

# datacentrix infocentrix

Second issue  
2014

**Serious about performance,** passionate about value

## Message from our Chief Executive Officer

Welcome to the final Infocentrix issue for 2014.

### Another strong performance

Datacentrix recently announced its interim performance, showing growth across all divisions. I would like to express my appreciation to each one of our customers for their ongoing support, to our technology partners for their commitment, and finally to our entire staff complement across all the regions for their loyalty and for working tirelessly to achieve another strong set of results.

### Recognised for our commitment to excellence

During 2014, Datacentrix has been recognised for its achievements in various areas. Noteworthy accolades include:

- ▶ The company's ranking as the topmost empowered IT company on the JSE by Empowerdex in conjunction with Mail & Guardian.
- ▶ The company received the Infrastructure Growth award for the EMEA region by Canalys, independent analyst company.
- ▶ HP and Microsoft honoured Datacentrix as the Frontline Partner for 2014 in Unified Communications and Collaboration in EMEA.
- ▶ Veeam selected Datacentrix as one of their first three Platinum Partners in South Africa.
- ▶ Schneider Electric named the company an IT Business (ITB) Premier Partner.

These, and many other achievements not mentioned in this issue, indicate the company's commitment to excellence and perseverance in reaching its goals.

### Enterprise information management

A top priority of every organisation is the management of information. Datacentrix is helping customers to meet their information

objectives and optimise their ability to effectively manage their information assets. Some examples include: Barloworld Equipment and Exxaro. We also discuss how the new records management ISO will enhance governance and sustainability.

### Competencies and trends

Competency areas such as business connectivity solutions and managed networks through acquired company, eNetworks, continue to perform well. We have also seen significant growth in the company's Managed Talent Services, the company's recruitment function, which has enhanced its offering to customers. We take a look at the emerging trend, "Choose Your Own Device", and the impact that it will have on information security. Datacentrix teamed up with Intel and HP to discuss the server landscape, and in particular, the future of the x86 server with IDC.

### Innovation

Finally, in the spirit of innovation – a key business driver – the company sponsored the Tshwane University of Technology's (TUT) solar-powered car entry into the recent Sasol Solar Challenge.

Thank you for taking the time to review this issue of Infocentrix. As always, I appreciate your feedback and comments. I would like to thank each customer that was willing to participate in the various articles. I look forward to being able to report on how, by partnering with Datacentrix, we have helped customers to achieve complete, intelligent technology systems that are fit for the future.

Enjoy the issue.  
Ahmed Mahomed

## What's inside



Datacentrix delivers another strong performance, operating profit up by 18 percent



Datacentrix named South Africa's most empowered listed IT company



HP and Microsoft honour Datacentrix with global award



Barloworld Equipment eases scanning and access of documentation with Datacentrix

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

Datacentrix is a complete ICT systems integrator, providing solutions and services across the full information value chain. The company's value-driven approach and proven execution capability reinforce its position as one of the top ICT players in the local market.

#### **Datacentrix marketing**

Elizette du Preez  
edupreez@datacentrix.co.za

#### **Design**

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

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# Another strong performance by Datacentrix, operating profit up by 18 percent

**Datacentrix** has announced its interim results for the six months ended 31 August 2014.

“Datacentrix has undergone a transformational journey over the last few years,” explains CEO, Ahmed Mahomed. “In 2008, product revenue accounted for the largest share of the business. The organisation recognised that the business model would come under pressure due to hardware commoditisation and technology prices declining. Today, the company predominantly delivers complex infrastructure solutions, with a growing managed service, application and cloud business. Its portfolio includes most of the significant enterprise hardware and software vendors. The Group has largely delivered on the implementation of its organic growth strategy, having built the capability to assist customers in navigating the ever-changing IT landscape. The Group will continue to complement its organic growth strategy with acquisitions moving forward.”

Datacentrix' vision continues to enhance stakeholder value by optimising and enriching the performance of its existing business portfolio, and expanding those selected capabilities that offer the greatest potential for sustainable growth.

The Group's financial performance reflects the success of its strategy with operating profit increasing by 18% to R66 million, and revenue reaching R1.102 billion, up 9% year on year. Despite the market remaining under margin pressure, the Group's operating margins improved from 5.5% to 6%, driven by a shift to higher-value services revenue and focused cost management. Profit after tax (“PAT”) increased by 15% from R40.9 million to R47.2 million and headline earnings per share (“HEPS”) increased by 16% from 21 cents to 24.3 cents.

Datacentrix' comprehensive portfolio, proven execution capability and value-driven strategy underpin its position as one of the leading local ICT players. The Group comprises three operational divisions: Managed Services, Technology and Business Solutions.



The Group showed solid performance for the interim period, achieving revenue and PAT growth from all divisions. Says Ahmed: “The focus on building capability to deliver intelligent, complex solutions has positioned the Group favourably within the market. It is also contributing positively to group performance, with areas such as Enterprise Information Management (“EIM”), and sales into the datacentre and networking solutions spaces showing growth. From a cloud technology perspective, we have successfully launched both Infrastructure as a Service (“IaaS”) and Platform as a Service (“PaaS”) offerings during 2014.”

The Managed Services division's revenue grew by 8% to R253 million, while PAT showed growth of 10% for the reporting period. Performance within this unit was not as high as expected due to a major outsource customer insourcing its services in line with its local and global strategy.

The Internet Service Provider (“ISP”), Network Service Provider (“NSP”) and communications business, eNetworks, continues to perform well; and the division's Managed Talent Services business enjoyed robust performance. The Group has developed a compelling cloud offering (Microsoft Exchange, IaaS, PaaS and application hosting) that delivers long-term growth opportunities



The Group's financial performance reflects the success of its strategy with operating profit increasing by **18% to R66 million**, and revenue reaching **R1.102 billion, up 9% year on year**.

for the Managed Services business. With data privacy and residency concerns being raised at a global level, organisations will turn to local cloud providers. This has the potential to be a driver for the local cloud industry.

# Another strong performance by Datacentrix, operating profit up by 18 percent (continued)

The Managed Services division focuses on enabling customers to grow their businesses by enhancing processes and systems. This empowers customers to make meaningful management decisions and to operate their businesses effectively. The division provides services that include cloud computing, monitoring, managed systems and networks, electronic fraud management, managed print solutions, hosting and co-location.

Revenue in the Business Solutions division increased by 17% and PAT by 331%. The division contributed 13% to total earnings for the period, with a strong performance in the six months. The EIM business performed well for the period, with more customers moving towards better decision making and governance, thus highlighting the need to maximise the value of their information assets.



## Key financial indicators



**Operating profit**  
Increased by 18% to R66 million



**Headline earnings per share**  
Increased by 16% to 24.3 cents



**Revenue**  
Increased by 9% to R1.102 million



**Operating margin**  
Improved from 5.5% to 6%



**Net asset value**  
Improved from 275 to 292 cents per share

The Business Solutions division aims to allow businesses to better utilise the information generated, manipulated and stored within their ICT infrastructures. This encompasses three main solution areas: EIM; Enterprise Resource Planning ("ERP"); and analytics and business intelligence.

Revenue in the Technology division increased by 9% to R763.5 million and PAT was up by 13%. Tight cost management within the Technology division contributed to a slight improvement in operating margins from 4.3% to 4.4%. The investment in skills over the last few years has provided the unit with the capability to design and implement complex infrastructure solutions, resulting in improved margins.

The Technology division helps customers drive their business strategies forward through the provision of integrated technology systems that simplify complex infrastructure solutions such as datacentre

optimisation and transformation. Its offerings include communications, end user computing, storage and server platform solutions, Enterprise Systems Management ("ESM"), and datacentre and information security solutions.

"The Group believes that its people are key to the business and will continue to develop and nurture the right skills, in order to deliver business outcomes and to assist customers in transitioning their traditional IT infrastructure to the new style of IT," states Ahmed. "This is supported by top level vendor accreditations, attested to by accolades received recently, including a global award by HP and Microsoft as an 'Outstanding Frontline Partner (FLP) for 2014 in Unified Communications & Collaboration', and 'Canalys EMEA Infrastructure Growth Partner of the year'."

In respect of the six-month interim period ended 31 August 2014, the Board has declared a gross cash dividend of 8.09 cents.

# Datacentrix named South Africa's most empowered listed IT company

**The Mail & Guardian's** "Most empowered companies" study has revealed that Datacentrix is South Africa's most empowered company within the ICT services sector.

The survey, conducted by ratings and research agency, Empowerdex, rated all JSE-listed companies, assessing them on each of the seven elements of black economic empowerment. In addition to taking the top rating within ICT, Datacentrix – a provider of high performing and secure ICT solutions – reached the number one spot in the socio-economic development and management control categories, and ranked as the 14<sup>th</sup> most empowered listed company overall.

Says Datacentrix CEO, Ahmed Mahomed: "We are a South African-based company that is committed to giving back to the communities around us. Our input into developing skills and helping to transform people's lives stems from our desire to make a difference.

"We have sharpened our focus on education as a means to combat unemployment and to overcome the local ICT skills shortage. Our learnership and education programmes, as well as participation in charitable events, are our way of showing that we care," he explains.

"Being a socially-aware company, Datacentrix' enhanced corporate social responsibility efforts and continued investment in the upskilling of individuals confirms the success of our dedication to sustainable development.

"The recognition that Datacentrix received through the Empowerdex survey verifies the progress we have made towards becoming a responsible corporate citizen," Ahmed concludes.

Datacentrix is a Level two (AAA) B-BBEE Contributor, with 125% procurement recognition. In 2012, the company became one of only two JSE-listed IT companies to reach this position.

## An improved identity; unchanged values

**Datacentrix** helps customers to overcome the business and technology challenges of the modern IT landscape by providing intelligent technology systems that are well-managed and support future business growth. Historically, the company's business model was predominantly product-focused. The company has successfully completed its transformation into the integrated, service-orientated solutions and systems provider that it is today.

A key milestone in Datacentrix' transformation journey was the launch of the company's refreshed brand and corporate identity that took place earlier this year. While Datacentrix has implemented a new image, it's important to underline that the company's core values remain unchanged.

"Our company values, including: performance, professionalism, passion and pride are central to the company's culture and underline everything we do." Says Ahmed Mahomed, CEO at Datacentrix.



**Level Two (AAA) B-BBEE Contributor with 125% procurement recognition**



**Top ranked company in two BEE categories: socio-economic development and management control**

**Committed to real transformation**



**Most empowered listed IT company in SA**

**14th most empowered company on the JSE**

## Industry recognition

# Datacentrix scoops Canalys EMEA Infrastructure Growth award

**Datacentrix** has been named by independent analyst company, Canalys, as the winner of its “Infrastructure Growth” award for the EMEA region. The organisation received the accolade at the recent EMEA Canalys Channels Forum, the region's largest independent channel conference, which took place in Cannes, France.

The awards form part of Canalys' exclusive Candefero global channel partner community, which provides the channel with an online forum to discuss pressing business issues, as well as an avenue to communicate with senior executives within vendor organisations.

Member companies, like Datacentrix, also gain access to high-quality, independent market intelligence, trends analysis and advice from Canalys.

These awards recognise high achievement by the region's channel partners in particular areas. Winners were selected from the many nominations received by a panel of Canalys analysts, who took into consideration how each partner had made sustainable investments for the future, its performance, its demonstrated expertise and the resulting business value generated for its customers.

Says Canalys principal analyst Alastair Edwards: “It is always exciting to present the winners with their awards at our annual Channels Forum event. Every year the channel faces up to new challenges and opportunities, but with the continued pace of innovation and creative thinking, the industry continues to move forward. These awards prove that the EMEA region is no exception.”

“Datacentrix is delighted to be named as winner of the Canalys Infrastructure Growth award,” states Ahmed Mohamed, Datacentrix CEO.

“This award recognises our continued commitment to and investment in complex solutions and services for the African market. The capability was built with the end goal in mind of assisting customers in navigating the ever-changing IT landscape.”



This award recognises our **continued commitment** to and investment in complex solutions and services for the African market. The capability was built with the end goal in mind of **assisting customers in navigating** the ever-changing IT landscape.



### About Canalys

Canalys is an independent analyst company that strives to guide customers on the future of the technology industry and to think beyond the business models of the past. We deliver smart market insights to IT, channel and service provider professionals around the world. Our customer-driven analysis and consulting services empower businesses to make informed decisions and generate sales. We stake our reputation on the quality of our data, our innovative use of technology and our high level of customer service.



## Partner recognition

# HP and Microsoft honour Datacentrix with global award

**Datacentrix** has received the "HP and Microsoft Outstanding Frontline Partner (FLP) award for 2014 in Unified Communications and Collaboration Globally for the EMEA region" at a ceremony in Washington, US.

For the past 30 years, the alliance between HP and Microsoft, known as the Frontline Partnership, has ensured solutions from the organisations have been designed and engineered to work together and are supported by both companies. Partners are also provided specific access to joint marketing assets, training and demand generation event support.

As an HP Platinum and Gold Partner, as well as a Microsoft Managed Partner with a number of Gold and Silver competencies, Datacentrix has enjoyed a long-standing partnership with both vendors, rolling out a number of successful HP and Microsoft implementations over the years.

"Our recognition as an 'HP and Microsoft Outstanding Frontline Partner for 2014 in Unified Communications and Collaboration' honours the work done by Datacentrix over the past year, specifically at PPC, one of our local customers," explains Ahmed Mahomed, Datacentrix' chief executive officer. "This particular project included the design and installation of a complete unified communications solution, incorporating Microsoft Lync and HP Telephony equipment, which was implemented across the company to all remote sites locally and beyond the country's borders. Furthermore, PPC is the first HP 'software defined networking' customer in South Africa undergoing final testing."

Commenting on the award, Ahmed says: "To be recognised by two key partners at a global level is a real tribute to Datacentrix' hard work and innovation, and a testament to the excellent teams that we have in place – we could not be more proud."

"Congratulations to Tony de Sousa , Datacentrix' enterprise business unit manager, and his team at Datacentrix for receiving an Outstanding Frontline Partner Award," says Stuart Kalman, director, Microsoft Alliance Global Channel, HP. "Datacentrix has demonstrated an



**From the left: Andrew Morlidge, Senior Director Business Development, Partners, Microsoft; Stephen Boyle, Sales Leader, Enterprise Partner Group, Microsoft; Laubscher Calitz, Technical Manager, Microsoft Business Unit, Datacentrix; Tony de Sousa, Business Unit Manager, Enterprise Division, Datacentrix; Sue Barsamian, WW Indirect Sales, Enterprise Partner Group, HP; Stuart Kalman, HP/Microsoft Frontline Partnership, HP Alliance Channels Manager, HP**

Datacentrix is an outstanding HP and Microsoft partner... The company's expertise with **HP and Microsoft products** allows Datacentrix to bring the full range of our functionality when addressing customer requirements.

outstanding commitment to driving business value for its customers through its implementation of our solutions and its participation in our Frontline Partnership Channel Programme."

Andrew Morlidge, Senior Director Business Development, Partners, Microsoft, stated: "Datacentrix is an outstanding HP and Microsoft partner, winning the Unified Communications award based on feedback from customers. The company's expertise with HP and Microsoft products allows Datacentrix to bring the full range of our functionality when addressing customer requirements."

## innovation<sup>3</sup>

Outstanding Frontline Partner 2014



# Barloworld Equipment eases scanning and access of documentation with Datacentrix

**Southern** African Cat earthmoving equipment dealer, Barloworld Equipment, has rolled out an Enterprise Information Management (EIM) solution within its Parts/Stores, Procurement, Finance, and Services divisions, allowing the business to attach documents to the relevant transactions within SAP.

The implementation of SAP Archiving and Document Access by OpenText was executed by Datacentrix, the only Platinum Partner for OpenText in South Africa and an accredited Special Expertise Partner (EIM) and Value Added Reseller (VAR) for SAP.

Barloworld Equipment is a wholly owned subsidiary of Barloworld Limited, a multinational brand distribution company that is listed on the Johannesburg Stock Exchange. It is the sole dealer for Cat earthmoving machines, power systems and related mining and construction equipment in South Africa, Lesotho, Swaziland, Namibia, Botswana, Angola, Malawi, Mozambique, Zambia and the Democratic Republic of Congo's Katanga Province.



The new solution is addressing the **governance and compliance issues ...** and allows for evidence of the transactions to be recorded and saved within SAP.



**The latest generation CAT 789D has a nominal payload capacity of 200 tons (181 metric tonnes)**

"Barloworld Equipment required a document archiving solution that could be used to attach business related content to the relevant transactions within its SAP system," says Nathan Moodley, senior EIM solutions consultant at Datacentrix.

"Within the Parts division, when it comes to the purchase of Cat earthmoving equipment, the process is for customers to make the order and then collect the parts or equipment. Alternatively, customers can call in, place the order and Barloworld Equipment will make the relevant delivery."

The biggest challenge here, according to Roger Veldman, SAP project manager at Barloworld Equipment, has been that delivery notes were often lost and there was no proof of delivery or collection. This meant that the company was writing off in the region of R1 million per year as it could not prove that equipment had been collected or delivered.

"These proof of delivery documentation issues also resulted in a delay of payments, thus impacting the company's cashflow," he adds.

The company had started scanning drivers' licences as proof of collection. However, within excess of 500 collections per day, it was proving difficult to scan and link this documentation to the relevant SAP entry, as well as to retrieve the correct information. In fact, there was also a 24-hour delay between the information being scanned and it reflecting in the system.

"The new solution is addressing the governance and compliance issues around this, and allows for evidence of the transactions to be recorded and saved within SAP," continues Nathan.

Delivery notes are now printed with a SAP barcode and the related documentation, such as completed forms, copies of drivers licences, and so on, are scanned and archived within SAP, against the correct transaction. This means that they can be easily identified and retrieved. Now anyone with the correct authorisations can access the SAP transaction and the documentation associated with that transaction.

In addition, the Barloworld Equipment Procurement department is using the new



solution for vendor related document access, such as requests for quotation, tender documents, contracts and so on.

By using the vendor-assigned number, all of these documents can be easily retrieved and accessed within SAP. "From the perspective of certificates that expire, such as B-BBEE and tax clearance certificates, the solution can also be used to give alerts around the expiry dates," says Nathan.

The solution has been further rolled out within the Finance department, where it is used to scan and save credit applications – previously stored on the intranet – directly into the SAP system. The Service department uses the solution to load

service reports and queries directly to invoices, making it easy for the Finance team to track service reports quickly and resolve debtors faster.

According to Nathan, the Barloworld Equipment Human Resources (HR) department is also looking at implementing this solution to electronically manage all personnel related documentation in a single SAP repository.

"Barloworld Equipment chose to partner with Datacentrix, given the company's proven track record," explains Veldman. "Datacentrix has implemented the same solution within other large organisations,

hence we also opted to take advantage of this expertise. We were not left disappointed; with Datacentrix the implementation was flawless, and the experienced technical team resulted in a successful rollout."

"We are already seeing the benefits, particularly within the Parts department, where the sales team can access the proof of delivery (POD) notices directly from their workstations in real-time," he continues.

"Now the department does not have to scan documents daily into the system, and the tracking of the PODs is simplified by clicking a button to retrieve the correct information."

## Datacentrix at ITWeb's Cloud Computing Summit 2014

Datacentrix took part in ITWeb's Cloud Computing Summit that was held at The Forum in Bryanston on 16 September 2014. The event targeted senior decision makers, revealing how cloud technology helps to tackle day-to-day business challenges.

Abrie Peens, managing director of the Managed Services division is confident that Datacentrix has crafted a next generation enterprise cloud platform that addresses future business needs today. "Our cloud services offer innovative public, private or hybrid cloud services that are cost effective, immediate and put the customer in control." Says Abrie.



View a video demonstration of our cloud portal, visit the Cloud Services page on our website.

Contact +27 (0)12 657 5111 | [cloudservices@datacentrix.co.za](mailto:cloudservices@datacentrix.co.za)

# Exxaro steps up plant maintenance output management with Datacentrix

**South Africa**-based mining group, Exxaro, is ensuring that it meets statutory requirements, as outlined by the Department of Mineral Resources, around the document output related to its plant maintenance environment. This is with the assistance of Datacentrix, which also helped Exxaro to save time and ensure that the correct content is within its SAP document management system ("DMS").

According to Warren Buss, senior account manager: Enterprise Information Management ("EIM") at Datacentrix, the project has allowed Exxaro to circumvent a cumbersome document management process by providing a solution that can identify which plant equipment is having maintenance done across a number of the organisation's sites. It also recognises the related documentation needed, including the requisite process policies, plant maintenance orders and associated documents such as 3D drawings.

Warren says that: "Prior to the rollout of Cideon Software solution for SAP Product Lifecycle Management ("SAP PLM"), these CAD models and drawings could not be uploaded into the SAP document management system. However, this is critical to Exxaro as SAP is also the organisation's asset register, and thus the relevant technical documentation must be linked to the correct asset within SAP."

"The project completed by Datacentrix has resulted in the more logical and faster collation of information – of particular importance to a company as safety-oriented as Exxaro," Warren adds.

Hendrik du Plessis, Exxaro physical assets management ("PAM") senior solutions architect expands on this: "From a legal perspective, Exxaro must ensure that work instructions for the execution of maintenance tasks are carefully controlled and can only be approved by a competent, specifically appointed person. However, within the standard SAP PLM setup, maintenance task list text can be changed by anyone with change access to a task list. To ensure that amendments to task lists could only be made when approved, Exxaro implemented SAP DMS, which provides secure workflow, roles, approvals and document access, with little access to the original documentation.

The Cideon Output Management solution rolled out by Datacentrix has allowed us to merge SAP DMS documents with SAP works orders once they are printed. This includes the necessary functionality to include the important 3D drawings."

Hendrik maintains that the Datacentrix EIM team has gone above and beyond the



**Warren Buss, senior account manager: Enterprise Information Management at Datacentrix**

call of duty to support the new solution. "The two companies have worked together for some time, with Datacentrix assisting in the development of Exxaro's ECM roadmap for its engineering side around four years ago," he says.

"Datacentrix understands our processes and works very closely with our users on a daily basis. We have the greatest of confidence in their expertise, advice and knowledge of ECM."

**Datacentrix**  
**Enterprise Information Management**

Email | Document and records | Scanning | Intranet, portal, web | Finding information | Social media | Managing business process

**Business value through information management**

## Partner recognition

# Datacentrix scores Cisco

## Customer Satisfaction Excellence hat trick

**Datacentrix** has received Cisco's Customer Satisfaction Excellence recognition for the third year running.

"Considering that the Datacentrix Cisco business unit only came into being three years ago, this is an excellent track record," states Chris Pretorius, Cisco business unit manager at Datacentrix. Cisco Customer Satisfaction Excellence is the highest distinction a partner can achieve within the Cisco Channel Partner Programme and sets Datacentrix apart as having achieved outstanding customer satisfaction as part of a worldwide assessment process."

The assessment, completed on an annual basis, is centred on customer satisfaction results captured within the Cisco Partner Access Online tool. This means that every 12 months, the organisation acknowledges the partners attaining the highest customer satisfaction distinction within each geographic region.

"As a Cisco Gold level partner, Datacentrix takes its commitment to both its partners and its customers extremely seriously," Chris explains. "This type of recognition underscores our customer-centric approach and consistently high service delivery levels."



This type of recognition underscores our **customer-centric approach** and consistently high service delivery levels.

## Datacentrix exhibits at "Saphilatown"

**Datacentrix** showed its support for the reinvented African SAP User Group's (AFSUG) Saphila 2014 event held in Sun City.

As a SAP Value Added Reseller and a SAP Special Expertise Partner as well as the only OpenText platinum partner in Africa, Datacentrix brought a strong enterprise information management ("EIM") focus to the event. This was highlighted by the company's focus on OpenText ECM solutions for SAP customers.

The event took an approach that was different to the usual conference room arrangement with a special and unique "Saphilatown" being built out of shipping containers. The sponsors were housed in these containers and a central dining area was created giving the event a "town" like feeling. This would also play host to the evening's entertainment.

"The setup at Saphila 2014 was completely different to any other event, with the Saphilatown container village providing a great opportunity for networking and collaboration, as well as adding to the great vibe of the conference," says Michelle Momberg, business unit manager: Gauteng, EIM at Datacentrix.

"It was also heart-warming to know that that the containers used for the event would be donated to the Skills Village 2030 to be used as classrooms – a worthy cause."



# Schneider Electric names Datacentrix

## ITB Premier Partner

**Datacentrix** has been named as an IT Business (ITB) Premier Partner by energy management company, Schneider Electric, highlighting its strong focus on the datacentre space.

The company has also maintained its status as a certified Gold Reliability Partner.

“Reaching this level of partner certification with Schneider Electric means that Datacentrix has made a serious investment, skilling up its datacentre optimisation team in order to provide local customers with quality expertise when it comes to their power and cooling needs,” says Brian Lendrum, business development manager at Datacentrix: Datacentre Optimisation Solutions.

“Becoming a Premier Partner holds numerous benefits for Datacentrix, as it allows us to purchase directly from Schneider Electric’s ITB division, instead of via the channel, allowing us to provide customers with a more cost effective solution. In addition, we are exposed to

dedicated sales and marketing support from Schneider Electric South Africa.

“Datacentrix is serious about its focus on the datacentre space as well as its partnership to Schneider Electric,” Brian continues. “In fact, it is our aim to reach Elite level partnership in the near future, the highest certification level offered by our partner in the area.”

“Schneider Electric recognises the importance of a strong, collaborative relationship with our partners, making it a focus to retain and develop key partners in various sectors of our business,” states Bruce Grobler, IT Business director at Schneider Electric South Africa. “In fact, the entire business model of our organisation is based on this principle.

In light of this, we are pleased to welcome Datacentrix to our Premier partnership level and look forward to extending our already lengthy relationship in times ahead.”



**Brian Lendrum, business development manager at Datacentrix: Datacentre Optimisation Solutions**

## October is National Disability Employment month

- ➔ Datacentrix has afforded more than 180 learners from Gauteng, Western Cape and KwaZulu-Natal with practical and theoretical training.
- ➔ Learners include 15 individuals living with various types of disabilities.
- ➔ The company's learnership, a 12-month training, is moderated and approved by the Media, Information and Communications Technologies (“MICT”) SETA and is also registered with the South African Qualifications Authority (“SAQA”).
- ➔ Learners that successfully pass the final exam receive a Microsoft Certified IT Professional (“MCITP”) qualification, which certifies that they are capable of deploying, building, designing, optimising and operating technologies and can make the design and technology decisions necessary to ensure successful technology implementation projects.
- ➔ Approximately 30% of 2013's learners were offered full-time or contract employment at Datacentrix on completion of the learnership.

“We want to help people with disabilities **enhance their employment opportunities,** proving their talents and ability to perform duties like anyone else.”



**Ahmed Mahomed, CEO at Datacentrix**



## Security

# BYOD and beyond

By Mohsien Hassim, business unit manager:  
Information Security (Cybersecurity) Services at Datacentrix

**With** the increasing fragmentation of the mobile device ecosystem, companies that have permitted employees to bring and work on their own smart phones or tablets have found it difficult to manage the vast array of devices that run on different platforms and applications.

Aside from the obvious security issue, there are other aspects of BYOD (“bring your own device”) that might prove to be problematic for organisations; these include the loss of data on mobile devices, bandwidth limitations, memory hungry apps, along with poorly implemented BYOD policies and a lack of in-house IT mobility skills.

Furthermore, without the implementation of a robust and appropriate corporate mobile ecosystem, the management of devices and apps will become a serious challenge. Data that has not been backed up on a lost, damaged or stolen personally owned mobile device may result in lost employee production time, as the work associated with the data on the mobile device would need to be re-created (this is beside the fact of the security threat of the data loss).

Limitations in bandwidth slow down access to critical systems and the interchange of information, resulting in a negative impact on employee productivity. Poorly coded apps that are memory hungry simply result in slower devices that can be counteracted

by more expensive, high-ended devices, all of which results in increased costs.

Internally, poorly implemented BYOD policies mean that companies cannot properly manage the mobile ecosystem and mobile apps, which may result in a fragmented environment and poorly managed mobile usage. At the same time, a lack of in-house mobile IT skills will make the mobile strategy difficult to manage and control, leading to higher downtime, increased costs and greater risks.

In order to mitigate these negative aspects, a key step is the establishment of a properly managed mobile ecosystem and a well thought out mobile strategy. These should incorporate not only BYOD, but also a CYOD (“choose your own device”) policy.

CYOD is different from BYOD as it only permits employees to choose from a pre-selected group of devices, with pre-installed apps, that fit in with a preferred company mobile ecosystem. Like BYOD, CYOD also needs to encompass the elements of security, data management, application development, bandwidth usage, mobile ecosystem balancing, and the mobility of the workforce.

The growth of mobile device usage is inevitable and embracing the technology



sooner than later is the route to adopt. Avoidance and preventing this growth is not an option. On the whole, “choosing” rather than “bringing” your own device will become the main enterprise mobile strategy, because it enables better security and mobilisation of applications.

With CYOD, the degree of standardised environments allows for easier management and security planning for the IT department. CYOD is about the IT department regaining some control and securing applications, while delivering tangible business benefits.

Smart mobile apps and solutions have proved to have a significant impact on business in 2013 and will continue to do so in 2014. Enterprise mobility has had a direct, positive impact on employee productivity. The flexibility of an organisation's approach to BYOD, and its likely move to CYOD, needs to be carefully managed through the corporate mobile ecosystem to derive maximum benefit.

The creation of a collaborative and interactive work environment, where both staff and customers are able to work across geographical boundaries, will require significant effort to ensure that the management of mobile applications and associated products work as they are designed to.



On the whole, “**choosing**” rather than “**bringing**” your own device will become the main enterprise mobile strategy, because it enables better security and mobilisation of applications.

## Partner recognition

# Veeam names Datacentrix as one of first local platinum partners

**Veeam Software**, the innovative provider of solutions that deliver Availability for the Modern Data Center™, has named Datacentrix, a provider of high performing and secure ICT solutions, as one of only three local Platinum partners.

According to Lisa Strydom, channel manager lead at Veeam Software South Africa, the organisation has worked closely with its top local Gold partners over the past six months as part of the process to identify three partners to be invited to join its Platinum partner programme.

"It gives us great pleasure to announce that Datacentrix is one of the first partners in the South African region to be invited onto Veeam's Platinum partner programme, effective 01 October 2014," she states. "We

look forward to working with Datacentrix at a national level in driving strategic initiatives into 2015."

"Veeam recognises the challenges that many companies are experiencing in keeping a business of any size afloat at all times, addressing them with a range of solutions that provide high-speed recovery, data loss avoidance, verified protection, leveraged data and complete visibility," explains Tony de Sousa, Datacentrix enterprise business unit manager.

"The Veeam mission to provide 'always-on' availability for the modern datacentre aligns perfectly to Datacentrix' focus on providing high availability, optimised datacentre solutions.

"To be identified as one of Veeam's top partners in South Africa is indeed a great honour," he adds.

The Veeam mission ... aligns perfectly to Datacentrix' focus on providing high availability, optimised datacentre solutions.



## Leading business connectivity solutions from acquired company, eNetworks

It has been just over a year since Datacentrix acquired eNetworks, Internet service provider and networks specialist.

The integration of eNetworks' competencies has strengthened Datacentrix' capacity to build, operate and provide network services. eNetworks' highly skilled resources, electronic communications networks and licences have qualified the delivery of:

- Internet service provisioning (data and SIP voice);
- corporate wide-area networks; and
- cloud and hosting services.

### Internet service provisioning (ISP):

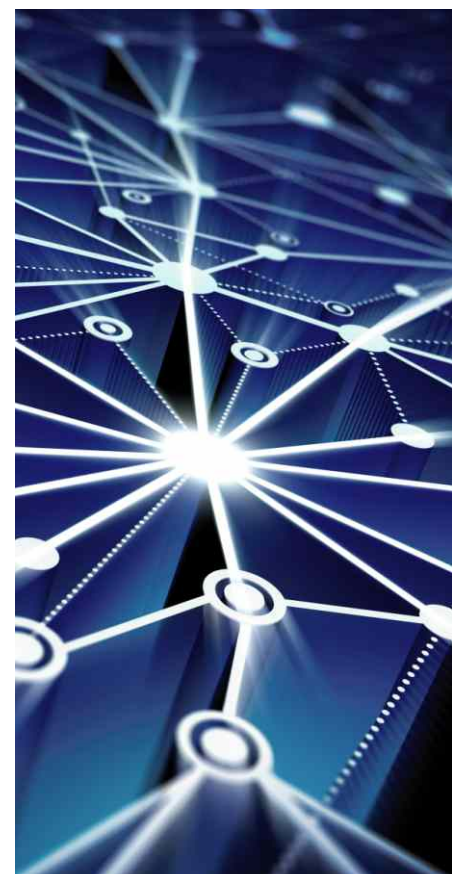
Datacentrix delivers Internet and bandwidth services through eNetworks' extensive fibre network. These services include the design and building of enterprise networks, which combine the use of Fibre, Metro-ethernet, ADSL, 3G and Diginet.

In addition, ISP services such as domain name hosting, web presence, anti-spam, anti-virus, recovery and other internet services are also provided.

**Network solutions:** Datacentrix' network services extend to the provision of private corporate networks and other diversified network services using Metro-ethernet, dark fibre, Diginet and DSL connectivity products. The communications infrastructure is licensed. Licences are issued under the Electronic Communications Act (ECA) by the Independent Communications Authority of South Africa (ICASA).

The company's ECS and ECNS (electronic communications network services) licence, allows Datacentrix to deploy and operate a physical network, enabling the provision of these services across municipal boundaries.

**Cloud and hosting services:** eNetworks' capability to source connectivity and bandwidth at wholesale (competitive) rates drastically enhanced Datacentrix' capability to deliver services out of its datacentres. The company can now rapidly provision connectivity from customer networks to its datacentres, allowing Datacentrix to deliver cloud service very cost efficiently to its customers.



# Datacentrix sheds light on the future of server technology

**Datacentrix** recently teamed up with partners, Intel and HP, to bring the latest installment in its “Shed light on IT” series of seminars, covering the future of the x86 server.

Ariana Ragnel, research director: systems and infrastructure at IDC Middle East, Turkey and Africa, took delegates on a journey through the evolution of the humble server to predictions around this hardware, which, she says, will see modest growth over the year, driven by third platform datacentres.

Ariana paid particular attention to projected changes within the local technology sector, which would see hardware spend losing ground to services and management software up to 2018.

Her forecasts for the local landscape include the fact that the country – and entire African continent – will remain a key global investment area. IT skills will remain in high demand but short supply, local innovation (through technologies such as cloud, mobility and social networking) will grow, and governments will increasingly focus on the development of a sustainable ICT sector.

She noted that the nature of terrestrial network expansion will change over the next five years, with undersea cables into Africa, a robust African digital media sector is set to emerge, and that the adoption of



**Ahmed Mahomed, Datacentrix CEO, Joy Downing, market development manager at Intel and Florin Hanes, HP servers category manager Middle East and Africa**

data analytics within the financial, telco and government sectors will be driven by compliance and governance needs.

Ariana also stated that 2014 will herald the end of growth within traditional IT, with the core of infrastructure set to “super-scale”, resulting in between six and eight major global cloud Infrastructure as a Service (IaaS) players, and cloud infrastructure growth set to double over the next two years. In addition, IDC predicts that the growth of intelligence edge devices will double within five years; platform consolidation

will see 80% of new cloud applications hosted on six main Platform as a Service (PaaS) platforms; data-centric platforms will rise, with 75 to 80% of new cloud apps being big data intensive; and a dizzying increase in the number of “specialised” cloud infrastructure offerings between 2014 and 2016.

The next steps, she explained, will be digitalisation and materialisation, with new ideas, algorithms and inventions bringing about an anticipated upsurge in fields such as robotics, 3D printing and synthetic biology, and cognitive systems.

## Datacentrix at ITWeb's Security Summit 2014





# Datacentrix, a proud sponsor at the Sasol Solar Challenge

**Datacentrix** was a proud sponsor of the Tshwane University of Technology's (TUT) solar car entry into the recent Sasol Solar Challenge, a biennial rally for solar-powered cars that saw international teams from The Netherlands, Turkey, Cyprus, as well as six local universities and two schools pitted against one another.

In association with Motorsport South Africa and the Fédération Internationale de l'Automobile (FIA), the challenge kicked off at the Council for Scientific and Industrial Research (CSIR) in Pretoria on 27 September 2014, ending eight days later in Cape Town.

The route, which was more than 2,000km, passed through Sasolburg, Kroonstad, Bloemfontein, Colesberg, Graaff-Reinet, Port Elizabeth, Knysna and Swellendam. Fuelled only by sunlight, participants covered an average distance of 260km a day, with the winning Netherlands team travelling more than 4,000km in total.

It was a humbling experience to see Datacentrix getting involved in a challenge that focuses not only on **science, technology, innovation, teamwork and business principles**, but also one that helps move South Africa forward from a research and development point of view.

Kenny Nkosi, Datacentrix' managing director of government business, attended the opening event at the CSIR as well as the closing and award ceremony held at the University of Cape Town on 4 October, where TUT garnered the award for Professionalism and Safety.

"What an amazing experience, innovation in the true sense of the word," he said. "It was a humbling experience to see Datacentrix getting involved in a challenge that focuses not only on science, technology, innovation, teamwork and business principles, but also one that helps move South Africa forward from a research and development point of view."



# New records management ISO to improve governance and sustainability

**There** is no doubt that information is the very lifeblood of an organisation. Through rules and acts around the management of this information, such as the King III report and the Protection of Personal Information (PoPI) Act, it needs to be more carefully managed than ever before.

This is the view of Datacentrix senior enterprise information management (EIM) consultant, Louisa Venter, who believes that records management and analysis specifically is playing an instrumental role in sound corporate governance practice and the sustainability of business service delivery.

Louisa is the chairperson of the local SABS committee ISO TC46/SC46D for the design of archives and records management industry standards and has had a 25-year career within knowledge and records management. She emphasises that records management is an essential requirement for all organisations, something that is particularly highlighted by King III.

Records management can be defined as the professional practice or discipline of controlling and governing what are considered to be the most important records of a company throughout their lifecycle. This includes the time from which they are conceived, right through to their disposal; including the identification, classification, prioritisation, storage, securing, archiving, preservation, retrieval, tracking and destroying of records.

“As part of a business’ broader governance, risk and compliance (GRC) endeavours, records management assists in controlling its activities (as well as providing evidence of these activities), enhancing operations and allowing it to remain compliant,” she explains. “What must be considered though is what happens should your records be irreparably damaged or lost.”

“It could become a company’s worst nightmare and underlines the need for a risk management programme that is able to identify high-risk areas within records management and archiving, and mitigate them by ensuring that the correct evidence is always available. This means that a

company’s records process and systems must be supported by its risk management practices.”

A subject expert on archiving and records management, Louisa, as part of the SC46D committee, was involved in drafting a new standard – ISO 18128 Risk identification and assessment for records systems – with a view to assisting records management practitioners to assess and address the risks associated with records management processes and systems.

“There are a number of standards already in place that look at information security management, risk management principles and guidelines and management systems for records requirements,” states Louisa.

“Standards within this grouping tackle issues such as metadata for records, specifications for ensuring digital images created are admissible in court, converting digital records to different forms or moving them from one platform to another. While they all refer to the fact that risk must be identified and mitigated, none of them outline how this can be done.”

Based on the general risk management process established in ISO 31000, on risk management guidelines and principles, ISO 18128 will assist companies to assess and identify risks to records processes and systems, set risk criteria, assign responsibilities and analyse and evaluate identified risks so they can ensure records continue to meet identified business needs for as long as required.

Says Louisa: “This standard will help organisations in acknowledging that records management is a strategic tool that supports other management system standards. It is also important to note that as a solutions and services provider, Datacentrix’ EIM business unit recognises the importance of operating within these standards, looking at a business’ needs from an information perspective and then applying the technology to support these needs.”



**Louisa Venter, senior enterprise information management consultant at Datacentrix**



**Records management** can be defined as the professional practice or discipline of controlling and governing what are considered to be the most important records of a company throughout their lifecycle.



# Complete systems integration company

## Services

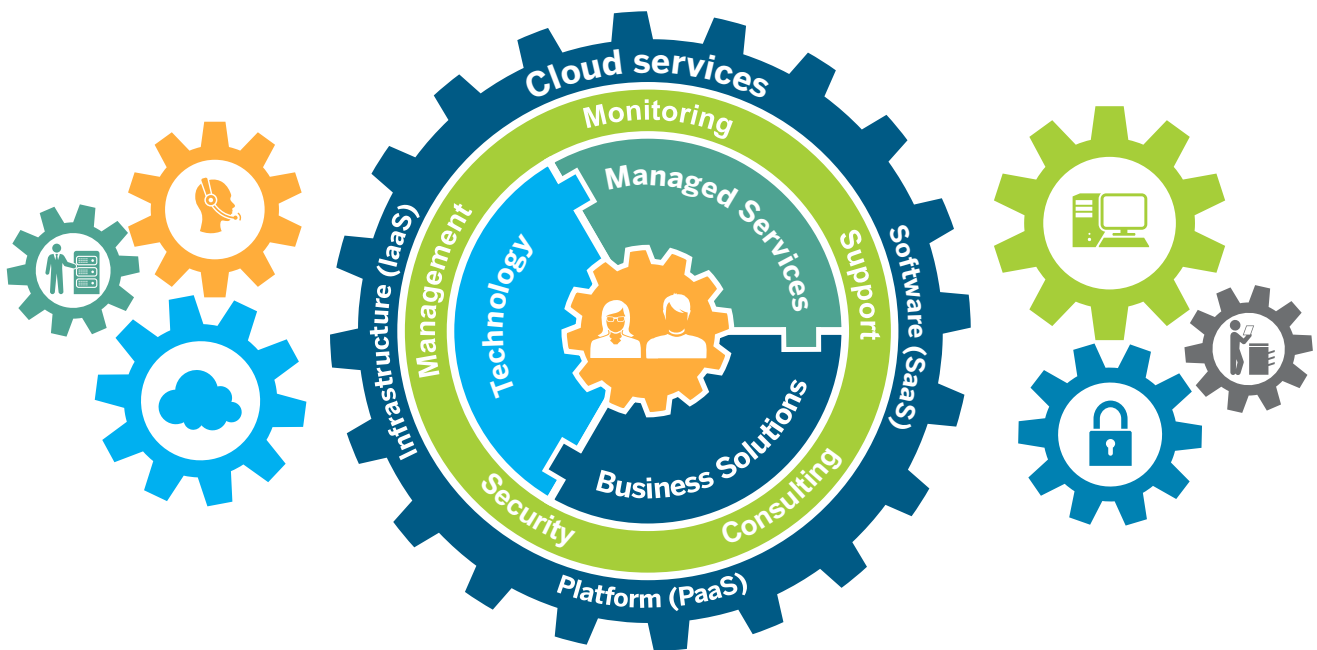
- End-to-end services
- Always-on service support
- Countrywide 2 hour SLA
- Highest certification
- World class monitoring
- Architect, build, run
- Own spares

## Datacentres

- Five nines up time
- High performance and efficiency
- Optimal networks, storage
- Server platforms
- End-to-end virtualisation
- Energy and green IT
- Business continuity

## Cloud

- IaaS, PaaS, SaaS
- Full and hybrid cloud
- Anytime, anywhere, anyhow
- True usage charge
- White label and brokering
- Complete self service



## Desktop

- eCommerce procurement
- From mobility to desktop
- Terminal services
- Shortest route to market
- Any platform secured

## Printing

- Managed print and document solutions
- Up to 40% savings
- Maximum productivity
- Enhanced document security
- Continuous monitoring
- Automation and process efficiency

## Security

- ICA - integrity, confidentiality and availability
- Electronic DNA
- End-to-end protection
- World class SOC
- Governed trusted processes
- Hyper space security

## **Gauteng**

### **Corporate office**

Corporate Park North  
238 Roan Crescent  
Old Pretoria Road  
Midrand, 1685  
Tel: +27 (0)87 741 5000  
Fax: +27 (0)87 741 5100

### **Logistics Centre**

26 Landsmark Avenue  
Kosmosdal  
Extension 11  
Samrand, Midrand  
Tel: +27 (0)12 657 5000  
Fax: +27 (0)87 741 5100

## **Coastal**

### **Cape Town office**

18 Oxbow Crescent  
The Estuaries, Century City,  
Cape Town, 7441  
Tel: +27 (0)21 529 0700  
Fax: +27 (0)21 529 0701

### **Durban office**

Ground Floor, 6 The Terrace  
Westway Office Park  
Westville, Durban  
Tel: +27 (0)87 741 9000  
Fax: +27 (0)87 741 9200

### **Port Elizabeth office**

175 Cape Road  
Mill Park  
Port Elizabeth  
Tel: +27 (0)41 391 0200  
Fax: +27 (0)41 391 0201

### **East London office**

8-10 Winkley Street,  
Chesswood Office Park, 1st Floor  
Block B, Berea, East London  
Tel: +27 (0)43 705 8000  
Fax: +27 (0)43 705 8001

