have become accustomed. This should be very

good news for any organisation looking for a long-term scale up or scale out solution with a view to consolidate critical workloads such as SAP," says Peens.

He also firmly believes that within UNIX environments, IBM's Power 7 processor has changed the UNIX landscape forever. "The technology offers jaw dropping performance and scalability with a resultant reduction in total cost of ownership."

Owing to the technology's solid product development roadmap, CIOs can witness the outstanding results of an enterprise-type machine with mainframe-like availability, serviceability and reliability. "Due to its inherent design and by taking advantage of its micro-partitioning capability, the machine can be configured to suit specific business practices and unique requirements, as well as provide resources on a capacity-on-demand basis and manage multiple machines from a central point via the IBM Director Software suite. Compared to its major rivals in the marketplace, Power 7 offers a virtualisation platform unmatched in the industry today," says Peens. He adds that in mainframe environments, the adoption of Linux workloads on the mainframe is gaining momentum, especially with existing System z clients.

"The mainframe as a preferred consolidation platform is set to play an ever increasing role for workload consolidation because of its inherent software and

process maturity. A host of new capabilities is making it possible to consolidate an array of open system workloads on the mainframe at competitive total cost of ownership when compared to other platforms, and the hugely anticipated release of the next generation mainframe will be launched later this year."

Furthermore, due to the revolutionary way in which the XIV storage subsystem lays out its data, enterprise class performance with SATA disks - that can easily compete with any other enterprise storage in the marketplace today - can be achieved.

"The technology brings benefits that other storage vendors just don't have. This includes the fastest rebuild time in case of an outage, no occurrences of hotspots of any kind, as well as the optimum utilisation of all disk spindles to the benefit of all the applications using the subsystem. It is important to note, that this is achieved without compromising the reliability of the XIV server and that each piece of data has two copies on different disks that reside on different modules to survive both a disk failure and a module failure," says Peens.

With new technologies, such as these by IBM, enhanced business operations in high performance environments can be attained at lower costs than in the past, presenting a huge plus for both CFOs and CIOs.

Datacentrix notches up "AA" empowerment rating

Datacentrix has raised its empowerment credentials to an "AA" or level three contributor rating through EmpowerDex, a leader in the BEE verification arena.

According to the calculations undertaken by EmpowerDex as part of the certification process, Datacentrix has achieved 67% black representation at board level and 53% of the company's total staff complement of 808 people is black. It also scored well in terms of its preferential procurement policy and enterprise and socio-economic development programmes.

"By improving our rating from 'A' to 'AA', Datacentrix has validated its dedication to proactively tackling economic empowerment and development at all levels," says Datacentrix CEO, Ahmed Mahomed. "This is demonstrated not only through our strong management control and employment equity, but also from a skills development perspective, where in excess of R15 million was spent over the past year, with more than R3 million used for black women within the business alone. We believe that this demonstrates a serious commitment to providing regular training and development opportunities for employees.

"In addition, our total BEE procurement as a percentage of total measure spend was more than 99%, with 12% originating from Exempt Micro Enterprises (EMEs) and Qualifying Small Enterprises (QSEs), 10% from black owned suppliers and 5% from black women owned businesses.

"To strengthen our position to this level as an empowered local company is a real coup for Datacentrix and we plan to maintain this new, improved level of certification for many years to come," Mahomed adds.

The intricacies of IT management

As much as vendors wish organisations to believe that the era of self healing and management-free IT environments is upon us, the fact of the matter is that this is not the case.

IT management addresses the exploration and understanding of IT as a resource that determines both the strategic and operational capabilities of the enterprise in designing and developing products, as well as services for maximum client satisfaction, productivity, profitability and competitiveness. The term typically refers to managerial efforts associated with planning, organising, controlling and directing the introduction and use of computer based systems within an organisation. Although, on the most part, technology currently being used is relatively well understood, the effective management thereof is not. This could prove to be a critical point of failure as the management of IT is an attribute that has the potential to deliver a sustainable competitive advantage to the company.

The management of IT introduces the concept of service level agreements (SLAs) for IT service provision, particularly in the case of outsourced service provision. The purpose of an SLA is to define the levels of service that can be expected from the department or outsource partner and to clearly define responsibilities within the process. The management of these SLAs is usually supported by management tools, which may include solutions such as SCCM (System Center Configuration Manager) and SCOM (System Center Operation Manager) from Microsoft as well as HP's BTO (Build to Order) software.

There are different levels of IT that can be used to support a company's organisational and strategic activities. These levels of IT can be implemented in any of the following ways:

- insourcing or in-house IT management;
- outsourcing of IT management; or
- co-sourcing of IT management, which is a combination of the former.

Insourcing

An insourced solution consists of an internal department that manages the IT needs of a company. One of the difficulties associated with this approach is that the recruitment and training of staff may be lacking as IT may not be the main focus of the company, leading to poor identification of needs. Insourcing, if managed correctly, could potentially be a more cost effective



Geoff Chandler, Outsource Business Unit Manager at Datacentrix

option, but the related lack of experience, skills, knowledge and intellectual property often leads to legacy systems being supported and old technology being utilised, equating to higher operational costs.

Outsourcing

In terms of outsourcing, it is important to be clear about what is meant by the term "outsourcing" as it has become a commonly misused term, and much of the apparent disagreement over the merits and risks of this type of solution can be traced to the differing definitions.

According to Dr. John Houghton in his CIRCIT Policy research paper, "outsourcing is essentially a 'how' rather than a 'what' term. It describes how IT services are obtained, not what the services are." The outsourcing of IT services is becoming more and more the trend for all large companies, relying on outsourcing partners specialising in recruiting, training and delivering an assortment of IT services. This allows the enterprise to gain value from the newest trends and technologies in IT services and consulting on technology without the hassle of interviewing and appointing IT staff to manage IT needs internally.

Outsourcing allows costs to be fixed and this can be managed better if top notch SLAs are in place. The biggest advantage is that the outsource partner in most cases follows best practice measures, which lead to well documented strategies and intellectual property retention.

Additional outsourcing benefits include cost savings, allowing the company to focus on core business and budget flexibility. At the same time, drawbacks of this approach can number higher transaction costs, as well as hidden additional charges, HR problems, a lack of contract flexibility and issues around privacy and confidentiality.

Continues on page 15



Rory Martin, Technical Lead: Infrastructure and Messaging at Datacentrix

Strate creates highly available messaging and collaboration environment

Strate, the authorised Central Securities Depository (CSD) in South Africa, has rolled out a high availability solution with Datacentrix, enabling the company to improve its disaster recovery capabilities as well as its management and control.

Rory Martin, Technical Lead: Infrastructure and Messaging at Datacentrix, explains that the project encompassed the implementation of a highly available Distributed File System (DFS) solution, an upgrade from Active Directory version 2003 to 2008, a load balanced Microsoft Hub Transport and Client Access Server, a Microsoft Exchange 2007 CCR WAN GEO cluster, a load balanced Microsoft Exchange 2007 Edge Server and Microsoft Forefront Edge Security.

"Datacentrix also supplied and implemented the necessary hardware for this project, with a number of Datacentrix teams working in different areas within the Strate environment at three sites, including the company's Illovo head office, as well as its Randburg and Sandton data centres," he adds.

Says Manoj Puri, Strate's Head of IT: "E-mail has become an increasingly critical part of Strate's business and we felt that our previous setup, where the IT department had up to 48 hours to sort out any mail-related issues, was simply not fast enough. We were also faced with the dilemma of what to do should our Illovo-based site, where mails are scanned for spam and viruses by MALLsweeper and Microsoft Forefront before being sent on to the relevant mailbox, not be available.

"Based on this, we opted to create a second mailbox in a cluster environment at our Randburg data centre, thus splitting the cluster over two sites in different

geographical locations, a complex and unique procedure."

Puri states that there were a number of challenges around this approach as Microsoft does not recommend working over two separate networks, but that these issues were overcome by Datacentrix. "Now we have a backup of our mailbox. Should the first site go down, then it only takes around 20 minutes to reroute mail via the second site. Once this side of the project was completed, Strate decided to allow for mobile access and so also implemented an Internet Security and Acceleration (ISA) server."

In addition, the company has upgraded its Active Directory environment from version 2003 to version 2008, which is enabled on all three sites, and from four Active Directory servers to five at the Illovo site, two in Randburg and one in Sandton. This means that should one site fail, both the remaining available sites can be used for authentication.

"Finally, a highly available file server environment was created using Microsoft DFS to build a file server for staff critical files at the Randburg data centre. Prior to the implementation, restoring this data could take up to 10 hours. Now it can be completed within 20 minutes. To test the file server, Strate ran on the Randburg site Exchange and file server environment for an entire week and users did not notice the difference.

"Strate has enjoyed a long and fruitful relationship with Datacentrix," Puri continues. "We find that Datacentrix always takes the time to fully understand our needs and the advice we have received has been invaluable," he concludes.

HP launches comprehensive networking portfolio to transform networking industry

Combined portfolio delivers advanced network fabric featuring twice the performance and energy efficiency as competitive solutions.

HP has introduced a comprehensive edge-to-core networking portfolio that delivers a superior alternative to the marketplace in terms of technology, energy efficiency and total cost of ownership.

The new HP Networking portfolio combines the best of HP ProCurve and 3Com to provide an advanced network fabric that is up to twice as fast with half the energy use, and at a 65% lower total cost of ownership.

HP also announced that its newest internal data centre will run completely on HP networking products, further demonstrating the scalability and mission-critical properties of the newly combined networking portfolio.

HP Networking will be led by Marius Haas, Senior Vice President and General Manager, and is part of the Enterprise Servers, Storage and Networking business unit led by David Donatelli, Executive Vice President and General Manager.

The portfolio is a cornerstone of the HP Converged Infrastructure strategy, which eliminates silos of servers, storage and networking to create virtual pools of resources designed to optimally run business services.

“Enterprises are clearly asking for more choice when looking at networking solutions,” said Mark Fabbi, Vice President and Distinguished Analyst, Gartner Inc. “The combination of increasing expectations for a more agile infrastructure to meet rapidly changing business demands and the more challenging economic climate requires fresh innovation, strong alternatives and a more business-centric approach to network design.”

The HP Networking portfolio allows clients to eliminate redundant equipment by integrating wired and wireless environments with security from the edge to core. To further drive complexity out of client operations, HP delivers “single pane of glass” management to configure, deploy and monitor the network. This enables common policy management, reduces human

error and creates a consistent user experience across access mediums.

With the addition of the TippingPoint portfolio, HP has expanded the HP Secure Advantage product family to deliver proactive threat protection. The solution can be quickly implemented and is backed by the world-class network security research teams at TippingPoint DV Labs. This research organisation is based in Austin, Texas, and is focused on vulnerability analysis and discovery.

“Clients need a reduction in complexity, more efficiency and greater flexibility in their networking solutions,” said Haas. “HP’s integrated networking portfolio challenges the status quo with more innovative technology that enables convergence across servers, storage and networking, at better economics to help clients deliver the outcomes that matter most to them.”

Open standards, interoperability and no vendor lock-in

HP Networking delivers advanced networking functionality based on the principles of industry standards and multi-vendor interoperability. HP solutions can be incorporated into existing networks without disruption, bringing new levels of flexibility, security and simplified management to legacy environments.

HP Networking solutions leverage expertise developed over the last 25 years as well as offerings developed through industry collaboration and joint technology integration efforts. This enables clients to take advantage of market-driven innovation and adopt advanced technologies at a significantly lower total cost of ownership.

Addressing specific client needs, meeting global demand

The new portfolio consists of four product families that address specific client requirements from the branch to data centre. These solutions are supported by HP Services and sold through HP and 40,000 specialised channel partners.

With more than 5,000 network infrastructure and voice professionals worldwide that hold more than 14,000 certifications, HP provides a full lifecycle of Networking Services that bring together technologies from HP and its partners to help organisations manage their networks efficiently and accelerate the business value of technology investments.



ARM Ferrous successfully executes ERP rollout with Datacentrix

Datacentrix has supplied and implemented hardware for the Africa Rainbow Minerals' (ARM) Ferrous Group to support the company's ERP rollout for its Chrome Division, which is comprised of the Dwaarsrivier Chrome Mine and Machadadorp Ferrochrome Works, both in the Mpumalanga Province.

Johan Pistorius, ARM Ferrous CIO explains that the company decided to look at integrating operations within the Ferrous side, which involved standardisation on certain products and decentralising the environment. “We went out to tender for the supply, configuration and installation of hardware and chose to partner with Datacentrix. Essentially, it was Datacentrix' skills levels, solid service delivery track record and competitive pricing that sold us on the company.”

ARM Ferrous has rolled out an HP BladeSystem blade enclosure and servers, VMware software and an HP StorageWorks 4400 Enterprise Virtual Array (EVA) for virtual storage with the aid of Datacentrix. The company is currently undertaking integration testing of the JDE ERP software solution installed at the two mines.

“The blade system has certainly allowed us greater flexibility within the virtual environment and we are finding that not only are the blade servers easier to configure, but we are also duplicating fewer machines,”



Johan Pistorius, ARM Ferrous CIO and Roger Locker, Account Manager at Datacentrix

Pistorius says. “Most critical due to the current focus on energy efficiency, our data centre is also drawing far less power than before. In addition, the new storage solution allows us to be more agile.”

“ARM Ferrous' strategy in terms of the supply of this hardware was to improve ease of use and flexibility, which we certainly have, as well as cost savings over the long-term,” he adds.

Says Roger Locker, Account Manager at Datacentrix: “Our appointment on this project was largely based on Datacentrix' superior skills levels - in essence, ARM was looking more for expertise on a number of levels than for specific solutions.”

The intricacies of IT management *(continued from page 12)*

Co-sourcing

Some enterprises do not allow for full disclosure of information and outsourcing of IT services cannot be fully utilised. In these situations only aspects of IT can be outsourced, known as co-sourcing. Outsourcing facets of IT allows a corporate to cut or fix costs on those areas that are difficult to manage or accrue large operational costs. Based on this, it seems that the current trend in terms of IT management is to outsource recurring tasks to specialist service providers.

IT infrastructure and the deployment of software are seldom a one-fits-all-solution. Companies differ, and so do their needs and purpose for IT. Most corporate solutions today require close partnership with specialist service providers to ensure that the users of IT have the necessary access, availability and capacity in respect of the systems they use. A business seeking an IT service provider would do well to look for a company that can provide the cutting edge technologies, deployment solutions and management services needed to fit its unique environment and needs.

Riverbed provides seamless integration between network assessment and acceleration with enhanced cascade solutions

Christo Briedenhann
Country Manager:
Africa at Riverbed



Riverbed Technology, the IT infrastructure performance company for networks, applications and storage, has announced enhancements to Cascade, its advanced network and application performance analysis and visibility solution. The newest version, Cascade 8.4, provides enhanced reporting and integration with Riverbed WAN optimisation that enable organisations to better assess, adapt and accelerate network performance.

With Cascade 8.4, Riverbed allows organisations to proactively monitor the end user application experience in real-time. In addition, Cascade 8.4 integrates with Riverbed Steelhead appliances to measure performance within optimised environments.

As organisations delve into new IT initiatives such as virtualisation, private cloud consolidation and cloud computing, they are increasingly realising the need for more intelligent, business-level visibility solutions that enable them to proactively manage network and application performance.

Cascade provides enterprise-wide application performance analysis, data on server and application dependencies, and the tools for IT managers to immediately determine bottlenecks for the delivery of applications across their infrastructure. The new features in Cascade 8.4 allow organisations to measure beyond network performance and availability and determine the business impact any drops in performance have on end users.

In addition, this release introduces Cascade Sensor-VE for the virtualised Riverbed Services Platform (RSP), enabling seamless performance measurement in both optimised and non-optimised environments - without requiring expensive physical probes in every branch office.

“Early adopters of WAN optimisation focused on acceleration - problems were acute and needed to be addressed quickly. For example, when an IT manager encountered latency and bandwidth challenges that stalled performance of a key application, he immediately selected a solution but didn't necessarily develop an overall plan.

Today, WAN optimisation has evolved from being seen as a tactical implementation to providing a strategic view of the network,” says Jon Oltsik, Senior Analyst at Enterprise Strategy Group.

“By integrating Cascade into optimised environments, Riverbed provides a tool for higher level business analytics, visibility and reporting. This gives the technical staff the information and language needed to communicate with C-level executives when providing an understanding of the network and campaigning for IT dollars. Cascade 8.4 provides organisations with performance information they can act on - not only at a technical level, but at a business level.”

The new features in Cascade 8.4 provide clients with a complete WAN optimisation solution.

Proactively Monitor End-User Experience

Enhanced Application Performance Metrics

New Cascade metrics go beyond measuring the performance and availability of the network infrastructure and enable examination of the experience of application users. Using a comprehensive set of performance metrics, Cascade 8.4 measures how fast users can conduct business.

- **Application throughput:** This metric shows the rate at which application data is traversing the network, not including network overhead and retransmits. This feature helps assess the overall performance of the application and determine the need for additional optimisation.
- **User connection throughput:** This metric shows a key proxy for end user experience. It is a per-connection throughput measurement, measured only while the connection is actively transmitting.

- **Connection duration:** This metric is leveraged when examining the performance of transaction-oriented applications, where a connection contains a limited number of application transactions.

By automatically focusing on periods of actual user activity, Cascade measures the true speed a user can achieve when performing application transactions therefore, measuring the true experience of the end user. The end user metrics are gathered and sent to Cascade Profiler for analysis.

Behavioural Analytics

Unlike reactive alternatives, Cascade continuously tracks end user performance metrics, learning the normal network and application behaviour, and proactively alerting the network and application teams whenever end users are experiencing slow performance. Cascade 8.4's behavioural analytics enable the network team to solve problems even before end users are impacted and provide a true measurement of the efficiency of the IT infrastructure.

Measure Performance in Optimised Environments

With the growing number of centralised, consolidated private cloud environments, enterprises are having an increasingly difficult time obtaining clear visibility into application performance at the branch office. With Cascade 8.4, Riverbed introduces Cascade Sensor-VE, a virtual remote sensor that runs on the Riverbed Services Platform (RSP), a virtualised partition on the Steelhead appliance. Cascade Sensor-VE takes advantage of the established Steelhead appliance footprint to enable enhanced performance measurement in optimised environments. Deployment with the RSP means that Sensor-VE is optimally located for measuring the end user experience, providing an easy-to-manage solution that eliminates the need for additional hardware at the branch. Cascade Sensor-VE is an optional software-only component that enhances Cascade's flow-based analytics, which operate across optimised and non-optimised branch offices.

“We are focused on providing our clients with a complete WAN optimisation solution that allows them to optimise, monitor and adapt their network infrastructure

to best meet the needs of their end users,” says Christo Briedenhann, Country Manager: Africa at Riverbed. “With the enhancements we're providing in Cascade 8.4, organisations can continuously assess their network with a proactive approach to resolving application issues. We've added more insight, control and power to enhance the applications that enterprises already have, allowing them to make the most of their IT infrastructure investments.”

Cascade 8.4 and Cascade Sensor-VE are currently available.

About Riverbed

Riverbed Technology is the IT infrastructure performance company. The Riverbed family of wide area network (WAN) optimisation solutions liberates businesses from common IT constraints by increasing application performance, enabling consolidation, and providing enterprise-wide network and application visibility all while eliminating the need to increase bandwidth, storage or servers. Thousands of companies with distributed operations use Riverbed to make their IT infrastructure faster, less expensive and more responsive. Additional information about Riverbed is available at www.riverbed.com

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Brett Marais, Microsoft Business Unit Manager at Datacentrix



IDT improves efficiencies within Windows environment

The Independent Development Trust (IDT) has made a strategic decision to implement Microsoft Systems Center with the assistance of Datacentrix.

"The primary objective of this project was to design and implement Microsoft System Center in order to empower IDT to proactively manage its Windows server infrastructure," says Brett Marais, Microsoft Business Unit Manager at Datacentrix. He further explains that IDT was experiencing problems around its ability to report accurately on software and hardware assets.

"In addition, IDT had identified high travel expenditure for its IT team, which provides support to its remote sites, as well as primarily being reactive in providing support for its IT environment and problems with software distribution."

System Center provides end-to-end service management that is easy to customise and extend for improved service levels across the IT environment. This enables operations and IT management teams to identify and resolve issues affecting the health of distributed IT services.

In addition, System Center automates routine, redundant tasks and provides intelligent reporting and monitoring to help increase efficiency and enable greater control of the IT environment.

Role-based security, Active Directory integration and new infrastructure elements make it easier to monitor,

configure and deploy in complex environments. Support for high-availability features such as clustering and failover ensure the IT environment is always monitored.

Marais continues to say: "IDT has already seen an improvement in the speed of rolling out new software and is also experiencing better reporting on IT assets."

"System Center provides end-to-end service management that is easy to customise and extend for improved service levels across the IT environment."

The organisation opted to partner with Datacentrix due to its proven track record of delivery, its cost effectiveness and deep understanding of IDT's problem areas as well as coming up with effective solutions for System Center.

"Datacentrix has built significant expertise in the Microsoft arena," explains Marais. "This pertains to both the implementation of Microsoft enterprise infrastructure solutions as well as development and integration capabilities on the Microsoft-based platform."

Datacentrix' Microsoft Gold Certified Partner competencies include Advanced Infrastructure Solutions, Custom Development Solutions, Data Management Solutions, Information Worker Solutions, Licensing Solutions such as LAR and ESA, Microsoft Business Solutions and OEM Hardware Solutions.

Its specialisations include: Active Directory and Identity Management, Business Intelligence, License Delivery, Messaging and Collaboration, Microsoft Business Solutions - Microsoft Dynamics GP, Software Asset Management, System Building and Web Development.

Datacentrix brings convenient mobile financial services across Africa

Datacentrix has announced its successful collaboration with Gemalto, the world leader in digital security, in the rollout of the IT infrastructure for mobile money transfer services. These services have recently been launched by mobile phone operators across several African countries, including Ghana, Mozambique, Rwanda, Uganda and most of the western African countries. The mobile money transfer services enable African mobile phone users to use their cellular handsets as a wallet, allowing them to make secure transactions and payments quickly and easily.

Datacentrix assisted Gemalto with the supply and configuration of servers for five different projects across the continent. "Gemalto first approached Datacentrix for assistance on the rollout in Ghana," says Samantha Proctor-Parker, Account Manager at Datacentrix. "Our high level of expertise within the HP offering was one of the reasons that the company opted not only to partner with us in that instance, but for several additional projects since then."

Gemalto was approached by African mobile operators to assist with the setup of the necessary IT architecture, from databases to servers and disaster recovery. It was essential to ensure the highest level of security in order to meet the constraints of each different banking regulator through the encryption and decryption of each transaction.

Pascal Oromi, Senior Vice President, Mobile Financial Services, Gemalto, maintains that the cost effectiveness of Datacentrix' offering was another key factor in the partnership. "Not only were their references solid, but we were also impressed by Datacentrix' approach and responsiveness. Once the first project was kicked off, Gemalto was again pleased with Datacentrix' competent technical skills set and good support."

Gemalto is currently rolling out the necessary infrastructure for the launch of the mobile money transfer service in most western African countries.



Marius Moolman, Project Manager at Gemalto Global Services CISMEA and Samantha Proctor-Parker, Account Manager at Datacentrix

"It was essential to ensure the highest level of security in order to meet the constraints of each different banking regulator through the encryption and decryption of each transaction."

The advantages of Mobile Financial Services

The advantages to the mobile phone users are clear. Instead of having to visit a bank or travel to outlying areas to give money, users of the service need only charge the sum of money to be transferred onto their mobile wallet accounts, held by an agent. The recipient is then notified by text message that the money can be collected from the mobile wallet agent closest to them.

For mobile operators, there has been a positive result of generating loyalty for the mobile operators who have adopted this model. Where previously, users tended to use the services of several different operators, they now stick to only one for both calls and transactions. In addition, the related increase in traffic on the mobile operators' networks has equated to increased employment. Shops selling airtime are now extending their offers to include this service.

Security business unit beds down competencies



Stefan Jacobs, Security Solutions Business Development Manager at Datacentrix

As part of Datacentrix' strategy to grow its total solutions portfolio with a specific focus on the security, the company's Security business unit has bolstered its offering with new, and highly skilled resources as well as strong partnerships with best of breed technology organisations including Symantec, McAfee and IBM.

According to Stefan Jacobs, Datacentrix Security Solutions Business Development Manager, the unit made a conscious decision to offer state of the art products and built its skills set to rival the best in the country in order to assist local companies in addressing any security related issues they might experience, from compliancy and consulting to the management of security devices.

"Our security offering focuses strongly on business requirements," he explains. "Our engagement method with clients is unique - we ensure that our consultants have a very clear understanding of a client's architecture and business practice upfront and, based on this, make suggestions on how to improve the overall security posture. In essence, our aim is to guide a client from a reactive to a proactive environment."

To assist in this process, the Datacentrix Security business unit is made up of three founding pillars: Professional Security Services; Managed Security Services; and Security Products and Solutions.

The approach followed with Professional Security Services is simple. Firstly, the client's assets are investigated, risk and current state assessments are completed and, from here, a strategy on how to migrate the client from where they are, to where they want to be, is developed.

"This phase is product agnostic," states Jacobs. "Our consultants are not only highly qualified with leading industry qualifications, they also use industry best practices and frameworks, from ISO 27002, PCI and SoX to CoBIT, ISO 27001 and ITIL.

"Our security incident management service enables us to aggregate security events in real-time from various product ranges across the enterprise, to identify and prioritise security incidents based on their business impact."

"One of the greatest security-based expenditures that a business undergoes is the maintenance of their IT infrastructure, and more specifically IT security posture, at an acceptable level. With Datacentrix' Managed Security Services offering, the maintenance and management of all security devices, including end-point antivirus solutions, can be outsourced to us.

"Our security incident management service enables us to aggregate security events in real-time from various product ranges across the enterprise, to identify and prioritise security incidents based on their business impact. It connects security knowledge to action by coordinating and tracking response activities throughout the incident management lifecycle. This empowers businesses to respond instantly and effectively in order to reduce the impact of information security breaches on their business."

Says Jacobs: "As a holistic solutions provider within the IT security field, Datacentrix' motto is to focus on the basics, and to 'do it right' the first time. With this in mind, we truly believe that our approach of making the best suggestions based on a client's specific needs, existing infrastructure and best of breed products, with a strong focus on IT security, confidentiality, integrity and availability, is unrivalled."

Datacentrix business focus

Infrastructure

The Datacentrix Infrastructure division offers large-scale IT infrastructure hardware and software solutions. It provides professionally managed infrastructure cycles from design to operation. The procurement and deployment of leading edge computer systems has been a core business line at Datacentrix since its establishment. The company's technology expertise spans both Windows and UNIX environments.

Managed Services

The Datacentrix Managed Services division ensures maximum infrastructure uptime for its clients through the provision of systems deployment, management and support services. The resourcing solutions offering adds further value to client operations. The Managed Print Services (MPS) and outsourcing execution engines leverage the economies, efficiencies and expertise that Datacentrix offers its clients, providing user efficiency, cost savings and access to state of the art equipment for best-fit solutions.

Business Solutions

Datacentrix Business Solutions helps control critical business information in a secure, highly scalable, collaborative environment that satisfies the most stringent compliance requirements. The division's solutions - enterprise resource planning, business intelligence, enterprise content management, business process management and archiving - save costs, enhance operational efficiency and enable clients to optimise their information resources. The Datacentrix Business Solutions division helps clients solve complex problems and gain a competitive edge whenever there are critical decisions to be made in today's rapidly changing business environment.



Infrastructure

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



Managed Services

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



Business Solutions

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