

# infocentrix

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Infocentrix is an official newsletter for the Datacentrix Group, its partners and clients and is reflective of the IT products, solutions and services offered by the three divisions: Infrastructure, Business Solutions and Managed Services.



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# Message from the Chief Executive Officer

**Infocentrix is a Datacentrix publication that discusses company news, client successes and industry developments - keeping you informed.**

In this issue, Datacentrix' dedication to its technology partner relationships is highlighted with the company being named OpenText partner of the year; and also receiving Africa's first ever Riverbed Accredited Support Partner accreditation. As a gold level preferred partner for Hewlett- Packard (HP), we discuss how HP's global channel strategy aims to strengthen key partner relationships. Further information on other accreditations and awards attained from our partner network are available from our website ([www.datacentrix.co.za](http://www.datacentrix.co.za)).

Taking a look at industry recognition, the Western Cape Department of Health was named the winner of OpenText's global User Adoption award, recognising the Department for their efforts in deriving business value from their OpenText deployment. In addition, the Western Cape Government, Health's Khayelitsha Hospital garnered the Ministerial Award from the Department of Cultural Affairs and Sport in the Western Cape for its world class, patient-centric clinical service enabled by the implementation of an enterprise information management (EIM) solution.

In addition, our state-of-the-art, energy saving Tier 4 (T4) capable modular data centre, built by Cannon Technologies, won the DatacenterDynamics 2012 award for the most extreme data centre deployment, recognising Datacentrix for its innovation, leadership and forward-thinking in the data centre industry across the entire EMEA region.

We also discuss the acquisition of Nokusa Engineering Informatics (NokusaEI), EIM specialist. We take a look at Datacentrix' resourcing offering that has recently been extended to include three new specialist areas - engineering, finance and SAP staffing solutions. Datacentrix' attractive cloud mailbox offering is helping companies to mobilise their workforce, reducing data centre demand and improving return on investment. We also review the company's financial performance for the year ended 28 February 2013 and our strategy going forward.

As a best of breed solution and services-led integrator, Datacentrix provides IT solutions that match its clients' needs. In particular, four client successes have been highlighted in this Infocentrix issue including: the Western Cape Government's EIM strategy implementation within its Department of Health; the Northern Cape Department of Education's verification of personnel information; the Government Printing Works server and storage infrastructure upgrade; and British American Tobacco South Africa's (BATSA) implementation of OpenText Archive and Storage Solutions for SAP.



**Ahmed Mahomed, Chief Executive Officer**

As a company, we focus on improving client processes and systems every day with passion and expertise, empowering clients to make meaningful management decisions based on reliable and timeous information. We help our clients grow and operate their businesses more effectively.

Our thanks go to Riverbed and Symantec for their on-going support and sponsorship of the Infocentrix. We hope this issue provides useful insight into Datacentrix, our offerings, client successes, partner relationships and industry involvement.

Enjoy the read.

We welcome your feedback.



Regards,  
**Ahmed Mahomed**  
Chief Executive Officer

# Datacentrix announces year end results

Datacentrix has fortified its position as one of South Africa's leading empowered services-led solution integrators, by investing substantially in the skills capacity and related delivery infrastructure needed to take the company into its next growth phase.

Announcing its annual results for the year ended 28 February 2013, the Group showed R1.919 billion in revenue growth, earnings of R77.3 million and headline earnings per share (HEPS) of 39.6 cents. It maintained sound financial and operational disciplines, with cash generated from operating activities amounting to R57 million, reflecting a closing cash balance of R274 million, with no interest-bearing debt. In respect of the current year, the directors declared a gross final dividend of 12.02 cents, bringing the total annual gross dividend to 23.27 cents.

Datacentrix has seen an improvement in trading conditions in the second half of the fiscal year after a particularly constrained first quarter and, consequently, first half of the year. Revenue was stronger in the commercial sector, while performance in the public sector continued to decline. The Infrastructure division contributed 35% of group profit after tax (PAT), while the Managed Services and Business Solutions divisions added 38% and 22% respectively. The change achieved in business mix, with Managed Services and Business Solutions contributing 60% of PAT from 19% four years ago, bears testimony to the successful implementation of the Group's strategy.

While group revenue remained resilient, resource and capital project investments and sustained gross margin pressures, resultant from a dip in the industry cycle, have weakened operating margins. The Group's Infrastructure division produced an operating margin of 2.8% whilst the Managed Services and Business Solutions divisions achieved 10.7% and 17.9% in turn.

## Investment

**The Group continued to strategically invest in both capital expenditure and resources.**

## Operating margin

**Infrastructure: 2.8%**  
**Managed Services: 10.7%**  
**Business Solutions: 17.9%**

According to Ahmed Mahomed, Datacentrix CEO: "Datacentrix has strategically invested in both capital expenditure and resources over the last four years, moving it from a pure hardware supplier to a fully-fledged systems integrator and solutions provider. This investment phase is by-and-large drawing to an end, with our capability significantly boosted, placing us in an enviable position as an end-to-end integrated infrastructure IT partner."

Revenue in the Infrastructure division showed growth of 2.4%. In contrast, the division's earnings declined due to competitive market forces, but improved compared to the first half of the year. Costs grew at a higher rate because of strategic resource investments.

Mahomed adds that: "The Infrastructure division's revenue and profitability now come primarily from the private sector, which showed growth despite tighter margins. Assuming these competitive pressures stabilise, we anticipate that operating margins should improve as the newly established businesses begin contributing to profitability, and our share of government spend starts improving. We retain an adequate sales and delivery infrastructure for public sector business and have submitted several sizeable tenders."

Datacentrix' Managed Services division, which encompasses the Outsourcing, Managed Print Services (MPS) and Resourcing businesses, achieved a 26% revenue growth and contributed 38% to group earnings for the financial year.

The division has implemented a tier 3 cloud-ready data centre, a command centre and improved its service desk capabilities. Says Mahomed: "Datacentrix' investments in this division have contributed to operational efficiencies and effectiveness as well as enhanced offerings. Our excellent execution capacity, together with this new enhanced capability, has contributed to a strong, positive reputation in the market."

The Business Solutions division, comprising the Enterprise Resource Planning (ERP), Business Intelligence (BI) and Enterprise Information Management (EIM) business units, achieved revenue growth of 53% and contributed 22% to group earnings.

In addition, Datacentrix acquired EIM specialist, Nokusa Engineering Informatics in December 2012. The acquisition positions the EIM business unit as a leader in this space. Profitability was positively impacted by the acquisition.



**Pete Backwell, Independent Director; Dudu Nyamane, Independent Director; Elizabeth Naidoo, Group Financial Director/Chief Financial Officer; Gary Morolo, Chairman; Thenjiwe Chikane, Independent Director; Ahmed Mahomed, Chief Executive Officer/Group Managing Director; Alwyn Martin, Independent Director; Joan Joffe, Lead Independent Director; Antony Ball, Independent Director**

Business Solutions' implementation of specialised solutions has resulted in clients receiving multiple awards for innovation and excellence. This includes the recent Ministerial Award presented to the Western Cape Provincial Government, Health's Khayelitsha Hospital in recognition of its drive, through EIM, to ensure that it delivers a world class, patient-centric clinical service.

The Group also realised a number of corporate achievements. Datacentrix is now a level two (AAA) B-BBEE contributor, with 125% procurement recognition. This resulted in the company being recently ranked as the 18<sup>th</sup> most empowered organisation from a group of over 100 JSE-listed companies.

Datacentrix has solidified its vendor partnerships over the past year, having received some of the industry's top vendor awards, including: HP's gold level partner with the highest overall revenue; HP's individual award for Outstanding Services Channel Champion; IBM's solution provider with the highest revenue growth of all local business partners; IBM's top growth contributor for maintenance services for excellence in storage, as well as for excellence in the area of System Z, more commonly known as the mainframe; OpenText's local partner of the year (ECM solution); and Africa's first Riverbed Accredited Support Partner (RASP).

"The market can expect a number of noteworthy developments from the Group over 2013 and beyond,"

Mahomed states. "Datacentrix is a systems integration partner that has the required skills to successfully compete in providing a range of solutions - from basic infrastructure provisioning through to complex specialised solutions.

This capability is further enabled through our consulting, design, deployment, management expertise and comprehensive vendor networks. Importantly, we have laid the framework to provide our own cloud offering, enhancing the Group's position within this space.

"Our current organic growth strategy and significant investments have positioned the company well to compete effectively in the selected areas of growth. We will continue to consolidate the transition into an integrated solutions and services-based business, backed by top level vendor accreditations and technical capability, adding further business value to our clients.

Our focus on reinforcing our skills base is already evident in the Technology and Outsourcing business units with two new senior management appointments.

"We maintain our view that benefits could be derived from targeted acquisitions and will continue exploring suitable opportunities." Mahomed concludes.

# Datacentrix acquires EIM specialist

Datacentrix announced its acquisition of Nokusa Engineering Informatics (NokusaEI), an international consulting company, specialising in Enterprise Information Management (EIM) strategies, solutions and implementations.

A locally based, privately owned BEE company, NokusaEI forms part of an extensive global EIM partner network that includes SAP, OpenText and the Association of Information and Image Management (AIIM), which is recognised as the *de facto* global community of information professionals.

According to Datacentrix CEO, Ahmed Mahomed, as a company that is already a serious competitor within the local EIM sector, Datacentrix wanted to expand its capabilities into the different disciplines within the SAP EIM market. "Achievements over the past year, such as being named as the South African OpenText partner of the year for 2012, joining the OpenText Partner Programme for SAP Competence and attaining the status as SAP Special Expertise partner, stand testimony to our competence in this arena," he states.

"The acquisition of NokusaEI gives us immediate access to a pool of highly proficient EIM individuals, comprising skills ranging from consulting and implementation to management capabilities, allowing us to strengthen our competence both

at our Gauteng head office and throughout our regional operations. The acquisition will complement our current skills base as well as give greater depth to our EIM expertise and knowledge, allowing us to extend and maintain our high standards of execution."

Mahomed explains that not only does NokusaEI's client base include a number of blue-chip companies; it is also a certified SAP EIM partner in Africa and has received numerous awards from SAP for service excellence. "Furthermore, NokusaEI is an accredited training provider for the Certificate Education Programmes of AIIM (the ECM Association), boasting the largest number of certified AIIM Masters in Southern Africa.

"We believe that this acquisition will allow Datacentrix to stamp its authority on the South African EIM environment, further entrenching us as a serious solutions and services player in the local market," he adds.

"Datacentrix' acquisition of NokusaEI, and the subsequent joining of the two teams, will ensure that the organisation becomes the EIM partner of choice for South African businesses of all sizes and across all industries," says Michelle Momberg, MD of NokusaEI. "The complementary skills within both teams will allow for complete solution development, improved service delivery, increased customer satisfaction and greater project success.

"All current and future clients, specifically those within the SAP environment, will benefit from the merge due to the shared knowledge base within these specific EIM solution sets," she adds.



Michelle Momberg, Business Unit Manager: EIM, Gauteng

## About NokusaEI

Founded in 1997, NokusaEI develops EIM strategies and solutions for firms around the world and provides the implementation of the identified EIM strategies and solutions to their point of completion. The organisation has actively worked in more than ten countries globally, in regions including North America, Europe, the Middle East, Africa and Australasia.

# Datacentrix takes OpenText partner of the year title

Datacentrix has been named as the local OpenText partner of the year for 2012, based on its exceptional revenue contribution for the financial year period.

According to Juane Peacock, Managing Director of coastal and enterprise information management (EIM) business unit at Datacentrix, the award reinforces the company's strong focus on EIM and its continued success within this space.

"Datacentrix has achieved great success in the public and private sectors and the three-year contract that was awarded to Datacentrix by the University of South Africa (Unisa) has contributed to us clinching the award," he explains. "The implementation, which involves the rollout of OpenText's ECM Suite, will span the entire organisation of Unisa internally, as well as delivering capabilities to external stakeholders. The project kicked off in April 2012."

Says Lenore Kerrigan, OpenText country manager for sub-Saharan Africa: "OpenText believes that Datacentrix' breadth of knowledge and experience across our suite of solutions has made it a strategic partner within South Africa. "The company has extended its OpenText expertise dramatically over the past few years, and we believe that this hard work is certainly paying off. Together, we are unleashing the power of information in South Africa."



Lenore Kerrigan, Country Sales Director: Sub-Saharan Africa, OpenText Corporation and Juane Peacock, Managing Director of Coastal and EIM at Datacentrix

## Datacentrix value offering

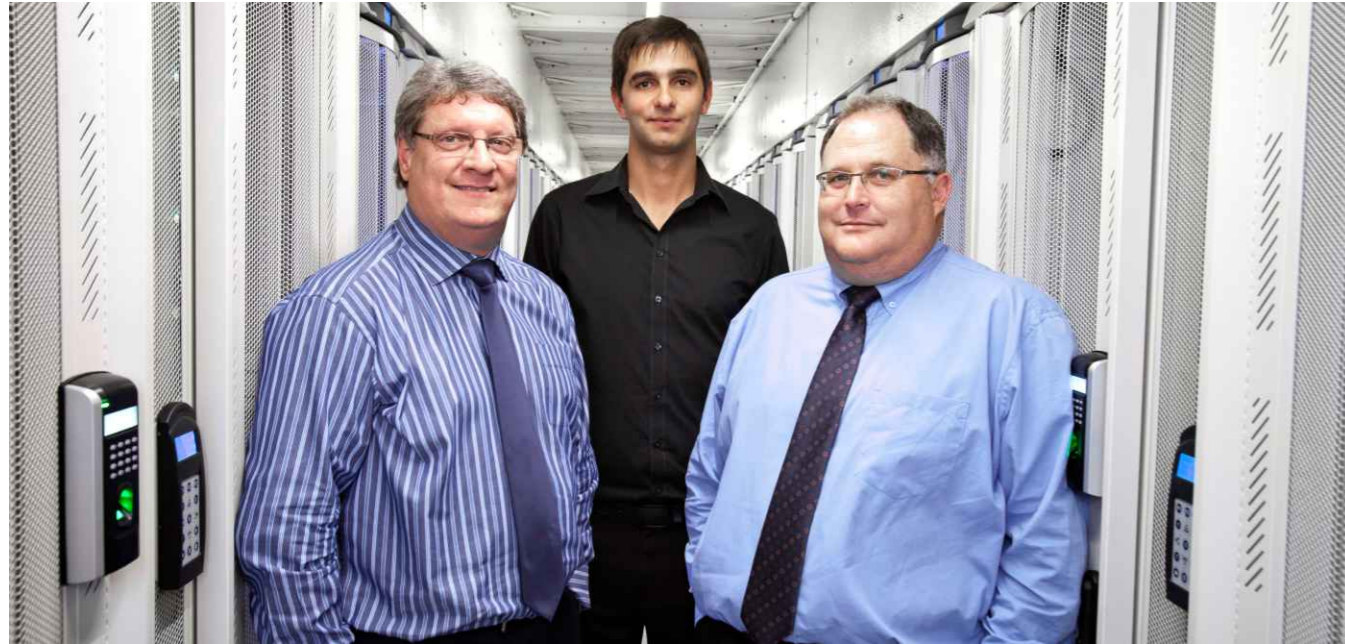


Datacentrix' client focus is set on enabling its clients to grow their businesses - helping them to achieve their strategic objectives, deliver quality services, and attain a competitive market position. Our value to clients can be described as our capacity to:

- **Simplify** [using leading technology solutions to enhance and automate systems and processes]
- **Integrate** [offering a complete IT service]
- **Optimise** [maximising client resources, processes and technology with best of breed solutions]
- **Grow** [using technical excellence and business acumen to contribute to business growth and productivity]
- **Conserve** [implementing sustainable business practices]
- **Invest** [providing business advantage through a unique and complimentary product and service portfolio, while saving on non-essential investment]
- **Provide expertise** [encompassing leading skills and the highest technical accreditations to exceed client requirements]
- **Partner** [above all, our business is about valuing relationships - we are committed to our stakeholders, our clients and our technology partners so that we can deliver top value and become leaders in our industries]

## Datacentrix modular data centre lauded

The state-of-the-art, energy saving Tier 4 (T4) capable modular data centre built by Cannon Technologies, an international provider of data cabinets and metal enclosure systems, and implemented at Datacentrix' Samrand and Midrand premises, has won the DatacenterDynamics 2012 EMEA award for the most extreme data centre deployment.



**Abrie Peens, Managing Director: Managed Services, Outsourcing, Gauteng; Ashley Fernandes, Technical Consultant, Data Centre Optimisation and Brian Lendrum, Business Development Manager, Data Centre Optimisation**

For this award, DatacenterDynamics sought a new breed of data centre that sidesteps the rules of “real estate” applying to larger, fixed facilities that can also be temporarily located where needed.

Abrie Peens, managing director: Managed Services, Outsourcing, Gauteng at Datacentrix, explains that, in simple terms, Datacentrix' data centre won the award as the modularity and aisle cocooning elements within the data centre best represent the flexibility and mobility of this type of solution.

“The Datacentrix T4 capable modular data centre was shipped within four weeks and erected within the same timeframe, an amazing feat that included not only the building itself, but its raised floor, uninterruptible power supplies (UPSes), in-row cooling, power distribution, lighting, fire suppression, aisle cocooning and Cannon Data Centre Manager (DCM) software.

“The recognition by DatacenterDynamics is extremely gratifying as it acknowledges the very best innovation, leadership and forward-thinking in the data centre industry across the entire EMEA region,” he adds.

## Modular data centre

**The award acknowledges the very best innovation, leadership and forward-thinking in the data centre industry.**

The Cannon T4 capable Modular Data Centre solutions range was also honoured at the recent Frost & Sullivan Excellence in Best Practices Awards banquet, scooping the New Product Innovation Award for its Smart Space cabinet. In addition, Cannon Technologies was featured on the prestigious CRN 2013 Data Centre 100 list, which also praised its T4 data centre solutions offering.

Says Kevin Tangney, director at Cannon Technologies Africa: “The rush of recent awards for Cannon Technologies' data centre solutions highlights the fact that they are head and shoulders above those of competitors. We believe that, with its now globally acclaimed modular data centre, Datacentrix is particularly well equipped to provide cutting edge global technology to its clients and the company can justifiably claim to be in the vanguard of leaders in excellence for the IT sector.”

## HP bolsters global channel strategy, reinforces local commitment to Datacentrix

The new year has brought about a renewed focus on HP South Africa's go-to-market channel strategy, in line with the organisation's global move to strengthen key partner relationships.

In her keynote address at the recent Global Partner Conference held in Las Vegas, CEO and president Meg Whitman reiterated HP's commitment to the channel, announcing that its partners had “literally built” the business over the years.

HP also made several other key announcements at the event, strengthening its offerings to channel partners.

These included a commitment to invest over \$1.5 billion on the worldwide channel programme, with the organisation directing its latest cloud and enterprise technology directly into the HP PartnerOne Programme, as well as new and enhanced programmes and business models to enable partners to achieve success through simplicity, profitability and innovation.

“Locally,” says David McMurdo, indirect sales country manager for South Africa at HP, “we are already seeing the effect of this renewed focus on our channel strategy and are collaborating with and empowering our on-ground partners to enable them to reach new heights.

“For a company like Datacentrix, which is already our largest and most broadly certified partner for the MEMA (Middle East, Mediterranean and African) region, we believe that this move will provide them with even greater impetus moving forward.”

Tony de Sousa, Datacentrix enterprise business unit manager adds: “As a gold level Preferred Partner, our HP-focused approach to market and continued skills investment over the past few years has enabled Datacentrix to enjoy continued success in growing the local client base across HP's five core focus offerings. These include both its Industry Standard Server (ISS) and Business Critical Server (BCS) product lines, as well as storage, networking and technical services.

“It is gratifying that the hard work Datacentrix has put in its partnership has been recognised by HP – with our awards for 'gold level partner with the highest overall revenue' and 'outstanding services channel champion' standing testimony to this last year,” he says.

De Sousa emphasises that HP's improved channel programmes and strategies will allow Datacentrix to continue to make a positive impact with the local marketplace, “allowing both companies to grow from strength to strength.”

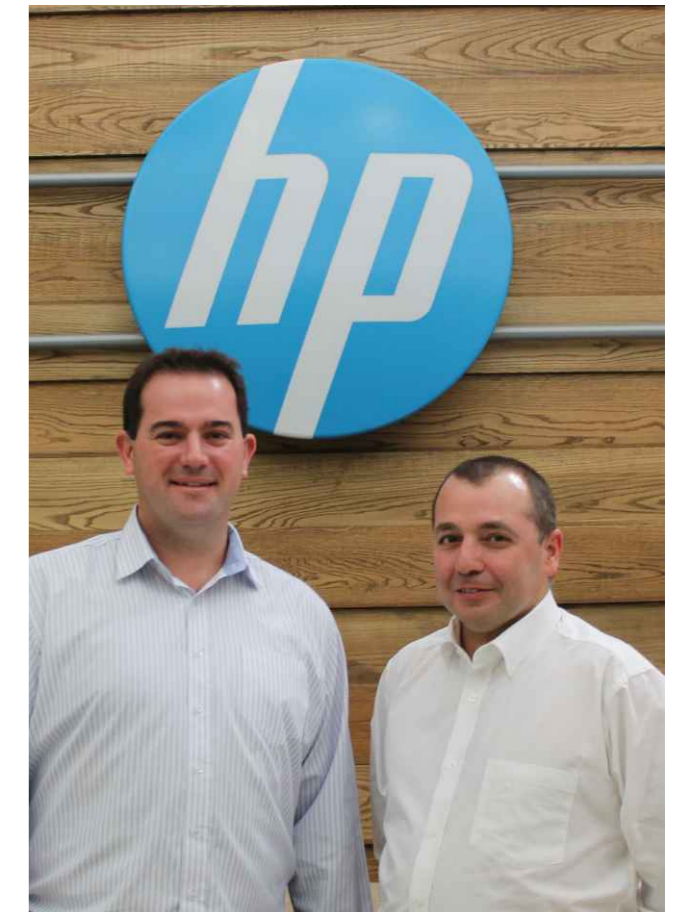
## HP awards

**‘Gold level partner with the highest overall revenue’ and individual award for ‘Outstanding services channel champion’**

## Investment

**HP will invest over \$1.5 billion on the worldwide channel programme.**

**David McMurdo, Indirect Sales Country Manager for South Africa at HP and Tony De Sousa, Datacentrix Enterprise and Networking Business Unit Manager**



# Datacentrix awarded two Western Cape Government EIM health tenders

The Western Cape Government has appointed Datacentrix to help implement an Enterprise Information Management (EIM) strategy within its Department of Health (DoH) facilities across the province.

The company has been awarded two tenders, the first to deploy an electronic patient record in EIM at the new Mitchells Plain Hospital. The second tender is a three-year EIM contract to roll this technology out to any hospitals and primary health care facilities identified by the WCG DoH, across the province.

Trish Dicks, national strategy manager: EIM public sector at Datacentrix, believes that, amid stiff competition, the organisation won the tenders due to its successful EIM implementation at Khayelitsha Hospital in 2012 and ongoing work at Tygerberg Hospital since 2009.

## EIM implementations

Datacentrix has rolled out EIM solutions at a number of other Western Cape Government departments including Department of Transport and Public Works and the Department of the Premier.

“One of the major reasons for dissatisfaction within public sector hospitals and community health centres is the lengthy waiting times,” states Dr Anwar Kharwa, CEO of Khayelitsha Hospital.

“Khayelitsha Hospital opened in January 2012 and, as a result of the Datacentrix EIM implementation, patient file retrieval times in admissions have been reduced to zero due to doctors now being able to access files electronically. In addition, the EIM project has helped cut waiting times because doctors now have information about patients at hand before seeing them.”

Dicks explains that the DoH's EIM vision is to reduce physical documentation and paper-based files wherever possible within its processes to improve management of patient files and information, and enhance service delivery.

In addition to a number of successful EIM implementations within the health sector, Datacentrix has rolled out EIM solutions at a number of other Western Cape Government



Ian de Vega, Director: Information Management, Department of Health, Western Cape Government; Trish Dicks, National Strategy Manager: EIM public sector at Datacentrix and Juane Peacock, Managing Director of Coastal and EIM at Datacentrix

## Client benefits

Patient file retrieval times in admissions have been reduced to zero due to doctors now being able to access files electronically at Khayelitsha Hospital.

departments. These include the Department of Transport and Public Works, where solutions are as wide-ranging as correspondence tracking and bulk back scanning as well as BPM workflows, and the Department of the Premier, where a solution to manage cabinet submissions was put in place.

“Datacentrix is pleased to have been awarded these tenders and looks forward to continuing to work closely with the DoH, assisting the Department in improving the efficiency of its record-keeping and helping it to provide a world class, patient-centric service to all patients across the province,” she concludes.

# Western Cape Department of Health scoops international technology award

The Western Cape Government (WCG), Department of Health (DOH) has been named as the winner of OpenText's global User Adoption award. The award ceremony, which recognises customers from around the world for their outstanding efforts in deriving business value from innovative and successful OpenText deployments, took place at the company's Enterprise World Conference, held in Orlando, Florida.

Nominated by local implementation partner, Datacentrix, the award was received by the Department's director of information management, Ian de Vega. According to Trish Dicks, national strategy manager: enterprise information management (EIM) public sector at Datacentrix, the Department's rollout of OpenText's ECM Suite was to support key document management processes for several of its projects.

“The DOH has seen a number of major benefits thus far, including a move towards a paperless environment and improved workflow processes. Fast retrieval of relevant information has also led to more efficient and effective business processes, ultimately enhancing service to the public.

“From a user adoption perspective, something that can be an enormous challenge for any technology implementation,

Western Cape Government Health is using an integrated change management approach, ensuring human resources and organisational environment impacts are considered and appropriate measures taken, demonstrating that change is driven from the top management levels down, and providing learning and development programmes to ensure the users not only understand why the change is being implemented but also have the skills to use the new processes going forward.

“This strategy has proven to be extremely successful, resulting in high adoption rates in the fully deployed environments, and global recognition from OpenText.

As the implementation partner in this project and an OpenText global alliance partner, Datacentrix is proud to be associated with the Department and its forward-thinking approach to technology.”

Greg Corgan, Executive VP Worldwide Field Operations OpenText; Ian de Vega, Department of Health's Director of Information Management and Mark Barrencea, President and CEO OpenText



# Khayelitsha Hospital wins Ministerial Award

The Western Cape Government, Health's Khayelitsha Hospital has scooped yet another award – this time garnering the Ministerial Award for “National and International Contribution in the Arts and Culture, Language, Heritage, Geographical Names, Museums, Libraries or Archives fields” from the Department of Cultural Affairs and Sport in the Western Cape.

This latest award was given to the hospital in recognition of its drive to ensure that it delivers a world class, patient-centric clinical service.

“A critical part of this move has been Khayelitsha Hospital's implementation of the OpenText Enterprise Content Management (ECM) suite, to reduce physical documentation and paper-based files wherever possible within its processes, thus improving the management of patient files and information, increasing efficiencies and effectiveness, and ultimately, enhancing service delivery,” explains Trish Dicks, national strategy manager: enterprise information management (EIM): public sector at Datacentrix, a local OpenText global alliance partner.

**Dr Kharwa, Chief Executive Officer at Khayelitsha Hospital and MEC Dr Ivan Meyer, Minister of Cultural Affairs and Sport, Western Cape Government**



## Best practice

**The processes put in place at Khayelitsha Hospital are now being used to ensure that other hospitals implementing EIM will realise the same benefits, making certain that patients through the Western Cape receive improved patient care.**

“One of the major reasons for dissatisfaction with public sector hospitals and community health centres is long waiting times, something that the EIM project at Khayelitsha Hospital has managed to significantly reduce,” she explains. “A critical part of this is to ensure that patient information is accurately and completely recorded, according to clinical, legal and ethical requirements; and an efficient system is in place to archive and retrieve digital medical records or patient files.”

This project has enabled Khayelitsha Hospital to convert its paper patient records into electronic format. OpenText ECM provides a central repository for the capturing of these electronic patient records with secure access control in a file structure. It uses an indexing model that allows medical staff to quickly and easily access patient records using a few key words (indexing fields) such as patient name and hospital file number.

In addition, the EIM solution has been rolled out to the Corporate Services areas to enable the administration and management layers of the hospital to leverage the EIM benefits.

“The fact that patient file waiting times have been reduced to zero, as a result of the patient files being scanned and doctors now accessing these files electronically, made Khayelitsha Hospital an obvious choice for the Ministerial Award,” Dicks states. “To date, more than 33,000 patients files have been scanned (including historical information) and almost 51,000 'episode folders' have been scanned (content relating to 51,000 separate hospital visits).

“This ensures that this patient content is securely stored and accessible electronically by authorised personnel. This project has reduced the risk of case files not being stored effectively and placing the hospital at risk as well as increasing the likelihood of positive audit outcomes.”

# Datacentrix enhances server and storage infrastructure for Government Printing Works



An enhanced server and storage infrastructure solution has been rolled out for Government Printing Works (GPW) in Pretoria by Datacentrix to improve management, standardisation and control at the organisation.

“GPW needed to migrate from its existing disparate infrastructure platform, which was running on different generations of HP Proliant servers, with some applications operating on PCs and workstations,” says Kenny Nkosi, Managing Director: Government at Datacentrix.

He adds that the necessary infrastructure needed to be put into place for the organisation to deploy its newly developed ERP system. “GPW also sought greater resiliency within the new solution to support its BCM initiatives.”

To achieve these objectives, Datacentrix devised an offering that included systems management using the Microsoft System Centre management suite, monitoring and collaboration using Microsoft Exchange and Lync, various components of Microsoft security, VMware virtualisation software, Veeam backup and replication software, Riverbed WAN optimisation devices, Infoblox IP address management software and a number of HP solutions – from blades enclosures with servers, to an Enterprise Virtual Array (EVA) SAN solution, branch servers and LAN switches.

The different technologies were integrated at GPW' data centres and configured to provide it with the dynamic infrastructure it sought, including virtualisation, business resiliency, energy efficiency, security, service and asset management and backup reporting.



**Kenny Nkosi, Managing Director: Government**

This project has brought the hospital the following additional benefits:

- A reduction in the movement of physical files and related decrease in the risk of lost patient files.
- Users can view the same document in OpenText ECM at the same time, allowing easy consultation between doctors.
- The need for large numbers of patient files in admissions areas has been decreased.
- Potential issues pertaining to lost files or missing content have been eliminated.
- The use of barcodes has increased accuracy and efficiency in the scanning, indexing, labelling and routing of content.

- Structured workspaces enable functional teams to operate efficiently.
- Driven implementation of Wi-Fi within clinical areas to enable access to digital patient files at the patient bedside.

Says Dicks: “The processes put in place at Khayelitsha Hospital are now being used to ensure that other hospitals implementing ECM will realise the same benefits, making certain that patients throughout the Western Cape receive improved patient care, reduced waiting times and securely, centrally stored patient records. As the implementation partner in this project, Datacentrix is proud to be associated with Khayelitsha Hospital and would like to congratulate all those involved in the project.”

# Riverbed facilitates use of satellite networking for remote African businesses

Satellite networking is an essential component of modern communications for many Africa-based commercial enterprises, government entities and international organisations. Whether an extension of the corporate WAN or simply as a backup to a terrestrial WAN, this technology transcends geographic and terrestrial infrastructure limitations.

However, the high cost and scarcity of satellite bandwidth requires careful budgetary planning and scheduling. Additionally, satellite links by their nature are prone to both high-latency and high-loss - the signal has to travel all the way to space and back, making it difficult to run enterprise grade applications over a bare satellite link.

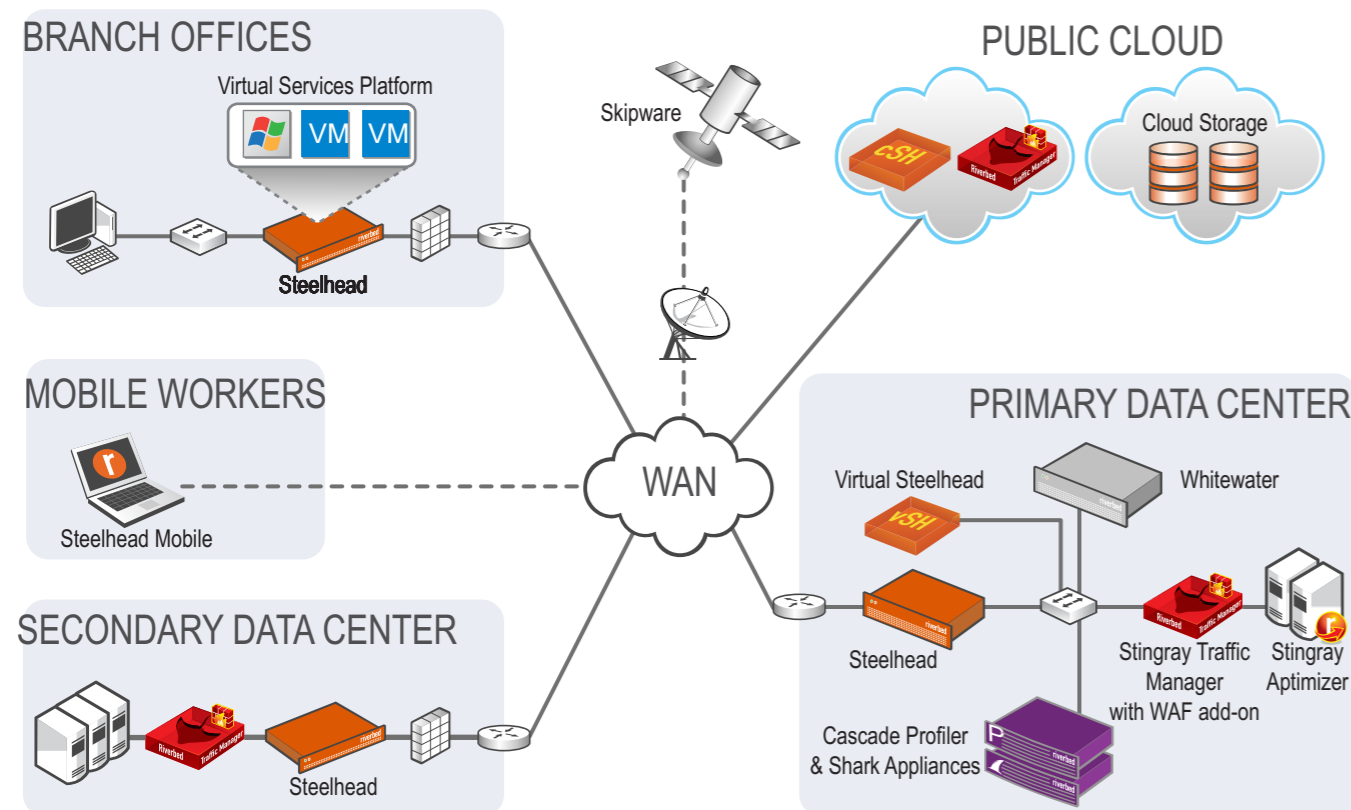
Even with the issues of congested bandwidth, latency running into seconds, high bit error rates, as well as the impact of uncontrollable weather events and a poor "look angle" (from dish to satellite), rural or remote African businesses, with no access to voice, let alone data, will still benefit from the fact that connectivity via satellite communications provides ubiquitous coverage over extremely large areas.

This also means that the requirement for stable satellite links is therefore paramount. The nature of the satellite WAN

requires satellite-specific technology solutions that can mitigate or eliminate these problems and bring it more in line with the behaviour of the other segments of the enterprise.

The Space Communications Protocol Standards (SCPS), a protocol suite designed to allow communication over challenging high latency and high loss environments such as satellite links, was developed to address some of these performance problems. The challenge though, is that not many applications natively support SCPS, so the only way to utilise this protocol is via proxy devices on either side of the link.

The first commercial implementation of the SCPS protocol was released under the brand name SkipWare®, which is now an exclusive technology within the Riverbed Technology product family.



## Riverbed® Steelhead®

The Riverbed® Steelhead® appliance offers a full-featured acceleration package for satellite networks that serves as the perfect complement to SkipWare.

Satellite networks still face a number of performance challenges though, associated with the inherent limitations of common applications over high latency, constrained bandwidth channels, even with SkipWare deployed. Fortunately, to solve these challenges, the Riverbed® Steelhead® appliance offers a full-featured acceleration package for satellite networks that serves as the perfect complement to SkipWare.

Riverbed Steelhead, utilising Riverbed Optimisation System (RiOS), offers a number of attributes that supplement SkipWare.

- multi-layer WAN optimisation that lowers bandwidth utilisation via data de-duplication;
- TCP optimisation techniques such as connection pooling, local acknowledgements, and increased payload size; and
- application protocol streamlining reduces the chattiness of traditional client-server applications.

In addition to the WAN optimisation features that operate at the protocol level, Steelhead appliances also provide a

feature known as scalable data referencing (SDR). This process uses intelligent algorithms to recognise data patterns as they transit the network, and eliminate redundancies. A combination of these techniques cuts a file transfer that might take minutes down to a matter of seconds.

Riverbed recognises that the satellite segment of the network has different attributes than the typical terrestrial WAN, and requires a different technical approach to provide African users with access to the same technologies - such as broadband connectivity, IP data, 3G communications - that are taken for granted in developed countries.

With SkipWare at the forefront of Riverbed's satellite technology options, African users can be assured of high performance.

And, given the broad range of deployment options, including both appliance-based and software implementation options, the organisation provides the performance, architectural flexibility and scalability necessary to keep government and commercial satellite networks running at peak efficiency.

File size and protocol	No optimisation	RiOS no SkipWare	RiOs + SkipWare
7.8 MB, FTP	328 seconds	4.65 seconds	0.6 seconds
12 MB, FTP	598 seconds	5.8 seconds	0.7 seconds
100 MB, FTP	3644 seconds	14 seconds	9 seconds
162 MB, FTP	6122 seconds	22 seconds	15 seconds

WAN Parameters: 6 Mbps link, 580 ms delay, BER 1E-6





# Northern Cape Department of Education steps up verification of personnel information

The Northern Cape Department of Education (NCDoE) has decided to speed up its ongoing efforts to maintain up-to-date personnel information, opting to fast-track the update process over a three week period using Datacentrix' eDNA personnel information verification system that was jointly developed with LAWtrust.



**George P. de Lange, Datacentrix Security Sales Specialist; Itayi Samhokore, SizweNtsalubaGobodo Auditor; Kenny Nkosi, Datacentrix Managing Director, Government; Cedric Shabangu, Datacentrix Provincial Account Manager; Rex Madida, Indenani Chairman; GT Pharasi, NCDoE Head of Department; Willie Oosthuizen, NCDoE Chief Financial Officer; Harm Brouwer, Datacentrix Project Manager; and Henry Esau, NCDoE Chief Director**

According to Willie Oosthuizen, CFO of the NCDoE, this approach was decided to ensure that the department has the right information at hand to optimise the deployment of human and financial resources across the province, to the maximum benefit of both learners and staff.

"The NCDoE opted to fast-track the process to realise these benefits as quickly as possible," he explains. "We understood that to complete this project for the Northern Cape Province, the largest geographical area in South Africa, over a very short period of time, a dedicated focus and concerted effort was required with the least possible impact on learning processes. Based on these needs and our requirement for a well-experienced business partner with a good reputation in the capturing electronic personnel verification data, we appointed Datacentrix, in conjunction with its business partners, Indenani Consulting and Leboa IT and its joint venture business partner, LAWtrust."

Through this collaboration, Datacentrix and its partners employed the state-of-the-art electronic eDNA personnel data capture system and are using a committed team to speed up the process by gathering the necessary information in electronic format directly from personnel, over the three week period, says Kenny Nkosi, MD of government business at Datacentrix.

"Datacentrix has become the partner of choice for local government when it comes to the electronic verification of personnel and the gathering of personnel information, having successfully conducted this exercise for several other provincial departments," Nkosi explains.

"We have proven that our approach, technology and processes deliver significant gains and tangible benefits for those departments and people they serve. The eDNA solution was locally developed through the

# BATSA transforms HR department through Datacentrix

Major fast moving consumer goods (FMCG) company, British American Tobacco South Africa (BATSA), an employer of more than 2,000 people countrywide, has implemented OpenText Archive and Storage Solutions for SAP, supplied and installed by Datacentrix.

"The solution is an integral part of BATSA's objective to select, retain and develop employees, build relationships of trust with consumers, suppliers, distributors and partners, and manage high quality brands," explains Derek Weatherall, strategic account manager at Datacentrix.

The challenge for Datacentrix was to develop a solution to enhance the existing SAP digital employee folder environment soon to be deployed across Eastern Europe, the Middle East and Africa (EEMEA).

"BATSA's HR department required a solution capable of capturing and digitising employee records remotely into a central, secure repository," says Weatherall. "From this repository, the BATSA centralised regional shared services team is able to access content for transactional execution in SAP, as well as link the content to the relevant SAP HCM employee record. Employee content can also be searched for and retrieved efficiently."

The OpenText Archive and Storage solutions for SAP transformed the BATSA HR department into a strategic business and also aligned document-centric business processes with the ERP transaction.

"Organisations can turn their enterprise information into corporate intelligence that provides a platform for improved client service and streamlining of the HR department," he adds. "Benefits include the capability to digitise existing employee HR content and greatly enhanced capability to digitise and capture new employee information."

Additional advantages include enhanced productivity in document-centric processes, improved knowledge sharing, co-ordinated employee services, reduced compliance risk, complete management of employee documents, immediate availability of digital personnel files, effective HR shared service centres, reduction of paper and storage costs, consistent and reliable employee filing, complete and seamless integration into SAP HCM and compliance, reporting and auditing.

"A new dawn has arrived using learnings from the past on which to build the future," says Wimpie Stapelberg, regional head HR business architecture – EEMEA, British American Tobacco.

"From a single country solution to a global solution, impacting the way we work, reducing our carbon footprint and contributing to a greener environment."

Datacentrix/LAWtrust joint venture, specifically with the requirements of the South African government context in mind. Our advanced technology and process have been tried and tested over the years in this environment, so we were confident from the onset that we could assist the Department to achieve its objectives in this regard."

According to Oosthuizen, the momentum will be sustained after the initial project phase to ensure that this practice is institutionalised and maintained. "Information of new personnel appointed over time will also be recorded electronically using the eDNA solution, as Datacentrix and its business partners will deploy technology and personnel strategically across the province for this purpose.

"We have set bold progress objectives for the department and, through employing leading technology and practices, such as the eDNA technology, our progress will be

## The eDNA solution

**Datacentrix has become the partner of choice for local government when it comes to the electronic verification of personnel and the gathering of personnel information, having successfully conducted this exercise for several other provincial departments.**

accelerated, allowing us to realise the benefits of optimised human and financial resource management, for our learners and educational institutions in the shortest possible time," he concludes.

# Datacentrix extends resourcing offering to include specialist engineering, SAP and finance skills

Datacentrix' Resourcing business unit is expanding its offering to include three new specialist areas - engineering, finance and SAP staffing solutions.

Arlene Boing, resourcing business unit manager at Datacentrix, explains that since its establishment in 2007, the unit has seen exponential growth within the ICT skills space, securing a number of long-term contracts.

"It is common knowledge that the ongoing skills shortage within the ICT sector places a high demand on business operations, allowing precious little time for traditional recruitment processes. As a result, many organisations are highly reliant on contracted skills, making the selection of a resourcing partner a significant one.

"We have found that our growing reputation for excellent delivery on the ICT side has led to a greater demand from existing clients for more specialist skills, such as engineering, finance and SAP, which are also difficult to source. Based on further research within these industries, it made complete sense to extend our offering and bring in new expertise to cater for these changing requirements."

The Resourcing business unit, with collective experience of more than 100 years, has also become an accredited member of the Association of Personnel Service Organisations (APSO), ensuring its adherence to high ethical and professional business standards.

## The Datacentrix Resourcing business unit team members



## APSO accreditation

Datacentrix is an accredited member of the Association of Personnel Service Organisations (APSO).

"We have always followed the principles, guidelines and values of APSO," says Boing. "However, our accreditation by the association will give both current and potential clients greater confidence, knowing that they are dealing with an ethical and reputable company."

The team delivers high calibre skills within short turnaround times. Its service offering includes permanent and contract staffing, executive recruitment, response handling and the recruitment of professionals with disabilities.

For more information, please contact Arlene Boing at Datacentrix on Tel: 087 741 8500 or e-mail: [aboing@datacentrix.co.za](mailto:aboing@datacentrix.co.za)

# Datacentrix named as first Riverbed Accredited Support Partner in Africa

Datacentrix has been named as the first Riverbed Accredited Support Partner (RASP) in Africa, joining the ranks of a select, invitee-only programme that allows the organisation to provide high-value support services to local Riverbed clients, helping them to fully leverage the value of their technology investments.

"This is a significant achievement for Datacentrix. It means that not only do we have the necessary resources and correct systems in place to be upgraded to RASP level, but also that we are trusted by Riverbed to be an official support partner, even on sites that may not have been implemented by Datacentrix," explains Datacentrix CEO, Ahmed Mahomed.

"To be named as the first RASP partner on the African continent by an organisation which itself has been globally recognised for excellence in service experience and operations, underpins our aspirations within the service delivery arena and reinforces our commitment to Riverbed.

"It also highlights the strength of the partnership Datacentrix has maintained with Riverbed over the past seven years and its dedicated focus on the areas of WAN optimisation, network performance management and cloud storage solutions, offering clients the assurance that we are abundantly capable of supporting these solutions."

According to Christo Briedenhann, regional sales manager: Africa at Riverbed, the organisation is making a significant investment in developing its partner network around the Riverbed performance platform and across its entire product portfolio, spanning WAN optimisation, edge virtual server infrastructure (edge-VSI), application-aware network performance management (NPM), application delivery, web content optimisation (WCO) and cloud data protection for backup, archive and disaster recovery.

"Only a select number of Riverbed partners are eligible for the RASP programme. Those considered must show a successful track record of selling Riverbed solutions, must be compliant with our channel programme and must also meet all requirements of the RASP programme by providing a high standard of 24x7 level 1 and level 2 operational support services directly to its clients.

"After a number of years, where Datacentrix has successfully sold, implemented and supported Riverbed technology across South Africa, it is a great pleasure to welcome the company to the ranks of our RASP programme," he adds.

Says Neil Simonsen, channel manager for Southern Africa at Riverbed: "Datacentrix has shown tremendous commitment

towards Riverbed and our partner programme and this certification puts them in a truly unique position in the local market.

"As a certified RASP partner, Datacentrix is able to offer the highest levels of client support, ensuring that any Riverbed investment is backed by world class service. The requirements to become a RASP partner are challenging and this reflects the serious investment Datacentrix has made to being a leader in the Riverbed channel."

## Partnership

It highlights the strength of the partnership Datacentrix has maintained with Riverbed over the past seven years and its dedicated focus on the areas of WAN optimisation, network performance management and cloud storage solutions.

**Christo Briedenhann, Regional Sales Manager: Africa at Riverbed**



# Backup appliances: why make it complex when it can be very simple?

By Gregg Brans, Appliances Specialist, Symantec South Africa

Information management can be a challenging matter, and the implementation of backup tools may be seen as adding to this. The key is in choosing the right approach for your business, and while the traditional backup software and cloud delivery models have worked well for some organisations, appliances may be a solution that will appeal. This means that vendors and partners can offer a range of delivery modes to suit their clients' requirements, so that IT decision makers can opt for the solution that best meets their needs.

## Information backup: increasingly essential

More than two years ago, analysts were pointing out the difficulties and complexity related to backup that were being faced by organisations both large and small. In its report "The Broken State of Backup", Gartner highlighted that "the perceived level of cost and complexity is rising dramatically for an activity that has been in place for many decades".



Gregg Brans, Appliances Specialist, Symantec South Africa

Today, with the volume of data stored by companies reaching 2.2 zettabytes and with SMBs even facing an increase of 168% in the data they store over the next 12 months, backup management has become increasingly crucial.

When asked about their concerns in relation to backup, IT managers express very clearly the challenges they face: 49% cannot meet their SLAs because of the data volume, 42% admit that the backup of their virtual environments is not adequate and 72% would like to implement solutions that would double the speed of backup operations.

A number of factors including the current "information explosion" trend, the fast development of virtualisation, and the continuous demand for 24/7 access to information, generate new challenges, complexity and risks.

These trends make backup critical yet also something that needs to be carefully managed. Appliances have been developing quite successfully as an alternative mode of backup delivery that can help to address these challenges.

## Appliances: turnkey backup

A backup appliance is a purpose-built, all-in-one solution that integrates storage hardware and powerful backup software, providing a standardised backup infrastructure for one or multiple offices. Because an appliance can be installed easily, it allows a company to implement a new backup environment quickly and reduces the impact of data growth.

Appliances' standardised software and hardware infrastructure provides a first advantage as it is a plug-and-play device. Often combined with a simple licensing model, an appliance can drive down total cost of ownership, offering a single point of contact for software and hardware maintenance, support and updates, and consequently reduces the resources required with custom-built solutions.



It also limits the operational risks as it reduces the time and risk that can be associated with implementing a customised backup infrastructure.

As easy to set-up as they are to use, appliances appear particularly relevant for corporations that are planning on buying new storage hardware, need to implement a backup solution rapidly, need quick recovery of files and applications, are not married to a specific hardware, and also those that have a preference for on-premise backup or have limited IT resources.

## Customer choice - cloud, backup software or appliance

Appliances' increasing popularity should not limit organisations in considering the other delivery modes of backup.

Traditional backup software remains the preferred approach of companies with a preference for a customised solution or for the development of their own backup systems, or for those with strong knowledge or expertise in server management and a significant existing investment in storage hardware.

Cloud delivery has also served to offer organisations a flexible and secure alternative to high investment in storage hardware, and is appealing to companies with limited IT resource.

Ultimately, organisations should select the approach to backup that best meets their requirements based on their own situation, and some businesses may even choose to combine technology form factors.

It's down to vendors and resellers to offer the choice that enables businesses to select their approach based on their resources, existing investments and requirements in terms of flexibility.

## Data storage

The volume of data stored by companies reaching 2.2 zettabytes and with SMBs facing an increase of 168% in the data they store over the next 12 months, backup management has become increasingly crucial.

## IT manager challenges

49% cannot meet their SLAs because of data volume

42% admit that the backup of their virtual environment is not adequate

72% would like to implement solutions that would double the speed of backup operations



# Mobilise workforce, reduce IT demand and improve ROI with Datacentrix cloud mailbox offering

Datacentrix has introduced its cloud mailbox offering to help local companies cut data centre demand and shift IT infrastructure capital expenditure to a short-term, pay-per-user model.

Says Jan Dry, chief technology officer and head of consulting at Datacentrix: "There is no doubt that the workplace, as we know it, is changing. With an increasingly demanding environment driven by the rise of the cloud, the consumerisation of IT, escalating infrastructure costs and complexity, as well as a mobilised, multigenerational workforce, organisations are expected to provide anywhere access to employees' essential applications, while also maintaining corporate security and data integrity.

"Physical office space is expensive, and so, more and more employees are starting to work remotely. In fact, according to Gartner, 84% of organisations today have some form of remote workforce. Not only this, but information workers are starting to use their own devices for work.

Forrester says that 15% of information workers use at least three connected devices, operate from a minimum of three different locations and use more than seven applications for business."

Dry states that this new, multigenerational group of employees is also not happy with just e-mail access, they want to be able to use social networking sites at work too.

"As companies battle to keep up with these demands, they are spending increasing amounts on infrastructure. In fact, Forrester also states that around 70% of IT budgets are being spent on maintaining inflexible and siloed data centre equipment.

"We believe though, that these new pressures mean that IT staff needs to change tactics, focusing on high level, business-changing applications rather than the nuts and bolts of infrastructure.

The key is to provide access and services to any device at any time to employees, while also freeing up IT resources. This is something that can be achieved by opting for a cloud service with predictable costs and the requisite service level agreements (SLAs) in place, enabling organisations to remain in control and be more productive."

Datacentrix' mailbox in the cloud offering will give businesses the opportunity to move away from in-house legacy systems



Jan Dry, Chief Technology Officer and Head of Consulting at Datacentrix

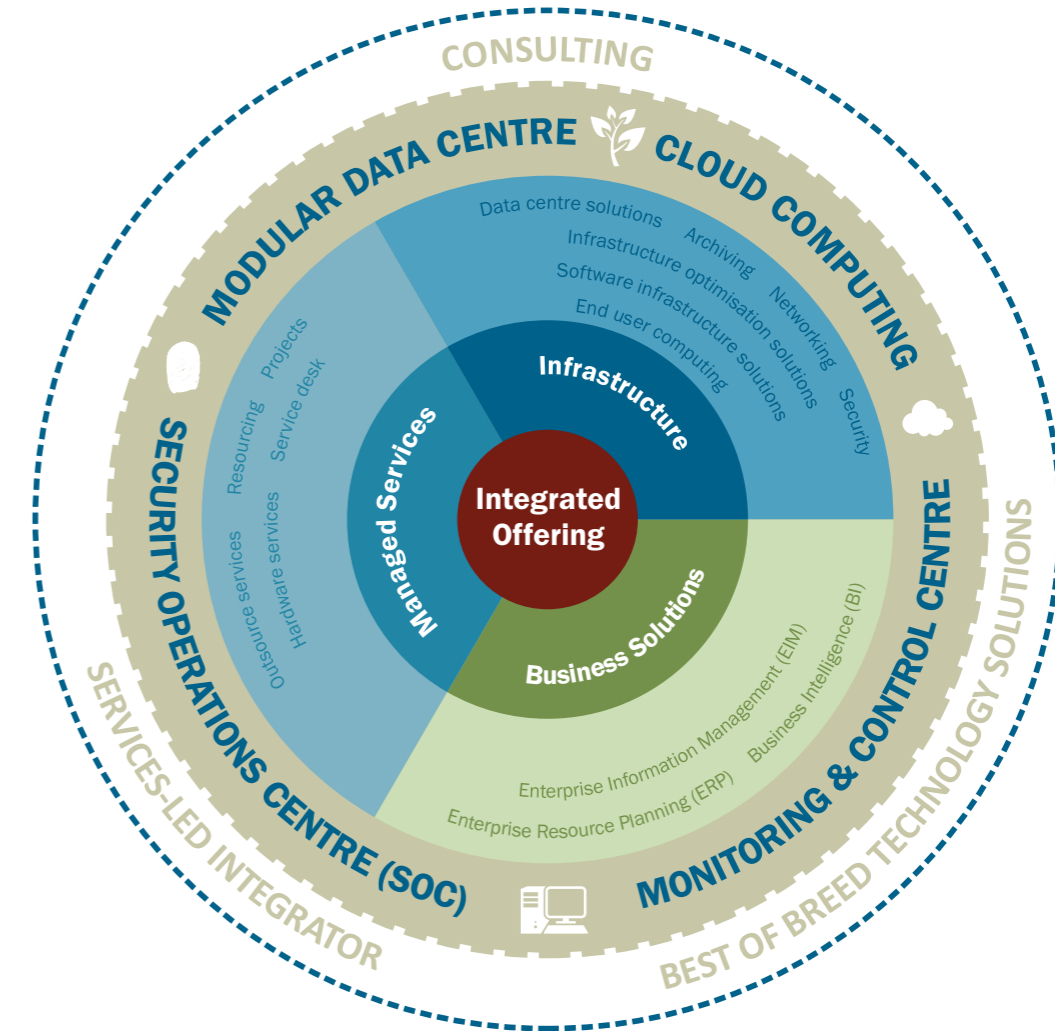
to state-of-the-art infrastructure and services - including a Tier 3+ data centre and the first Security Operating Centre (SOC) of its kind within the EMEA region.

The service offering consists of Microsoft Exchange and Lync technologies, and will provide access from PCs, tablets and phones with flexible per user/per month billing. Companies can choose which users' e-mails should be archived, giving them the flexibility to comply with legal requirements while, at the same time, reducing costs.

Secure and reliable, Datacentrix' cloud is proactively managed by the company's Security Operations Centre

## About Datacentrix

Our operations and integrated solution offering can be illustrated as follows:



(SOC) and is compliant to privacy practices, following global and local regulatory standards for data handling and transfer.

The cloud services self-service portal provides different identity options for businesses, including full support for single sign on with the cloud, and granular, role-based access for client administrators, partners and end users.

It also delivers enterprise grade support, featuring a self-service health dashboard that provides current information on the service status accessible on the web and 24x7 online and phone support.

Furthermore, the company can provide a hybrid environment, with flexible workload and user migration, all covered within a single licensing agreement.

## Remote workforce

According to Gartner, 84% of organisations today have some form of remote workforce. Not only this, but information workers are starting to use their own devices for work.

"E-mail services is a natural starting point for Datacentrix, following the launch of the cloud offering in 2012," explains Dry. "We have plans in place to launch our 'Infrastructure as a Service' and 'Platform as a Service' offerings later in 2013."