

datacentrix infocentrix

Second issue
2015

Serious about performance, passionate about value

Message from our CEO

Peace of mind with Datacentrix

At Datacentrix, our customers receive peace of mind. We offer modular as well as integrated technology solutions that are tailored and supported by clip-on and clip-off services, meeting exact customer requirements – as and when the need arises. Partnering with Datacentrix helps to take the risk out of IT. Always-on support services and advanced monitoring services help to ensure the highest levels of availability, adaptability and security of data, information systems and technologies.

Improved efficiencies – fast

More frequently, Datacentrix is executing solutions directly on site with full co-operation from our customers, enabling faster implementations and higher levels of success in shorter periods of time. We're all about getting it right the first time, avoiding unnecessary delays or costs. Our single focus is to ensure that our customers are operating at an enhanced level of efficiency, faster. This objective is supported by our formal customer engagement, in-depth consulting process, thorough planning, hands-on project management and on-going knowledge sharing.

Client centricity

Client centricity is at the heart of the business. Our long-term customer relationships stem from a simple basis of trust and flexibility. In an ever changing industry, it is our values and customer focus that support our growth. Our company values of performance, professionalism, passion and pride, combined with our thought leadership, highly skilled teams and leading partner technologies, ensure the delivery of best-in-class solutions, faster time to value and happy customers. Delighting our customers is the hallmark of our business.

In this issue

This issue of Infocentrix is packed with useful information that showcases some of our customer successes, partner and industry recognition, technology and solution offerings, thought leadership and company news.

The Business Solutions division, with the recent appointment of experienced management resources, has unveiled its re-aligned solution offering that will see more and more of our customers turning their information into business insight.

Education remains a key CSI focus and we continue investing in partnerships where the biggest impact can be felt by individuals, households and broader communities. Some detail on our social responsibility is included in this issue.

We share long-term strategic partnerships with leading vendors that are an integral part of our strategy. I would like to thank our sponsors for their on-going support and for participating in this issue of Infocentrix:

- Cisco
- Hewlett Packard Enterprise
- IBM
- Lenovo
- Microsoft
- Riverbed
- Veritas

I hope that you will find this issue useful and informative and trust that the last weeks of 2015 will be safe, productive and successful. I welcome any feedback on this issue and look forward to hearing from you.

Ahmed Mahomed
Chief executive officer

What's inside



Datacentrix recognised as best-in-class strategy innovation company by Frost & Sullivan at awards banquet



Symplexity sees sliver lining with Datacentrix Infrastructure as a Service cloud offering



Management system for records standard encourages holistic thinking



Lonmin and Datacentrix team up for local community support

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.

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We would like to thank our technology partners for their support, sponsorships and input into this issue:

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Datacentrix posts healthy interim results

Datacentrix has announced positive interim results for the period ended 31 August 2015.

“Datacentrix achieved both revenue and earnings growth for the reporting period and was cash generative with a healthy cash balance,” says Group CEO, Ahmed Mahomed.

The Group achieved an increase in revenue of 11.3% to R1.23 billion. Earnings attributable to shareholders grew by 15.4% to R54.5 million and headline earnings per share (“HEPS”) increased by 14% from 24.3 cents to 27.7 cents. Working capital was well managed, resulting in cash generated from operations of R107 million, converting 196% of earnings into cash. Datacentrix had a closing cash balance of R261 million.

“Datacentrix has performed well and we remain positive about the long-term prospects of the Group, as the key drivers of IT remain robust. This combined with our financial and market position will drive growth. Furthermore, the Group is in a healthy cash position, which will enable us to pursue suitable acquisitions.”

Looking ahead, Ahmed states that the Group is encouraged by opportunities in Africa and its strategy is to follow customers further north into the continent. The Group is currently engaging in opportunities across these areas.

Ahmed continues, saying that the acquisition of Infrasol will complement the Group's existing capabilities and contribute to driving economies of scale within the Managed Services division.

“Synergies, including integration into Datacentrix' premises, financial, logistical and operational systems are being leveraged. The combined capabilities of these entities will drive growth and, at this early stage, have resulted in the Group securing new business.”

Of its three divisions, Managed Services contributed 35% to the Group's earnings, with Technology responsible for 46%, and Business Solutions 10%.



Ahmed Mahomed, Datacentrix CEO being interviewed on CNBC Africa



Our people are crucial to the growth of the business and Datacentrix will support on-going development of the right skills to deliver intelligent, complex solutions to the market in an ever-changing IT landscape.

The Managed Services division grew revenue by 9.5% and earnings by 18% for the reporting period. Operating margin was maintained at 9.4%. The Internet and network service provider and communications business, eNetworks, performed well; and in particular the division's Managed Talent Solutions and Managed Print and Document Solutions businesses produced good growth.

Revenue within the Technology division grew by 14%, with good revenue growth achieved specifically within the datacentre, storage, security, and networking areas. Earnings grew by 6.4%, with an operating margin of 4.1%.

The Business Solutions division achieved an operating margin of 10.3% and contributed 10% to total earnings for the period. Good growth was achieved within the Enterprise Information Management (“EIM”) business. Experienced management resources were appointed to this division during the period.


During the last reporting period, the Group noted that it had secured new multi-year contracts outside of the renewal contracts. Revenue realised from these new contracts was limited over the reporting period with the bulk expected to flow in the next 12 months.

Datacentrix posts healthy interim results (continued)

Ahmed says that the Group will continue on its path as a skilled, services and solutions-led organisation. "Our people are crucial to the growth of the business and Datacentrix will support on-going development of the right skills to deliver intelligent, complex solutions to the market in an ever-changing IT landscape. Our technology partners remain core to our growth strategy," concludes Ahmed.

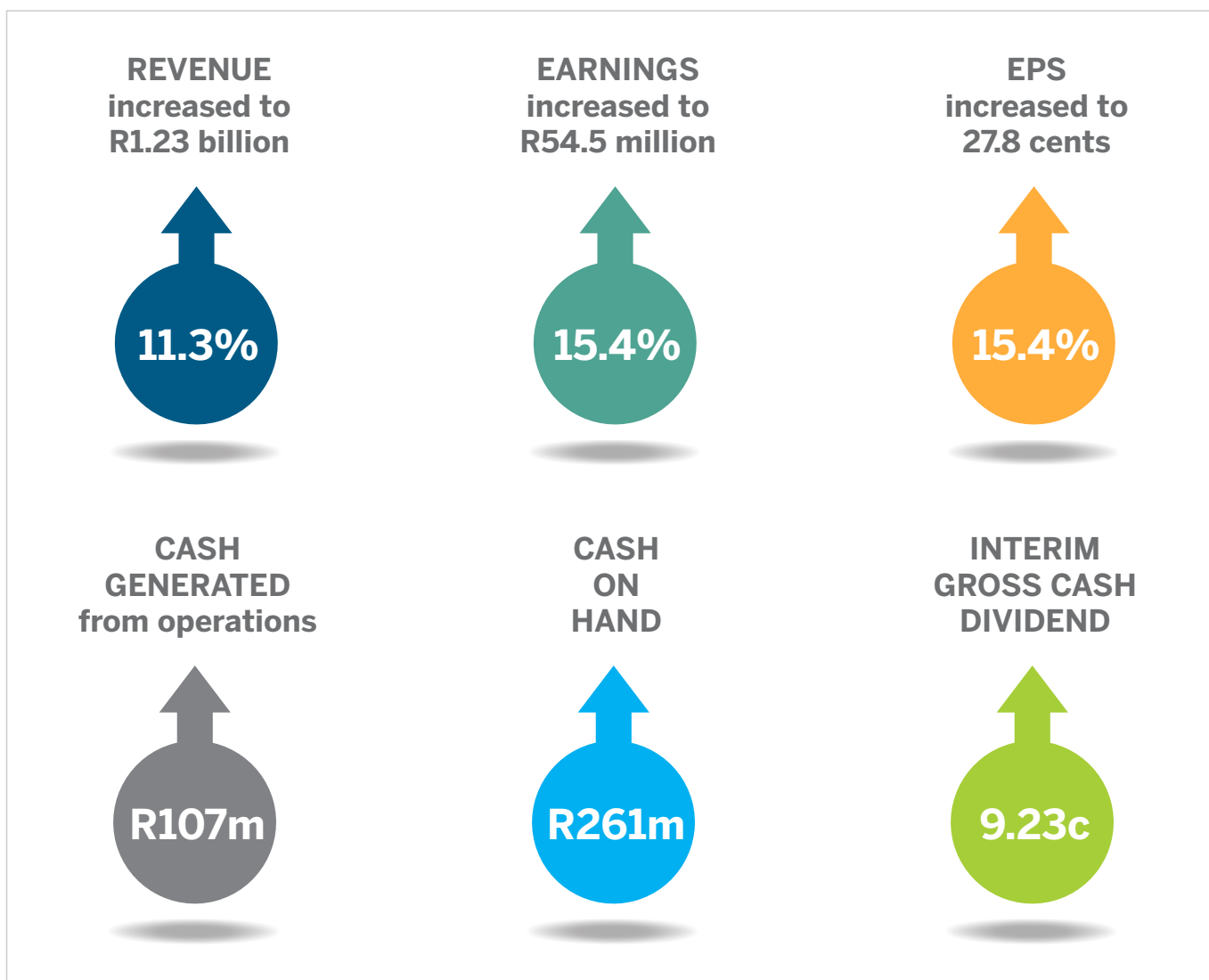
The Board has declared a gross cash dividend of 9.23 cents per share.

The Internet and network service provider and communications business, eNetworks, performed well; and in particular the division's Managed Talent Solutions and Managed Print and Document Solutions businesses produced good growth.



Empowerment

Datacentrix has maintained its Level Two (AAA) B-BBEE Contributor status, with 125% procurement recognition.



Industry recognition

Datacentrix recognised as best-in-class

strategy innovation company by Frost & Sullivan at awards banquet

Datacentrix officially received its “2015 Southern Africa IT Systems Integration Competitive Strategy Innovation and Leadership Award” from global market research and growth partnership company, Frost & Sullivan, at its 2015 Growth, Innovation & Leadership Awards Banquet held in Cape Town.

Frost & Sullivan's Best Practices Awards Programme recognises companies in a variety of regional and global markets for demonstrating outstanding achievement and superior performance in areas such as leadership, technological innovation, customer service and strategic product development. Industry analysts compare market participants and measure performance through in-depth interviews, analysis and extensive secondary research to identify best practices.

Datacentrix was awarded this particular title based on its strategy execution excellence, competitive differentiation, and positive customer purchase and service experiences.



Pictured here, Datacentrix MD: Coastal and enterprise information management (EIM), Juane Peacock, receives the “2015 Southern African IT Systems Integration Competitive Strategy Innovation and Leadership Award” from Hendrik Malan, operations director at Frost & Sullivan Africa.

Significance of competitive strategy innovation and leadership

Demand	Brand	Competitive positioning
<ul style="list-style-type: none"> ○ Shift competitors' customers ○ Increase renewal ○ Increase upsell ○ Improve profitability ○ Improve win/loss ratio 	<ul style="list-style-type: none"> ○ Increase equity ○ Improve recognition/recall ○ Inspire customers ○ Create differentiated messaging ○ Communicate brand value 	<ul style="list-style-type: none"> ○ Carve out new market opportunities ○ Pull away from the competition ○ Establish differentiated position ○ Increase market share ○ Improve profitability

"Any successful approach to achieving top-line growth must (1) take into account what competitors are, and are not, doing; (2) meet customer demand with a comprehensive, value-driven product or service portfolio; and (3) establish a brand that resonates deeply with customers and stands apart from other providers." Frost & Sullivan Best Practices Research Report.

Symplexity sees silver lining with Datacentrix

Infrastructure as a Service cloud offering

Symplexity, a comprehensive human resources and payroll system provider, has signed up for Infrastructure as a Service (IaaS) with Datacentrix in a three-year contract, citing an effortless partnership and dynamic solution as the main drivers for this project.

Symplexity MD, Louis Nortje explains that the company, which handles the development of HR and payroll software for a number of the country's large-scale mining and construction companies, was recently sub-contracted to deliver a payroll solution to monitor around 15,000 staff on a monthly basis. The project also required a secure, cloud-based technology environment with a backup strategy and fail-over plans in place as non-negotiable.

"We looked at a number of cloud platform options within the marketplace and opted for Datacentrix' highly agile, next generation IaaS cloud services offering," Louis states.

"Payroll is an integral part of large-scale projects encompassing thousands of employees, as a related issue could cause serious labour challenges for our clients. The project that we outsourced to Datacentrix required the hosting of 40 servers within the cloud, with secure, reliable backup and storage options as a necessity; essentially a wall-to-wall hosted cloud infrastructure solution.

"Not only could Datacentrix provide us with a really dynamic cloud solution, the company impressed us with its extremely hands-on approach to this relationship and not a cold, clinical deal. Our experience with Datacentrix has been outstanding and very positive.

"Aside from the strong partnership approach, the company has also given quick turnaround times and shown a willingness to assist – with a complete lack of red tape and any other bureaucratic hindrances. We look forward to growing our partnership moving forward," says Louis.

Datacentrix' IaaS offering provides on-demand computing infrastructure, all the way to the level of operating system.



Jan Dry, CTO and head of cloud services at Datacentrix and Louis Nortje, managing director at Symplexity

Not only could Datacentrix provide us with a really dynamic cloud solution, the company impressed us with its extremely hands-on approach to this relationship and not a cold, clinical deal. Our experience with Datacentrix has been outstanding and very positive.

"Flexibility is key in the cloud as each company has its own specific needs to be met," says Jan Dry, CTO and head of cloud services at Datacentrix.

"We can offer customers fit-for-purpose solutions, from server on demand, storage on demand, virtualisation and back-up services to optional off-site storage, with an adaptable, per user costing structure."

Datacentrix' cloud services are delivered from in-house, secure, highly available Gauteng-based datacentres, and are supported by the organisation's always-on service desk.

A self-service policy aids the management of service requests with automated provisioning in minutes. Traditional support services using service desk agents and technicians are also integral to the offering.

Cost effective, immediate cloud services that put you in control



Save costs

- Predictable costs
- Consumption-based billing
- Migrate non-critical functions to the cloud
- Eliminate expensive upgrades
- Access scarce support skills



Stay connected

- Any device
- Any place
- Any time
- Always secure
- Work remotely – waste less time in traffic



Support growth

- On-demand elastic services
- No long-term contracts
- Instant self-service
- Implement changes faster
- Improve your business flexibility



Collaborate seamlessly

- Share information across your business easily, securely, from anywhere, using any device
- Safely store business documentation and archived emails locally



ANY DEVICE. ANY PLACE. ALWAYS AVAILABLE. ALWAYS SECURE.

VALUE OFFERING: 50GB Exchange mailboxes for 100+ users for R65 per user per month. T&Cs apply.

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Datacentrix extracts synergies from Infrasol acquisition

Recently acquired infrastructure design and deployment company, Infrasol, is bolstering Datacentrix' existing network, communications, datacentre and outsourcing businesses.

Infrasol focuses on four key pillars that are underpinned by quality management systems, sound corporate governance, and focused health and safety. These include: ICT infrastructure facilities services; network and communications solutions; complex datacentre solutions; and managed service delivery.

Operational since 2009, Infrasol has amassed a vast in-house skills base that encompasses datacentre designers, electricians, splicers, wireman, general installers, genset mechanics, as well as Project Management Body of Knowledge (PMBOK) and Prince project management skills.

According to Datacentrix CEO, Ahmed Mahomed, Datacentrix has strengthened its execution capacity of integrated ICT solutions from the ground level. "The procurement of Infrasol allows us to consolidate and gain further traction within the amenities area of ICT, with the

aim of becoming the end-to-end ICT solutions partner of choice within the local market.

"The acquisition, concluded mid-2015, is also bringing additional business synergies," he continues. "Infrasol is highly regarded for its industry accreditations and ISO certifications, particularly in the areas of quality management, health and safety, and environmental management."

The company has achieved ISO 9001, ISO 14,000 and ISO 18,000 certificates, as well as Construction Industry Development Board (CIDB) ratings, encompassing Level 1 CIDB General Building, Level 1 CIDB Civil Engineering, Level 6 CIDB Electrical Engineering Works, and Level 6 CIDB Mechanical Engineering.





"Infrasol's multiple national maintenance contracts will be supported by Datacentrix' service centre, including a highly agile, always-available service desk, ICT operations and security operations."

Infrasol is represented at the Group's head office in Midrand and at the Group's regional offices.

Infrasol is highly regarded for its industry accreditations and ISO certifications, particularly in the areas of quality management, health and safety, and environmental management.



Infrasol value offering

ICT infrastructure facilities services	Network communications solutions	Complex datacentre solutions	Managed services delivery
 <ul style="list-style-type: none"> ➤ Electrical reticulation ➤ Hardware solutions ➤ Storage ➤ Building systems construction and management ➤ Civil works 	 <ul style="list-style-type: none"> ➤ LAN and WAN infrastructure ➤ Fibre optics ➤ Enterprise wireless networks ➤ Network operations centre ➤ Telecommunications infrastructure (VoIP and audio visual) 	 <ul style="list-style-type: none"> ➤ Electrical reticulation, distribution boards and certificate of compliance ➤ Alternative/back-up power supply (generator, UPS and solar solutions) ➤ Cooling and environmental monitoring solutions ➤ Hot/cold aisle containment ➤ Fire detection and suppression ➤ Access control and CCTV ➤ Access flooring 	 <ul style="list-style-type: none"> ➤ Always-available service desk ➤ Service level management ➤ Full outsource management of ICT infrastructure (seat management) ➤ Business continuity ➤ Formal engagement model, consulting and project management

Partner recognition

Forward-thinking Western Cape Government wins OpenText “Big Think” award

The Western Cape Government was honoured at the recent OpenText Innovation Tour 2015 with Egsaan Samaai, acting Chief Director: Transversal Applications Development at the Western Cape Government: Department of the Premier, taking top honours for the local OpenText “Big Think” award for 2015.

“The Western Cape Government is honoured to receive acknowledgement in pursuit of improved service delivery,” says Egsaan.

According to Helené Swart, business unit manager: Enterprise information management (EIM) for the Western Cape at Datacentrix, the government department’s EIM partner, Egsaan has been instrumental in supporting the evolution of enterprise content management (ECM) from isolated pockets within the provincial government through to the roll-out of content management across all departments.

“Egsaan oversaw the initial implementation of a provincial e-filing blueprint that has formalised the positioning of content management as a discipline within the province and helped to establish a more responsive public sector in keeping with provincial strategic objectives. He has been influential in transitioning ECM from an IT-owned service to a business-owned service that is supported by IT.”

Recognising the need for an effective and sustainable roll-out and on-going support of the ECM environment, Egsaan centralised the previously separately



From the left: Gaston Barban, High Commissioner for Canada; Hilton Jacobs, acting director, Cel Transversal Applications; Detlev Legler, OpenText vice president, sales - emerging markets; Shameemah Begg, application development manager, Cel Transversal Applications; Johan Koegelenberg, director government motor transport, Western Cape Government; Egsaan Samaai, action chief director, Cel Transversal Applications and Lenore Kerrigan, country sales director, Africa, OpenText.

located department installations. He established a new enterprise instance to cater to the ramping up of adoption by departments, while ensuring that existing installations are continually managed.

Says Helené: “Egsaan vigorously pushed for right-sized and appropriated architecture platforms in support of the burgeoning ECM adoption, with the current migration onto a new on-premise private cloud platform.

“In addition to this, he has also been a driving force in piloting the use of advanced electronic signatures within the Province. His involvement is key in enabling the move towards a paperless, online environment within the department. This will support higher velocity collaboration on, and routing of, recommendation and approval of key records, reducing the requirement to print, sign and circulate hard copies of natively digital content.”

Maximise the visibility and utilisation of your company information



Business impact



Information governance



Information security



Process velocity



Business insight

Enterprise Information Management solutions help reduce costs, aid compliance and reporting.

The Idea Economy:

Is your industry ripe for disruption?

By Pieter Bensch, managing director, Hewlett Packard Enterprise, South Africa

A great idea alone is no longer enough – business success today is defined by the ability to turn ideas into value faster than your competition.

We now live in an Idea Economy. Never before have the tools required to turn an idea into a new product, business – or even a new industry – been more accessible or easy to deploy. In the Idea Economy, no industry is immune to disruption. Companies, whether they be start-ups or large enterprises, must combine their vision with technological agility to quickly turn ideas into reality or risk falling behind.

This presents an opportunity and a challenge for most enterprises. On the one hand, cloud, mobile, big data and analytics give organisations the tools to accelerate the process and time it takes to see a business return. Combining applications and data can create dramatically new experiences, even new markets.

On the other hand, most organisations have been built with rigid, inflexible legacy IT infrastructures that are costly to maintain and that make it difficult, if not impossible, to implement new ideas quickly.

The ultimate winners are those companies – be they startups or huge established businesses – that understand how to use the power of IT to unlock the full potential of their ideas.



Pieter Bensch, managing director, Hewlett Packard Enterprise, South Africa

In the Idea Economy, no industry is immune to disruption. Companies, whether they be start-ups or large enterprises, must combine their vision with technological agility to quickly turn ideas into reality or risk falling behind.

Thriving in the Idea Economy requires a New Style of Business. This New Style of Business demands a New Style of IT. Hewlett Packard Enterprises can take IT environments and make them more efficient, more productive and more secure as we bridge the traditional to the new.

We will be doubling our efforts regarding infrastructure innovation at a time when other companies are cutting back. Why? The rise and prevalence of apps and data are creating new demands on IT.

As a result, infrastructure isn't one size fits all anymore. A hybrid infrastructure – one that combines public cloud, private cloud and traditional IT – can maximise performance, allowing for

continuous delivery, improved efficiency and optimised costs.

Four transformation areas that are most important to business success

Earlier in 2015, Hewlett Packard Enterprise revealed four transformation areas that represent our view of where the market is heading and what all organisations will need to succeed. They're at the heart of what Hewlett Packard Enterprise will deliver. They are:

- 1. Transforming to a hybrid infrastructure.** This is essential to create and deliver new value instantly and continuously. Most companies are under pressure to quickly evolve to the cloud. We help organisations to build a cloud that scales and works with their infrastructure.

2. Protecting your digital enterprise.

Security is top of mind for everyone now. IT is core to operations, and disruptions caused by inadequate security have the potential to cost millions of dollars. We provide the tools organisations need to detect, protect and react to cyber and other risks – whether it's a natural disaster, terrorism or any other threat.

3. Empowering a data-driven

organisation. HP has bet on open-source, lower cost solutions – including hardware, software and solutions – that allow organisations to use 100% of their data to generate real-time, actionable insights. The result is better and faster decision-making.

4. Enabling workplace productivity.

We will help organisations to create a productive workplace that enables quick conversion of legacy processes and tools to mobile, has the flexibility

to adapt to changes as the business is scaling up or down, and supports rich communication between all parties – customers, employees and partners.

The good news is that the same technologies that make it easy for new companies to get started are also available to established enterprises, but they need a partner to get them there.

Hewlett Packard Enterprise can enable organisations to act rapidly on ideas by creating, consuming and re-configuring new solutions, experiences and business models. And we will deliver infrastructure that is built from components that can be composed and re-composed easily and quickly.

So ask yourself, how quickly can I capitalise on a new idea, seize a new business opportunity or respond to a competitor that threatens my business? Be a winner in the Idea Economy!

Hewlett Packard Enterprise can enable organisations to act rapidly on ideas by creating, consuming and re-configuring new solutions, experiences and business models. And we will deliver infrastructure that is built from components that can be composed and re-composed easily and quickly.

The heart of Hewlett Packard Enterprise

By Meg Whitman, CEO of Hewlett Packard Enterprise

Hewlett Packard Enterprise focuses on enterprise, both large and small. We know that what we do is core to the businesses of our customers and partners. We are innovators at heart – that's in our DNA. We had to continue to offer the practical innovation we've always been known for – the pride we feel in inventing new ways to improve how we live and work.

And, there are new elements we want to explore, like agility, openness and partnership with our customers. It takes more than great technology to succeed in the world today. It also takes an environment where collaborative people, empowering technology, and

transformative ideas come together to carry our customers forward faster. This will be at the heart of Hewlett Packard Enterprise.

Bringing our ideals to life

To bring our ideals to life, we needed a logo and a design system that would be singular and defining. We needed a design that would express our renewed commitment to focus and simplicity. And we needed a logo that would be as transformative, flexible and agile as we are becoming, while standing out from the pack.

Our new logo is different and its simplicity is deliberate. We're going to be all about simplicity – easy to do business with and precise in our work, our engineering and our innovation.

And, of course, we're going to be great partners. This is the first time in our history that the two t's in "Hewlett" connect. That connection is symbolic of the partnership we will forge with our customers, partners, and our employees – what we will do together to help drive your business forward.

This is an exciting milestone in our separation and the creation of the new Hewlett Packard Enterprise.

Seeing all of this come to life really drives home that we're becoming two new companies – Hewlett Packard Enterprise and HP Inc. While we're continuing our traditions and our strategy, we are truly embarking on a new journey. Stay tuned as we continue to make business history together.

Fully integrated ICT solution

Datacentrix wins project to implement integrated, tailored ICT solution for Ahmed Al Kadi Hospital

Datacentrix has been appointed to rollout a tailored ICT solution at Ahmed Al Kadi Hospital, which is currently under construction in Durban.

Ahmed Al Kadi Hospital, founded on Islamic principles, is owned by the Islamic Medical Association Baytul Nur Trust, the initiator of the project, and approximately 3,000 community members and health professionals. From March 2016, the hospital will provide healthcare to South African citizens, regardless of race, religion or creed. The hospital, a R350 million investment with planned capacity for 166 beds, is being constructed off the N3 highway in the suburb of Mayville.

Having undertaken an intensive seven-month evaluation and consultative process, Datacentrix has mapped out a fully integrated plan to address the hospital's technology needs, which will be rolled out in two phases.

Phase one involves the commissioning, procurement and installation of services and infrastructure needs, including cabling, CCTV and access control; a medical grade network for the hospital and theatre equipment; a business network for the hospital administration system (including all the servers, data centres, connectivity requirements, notebooks and work stations); the implementation of an enterprise resource planning (ERP) system as well as a hospital information system (HIS); and the rollout of an enterprise information management (EIM) system for the management and archiving of information.

The second phase entails a three-year service outsource contract to ensure optimal uptime and performance of the hospital's systems.

According to Shakeel Jhazbhay, Datacentrix' EIM business unit manager for KwaZulu-Natal and project lead, the end-to-end project has demanded a fully integrated approach by Datacentrix, drawing expertise from multiple disciplines to deliver best-fit solutions for the hospital's needs. "The project is a prime example of the synergy and teamwork



Suraya Vaizie, hospital co-ordinator; Ahmed Mahomed, Datacentrix CEO, Solly Suleman, chairman of Ahmed Al Khadi Hospital; Faizel Suleman, finance director; Shakeel Jhazbhay, business unit manager, EIM at Datacentrix and Yusuf Essack, hospital co-ordinator

The project is a prime example of the synergy and teamwork between Datacentrix' competency areas, providing truly integrated systems for our customers.

between Datacentrix' competency areas, providing truly integrated systems for our customers," he explains.

Solly Suleman, chairman of Ahmed Al Kadi Hospital, explains that the hospital's directors were in dire need of direction when it came to designing its IT infrastructure. "Datacentrix' partnership approach and support has been nothing short of brilliant," he states.

"The company even provided strategic advice free-of-charge prior to its official appointment, and the expertise provided has ensured that we have made the right technology choices. Our experience with Datacentrix – and the expert input received from the CEO, Ahmed Mahomed, down the ranks – has been greatly appreciated."



How to make Shadow IT work for your company

In the move towards a hybrid enterprise IT environment, where users can access applications, data and the underlying infrastructure located on-premises in datacentres and private or public clouds, the way IT is managed has to change.

The benefits of a flexible workforce embracing mobility and the cloud far outnumber the concerns over migrating to a different work environment – in the cloud.

These technologies drive innovation in the business and improve employee satisfaction, which results in favourable perceptions of the CIO and employer on the whole.

But how should the IT department manage a changing environment such as this? We know that the hybrid enterprise, while delivering multiple benefits, can expose enterprises to a seemingly infinite number of new attack vectors.

In today's reality, users are just as likely to work with their favourite, non-IT-sanctioned cloud apps at Starbucks as they are to sit in a corporate office running centralised datacentre apps, resulting in the rise of Shadow IT.

Even when employees decide to use technology outside of IT jurisdiction to do their job, it is still the responsibility of the CIO and his department to ensure that the company's systems and data are secure.

Governing what we can't see

The way data is stored by enterprises and used by employees continues to change. Though the flexible environments we work in today promote productivity and employee efficiency, they've changed the way IT governs technology and manages security. When everything was in the office and datacentre, governance was much simpler.

But with the profusion of applications being accessed inside and outside the workplace, IT runs the risk of losing visibility and control. This could result in a series of security risks and potentially lost or compromised corporate data. Not only could this put sensitive information in the

hands of the wrong person, it can severely damage the company's reputation, should customer or public information be compromised. The reality is that IT cannot govern what it cannot see, and therefore does not have the ability to control access and usage.

As concerning as the risks may seem, restriction is not the answer. If Shadow IT is happening, it's likely to be a result of employees not being provided with the best tools to do their job.

Therefore, it becomes an issue that the organisation needs to address to ensure that the technology being provided is suitable for the workforce.

But more importantly, the CIO should embrace an "IT governance" approach, which includes having the visibility in place to monitor user access, network traffic and application performance, to provide a holistic understanding of the way IT is being used, without limiting the way employees use it.

If you can see it, you can protect it

As IT overcomes the challenges of the hybrid enterprise, visibility into infrastructure is one thing that cannot be compromised. Lack of visibility into the network and application layers may hinder IT's ability to identify, predict, and prevent threats. Key questions to ask include:

- What's on your network?
- Who's using it?
- How are they using it?
- Where are they accessing it?
- When did this all take place?

Answers to these questions should be available in real-time to provide the most accurate and up-to-date breakdown.

Companies that can control and manage complexity, without restricting user access, will be able to use IT as a competitive business advantage, instead of being weighed down trying to solve performance problems and security concerns of business-critical applications.



Wimpie van Rensburg, country manager Sub-Saharan Africa, Riverbed Technology

Companies that can control and manage complexity, without restricting user access, will be able to use IT as a competitive business advantage.

riverbed®

NamPower leads African continent in enterprise information management

Namibia's national power utility, NamPower has successfully rolled out a company-wide enterprise information management (EIM) system, enhancing and centralising the management of content related to almost all of the business processes within the organisation.

With the assistance of Datacentrix, NamPower's EIM rollout is a landmark project for the continent, marking the first successful African implementation of OpenText's SAP Extended Enterprise Content Management (SAP xECM) on a consolidated EIM infrastructure.

Isac Tjombonde, chief officer of corporate services and project sponsor at NamPower, explains that the EIM project underpins the company's strategic "Vision 2030" objectives of economic efficiency, process improvement, community upliftment and regulatory compliance, and also forms the foundation for its ISO certification.

"Based on these needs, NamPower embarked on a document and records management programme in 2009. This programme consists of two major phases; a four-year initial assessment and preparation phase, followed by a two-year technology implementation project for electronic documents and records.

"The first phase of the document management initiative assisted NamPower to achieve the goal of implementing an integrated manual document management and records management solution, which would ultimately pave the way for an electronic system.

"Here, our objectives were to improve transparency and accountability, earn internal and external stakeholder trust, and preserve the NamPower corporate

memory. We also wanted to safeguard our investment in intellectual capital, establish standardised filing practices, ensure the efficient lifecycle management of all records, encourage the sharing of organisational knowledge, improve productivity through efficient records retrieval, and protect organisational and stakeholder legal rights and obligations," Isac continues.

The aim of the second phase of the project was to: improve information management practices and apply records management controls to all business content; provide secure storage and easy access to all records; speed up the retrieval of information; establish process transparency and allow for accountability; create a paperless office environment; and to achieve the overall business drivers.

Says Isac: "Since going live on phase two of our EIM project earlier this year, NamPower now has a 360 degree view of all enterprise content – both structured and unstructured. Our records and documents are uniformly managed, in line with records management principles, and thereby compliant with the National Archives Act.

"Aside from this, our search capabilities are faster and more efficient, transparency and accountability have been greatly improved, processes are streamlined, and we have seen gains in productivity and collaboration between NamPower information workers."

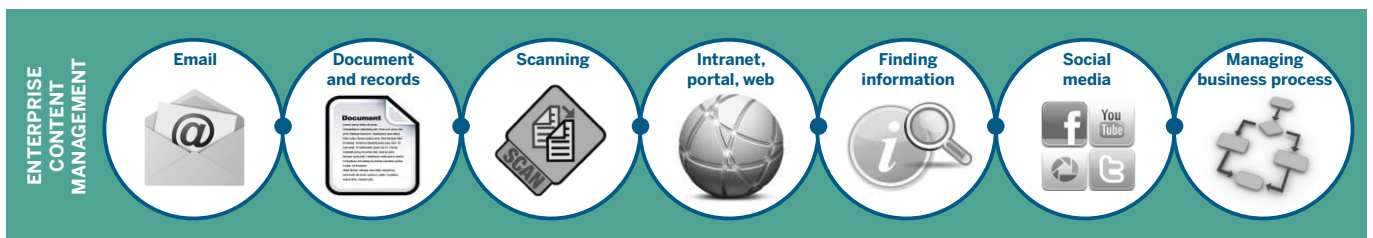
According to Michelle Momberg, EIM business unit manager at Datacentrix, NamPower is setting a strong example for companies based in Africa wanting to drive innovation through information



Michelle Momberg, EIM business unit manager at Datacentrix

management. "Through its EIM implementation, NamPower is well on track to realising its long-term digitalisation vision and is now better able to leverage its existing SAP investments. This programme will continue over the next two years, with ongoing business improvements and upgrades."

NamPower now has a 360 degree view of all enterprise content – both structured and unstructured.



Partner recognition

Switched on: NamPower takes local OpenText project award

Namibia's national power utility, NamPower, has been named as the winner of enterprise information management (EIM) leader, OpenText's "Go-Live Project of the Year" for 2015. The Windhoek-based organisation, nominated for this award by EIM partner, Datacentrix, received top honours at the recent OpenText Innovation Tour 2015, which included an African leg of this event for the first time this year.

As part of its strategic, long-term vision to drive innovation across the whole of the organisation through digitisation, NamPower implemented SAP Extended Enterprise Content Management (SAP xECM) on a consolidated EIM infrastructure across all business units within the organisation. This assisted the company to enforce its records management policy, thereby improving on efficient access to information, reducing paper wastage and storage costs, and safeguarding of institutional knowledge.

"The EIM rollout at NamPower is a landmark project for the continent, marking the first successful implementation of this solution in Africa," explains Michelle Momborg, EIM business unit manager at Datacentrix.

"NamPower can now enable economies of scale through the utilisation of a centralised infrastructure, as well as mainstreaming its existing SAP investments within the company."

Says Martin Ockhuizen, records officer at NamPower: "This award is a milestone achievement for NamPower, highlighting a breakthrough in digital barriers. The success of our EIM project makes NamPower stand out in Africa. The project has also allowed us to achieve excellence in terms of information governance and build



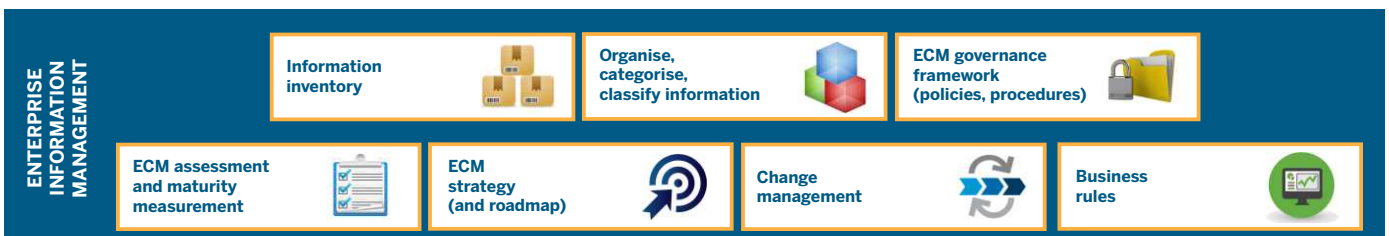
Gaston Barban, high commissioner, Canada; Isac Tjombonde, chief officer: corporate services, NamPower; Detlev Ledger, vice president: sales, emerging markets, OpenText; Lenore Kerrigan, country sales director, Africa, OpenText.

The EIM rollout at NamPower is a landmark project for the continent, marking the first successful implementation of this solution in Africa.

a firm foundation for future enhancements.

"The award came at a very opportune time for NamPower, six months post our go live date," he continues. "It is a clear testimony of the dedication of the NamPower staff – our greatest asset – who made this accomplishment possible.

It also marks the first time that a multi-disciplinary team, including our implementation partner, Datacentrix, has managed to overcome any obstacles in its path and deliver success to this level. As a part of our EIM delivery team, Datacentrix set high standards and proved itself in terms of both expertise and dedication."



Datacentrix appoints new business unit manager and encourages staff to excel

Desmond Nolonolo Thoabala was recently promoted to business unit manager at Datacentrix, effective September 2015, after his time as business development manager since April 2013.

Desmond is a strong, hands-on and multi-skilled individual with extensive experience in consulting. He is alert and attentive to detail, which helps to drive successful relationships with internal and external customers.

“Desmond is a visionary and a team player,” says Ahmed Mahomed, Datacentrix CEO. “I believe that Desmond has the right skills and characteristics to make every success of his new position and I am confident that his passion for sales and operations, and his positive outlook will enable him to successfully execute his new role. We are happy to have him on board and wish him every success.”

During his time in the United Kingdom, Desmond ran his own consulting business, Intergrated Systems and Development, which operated out of Cambridgeshire, exposing him to clients throughout Europe, North America and Africa, across major technologies such as Oracle, SAP and SAS, to name a few. He also lectured at several colleges in the Cambridge, Hampshire and Kent areas during his tenure as cluster head at Cricklade College.

“I expect that my years' of experience within various management roles in the technology, human capital and higher education industries will stand me in good stead to overcome any challenge that I am sure will come my way in my new role,” says Desmond. “I have set my own objectives for excellence and intend to translate hard work and dedication into significant successes for the company and for myself on a personal level.

“My exposure to diverse industries and business dynamics has improved my understanding of the critical factors that impact the success of business relationships and I am looking forward to applying my capabilities, knowledge and experience to work for Datacentrix,” he says.

Desmond is competent in the areas of business and new business development, business strategy including change management, and management consulting. As an associate member of Computer Society South Africa, Desmond is frequently updated on issues pertaining to good corporate governance and he has successfully implemented policies and procedures in many of his previous roles.

Desmond's participation in the Group's internal Management Development Programme (MDP) has equipped him with valuable skills and capabilities that have supported his management promotion.

“Performance, drive, and ambition to succeed are some of the attributes that demonstrate Desmond's capacity and potential to succeed in his new position in the organisation,” adds Seipati Mbokazi, Group HR head at Datacentrix. “MDP participants are selected based on specific criteria that include displaying the company values and behaviour that is required to help drive the organisation forward. It is part of the Group's ambition to see more staff developed into senior roles. The MDP is one way of achieving this objective.”

Johann Coetzee, commercial managing director adds: “Individuals, like Desmond, that are selected for management are mentored and supported to help them meet the business' expectations of them. Being assertive and successfully managing time are essential for coping with the additional administrative demands, meetings and team management.”

“Datacentrix is committed to developing its employees and recognises that by offering the opportunity to grow and excel within the organisation is a significant part of attaining the status of 'employer of choice'. In addition to its MDP, Datacentrix has invested in various training programmes to help develop the capabilities of our people.” concludes Ahmed.



Desmond Nolonolo Thoabala, newly appointed business unit manager at Datacentrix

Desmond Thoabala: A short profile

Computer skills:

- Microsoft Office, Dynamics, SharePoint and Projects
- SAP SD, PM, FS, EIS and PM
- Oracle SCM, 10G and Siebel
- MaximiZer CRM 11

Previous roles:

- Non-executive director at Maru CiberConnect, Oracle, University of Limpopo, a non-profit organisation that was established in 2011
- Business development director at C-Ahead Technologies
- Senior account manager at Universal LAN Technologies
- Founder and managing director in Intergrated Systems and Development, Cambridgeshire in the UK
- Cluster head at Cricklade College in the UK
- Senior account manager at Oracle Corporation in Dublin
- Learning media consultant at the Learning Group

Veritas unveils major advances in cloud backup and turbocharges performance with the release of NetBackup 7.7

NetBackup™ 7.7 expands virtualisation integration and delivers intelligent policy enhancements.

Information management business, Veritas, released enterprise-class data protection solution, Veritas NetBackup™ 7.7 mid-2015. Among its powerful new capabilities, the industry-leading solution includes features that greatly expand the effectiveness of backup and recovery operations that utilise cloud storage services, adding support for new cloud providers and increasing performance by up to thirty times.

“Today many enterprises are adding cloud storage to their menu of backup storage choices to gain the advantages of elasticity, agility, and OpEx pricing, or simply to replace tape,” says Ana Pinczuk, senior vice president, backup and recovery for Veritas. “NetBackup 7.7 is designed to exploit these storage alternatives in a much more optimal way, enabling IT organisations to easily incorporate cloud storage into their backup strategy, without compromise.”

This latest release greatly enhances the performance and interoperability of backups directed to cloud storage services such as those offered by Amazon Web Services (AWS), Google, Hitachi Data Systems (HDS), Verizon, and Cloudian. NetBackup 7.7 also introduces breakthrough integration with VMware® vSphere Virtual Volumes, Microsoft® Hyper-V, NetApp clustered Data ONTAP® (cDOT), and Microsoft SQL Server™, and delivers enhanced self-service capabilities that allow both IT and non-IT users to independently manage and control backup and recovery activities using intuitive interfaces combined with native tools.

“As the sheer volume and scope of enterprise data continues to increase, businesses need better tools to adequately protect their data against loss. NetBackup 7.7 is designed to provide faster, easier



Veritas NetBackup 7.7 converged platform simplifies infrastructure management and has advanced automated processes and controls to protect complex physical and virtual environments.

recovery with enhanced performance and efficient storage techniques to manage data protection at every layer of the stack,” said Phil Goodwin, research director, storage systems and software at IDC.

“These new enhancements can help businesses take advantage of the cost efficiencies and operational agility of cloud storage, by improving performance and expanding the choice of service providers.”

The new cloud connector introduced in NetBackup 7.7, designed on Amazon Simple Storage Service (Amazon S3), is optimised to significantly improve backup and restore times for Amazon S3-compatible cloud storage targets.

The new connector takes advantage of multi-streaming and other techniques to fully utilise network bandwidth, significantly reducing backup and recovery times when compared to previous releases. In addition, NetBackup 7.7 supports cloud gateways from NetApp and AWS using a tiered approach to replicate backup data to cloud storage.

NetBackup's innovative Auto Image Replication (AIR) feature is also integrated with cloud services – enabling businesses to efficiently replicate catalogue and backup data in a cloud environment, while efficiently preserving the de-duplicated state of backups.

New intelligent policies for Microsoft Hyper-V and Microsoft SQL Server help enterprise IT organisations scale faster, increase flexibility and provide the appropriate controls to the right people.

Veritas NetBackup 7.7 converged platform simplifies infrastructure management and has advanced automated processes and controls to protect complex physical and virtual environments.

Veritas NetBackup 7.7 is available through the company's channel partners.

VERITAS™

Lenovo launches One Channel to streamline channel engagement

Lenovo Africa has today launched One Channel, its new channel programme set to streamline operations and offer a 'Channel Engagement Model' for all managed and unmanaged partners.

Commenting on the launch of One Channel, Abrie van Staden, Channel Lead at Lenovo Africa, says: "Previously, we operated in siloes, with the Relationship sales team handling accounts with more than 500 users and the SMB sales team covering our smaller resellers this created added complexities in our market. In addition to the above the Enterprise or System x team joined the channel and end user team and thus giving us a single voice and face when dealing with our partners, which greatly simplifies the channel."

While partners will enjoy the simplification of dealing with one person end to end, each area of the business will continue to be managed individually to ensure customers continue to get the service they expect from Lenovo.

In addition to the launch of One Channel, Lenovo Africa is also improving its communication with its managed and unmanaged partners through the use of the Lenovo app. The app makes use of gamification and edutainment features as well as push notifications as an interactive means of engaging with users.

Van Staden comments, "We have 300 managed partners and 2500 unmanaged partners, and it is

essential that we keep communication channels open with each one. Our managed partners are the constant high sellers, but the unmanaged partners are just as important because of the opportunities they present and their sheer number. So our communication starts with One Channel, but beyond that, with our app we are ensuring our communication is relevant, timely and keeps our partners involved in our business."

As the app continues to evolve, functionality will be added to allow partners to reply to push notifications as well as send queries using text and voice messaging.

Along with the move to One Channel, Lenovo Africa is also working on upskilling its teams with the knowledge of its new product offerings, including its tablet range and the ThinkServer. The server in particular opens up exciting new opportunities for both Lenovo and its partners in terms of the added service it can now offer customers.

"It has never been a better time to partner with Lenovo," says van Staden. "Projects like One Channel and the Lenovo app, along with our worldclass product portfolio ensures we remain flexible, agile and nimble in the marketplace – and give our partners the tools to do the same."





Lenovo™

“

IT HAS NEVER
BEEN A BETTER
TIME TO
PARTNER WITH
LENOVO.

”



Abrie van Staden
Channel Lead at Lenovo Africa

About Lenovo

Lenovo (HKSE: 992) (ADR: LNVGY) is a \$39 billion global Fortune 500 company and a leader in providing innovative consumer, commercial, and enterprise technology. Our portfolio of high-quality, secure products and services covers PCs (including the legendary Think and multimode Yoga brands), workstations, servers, storage, smart TVs and a family of mobile products, including smartphones, tablets and apps.

Visit us at

www.lenovo.com



Management system for records standard encourages holistic thinking

By Louisa Venter, chairperson of the South African mirror committee, SABS TC46D and Datacentrix senior enterprise information management (EIM) consultant

C-level management must understand that records management can no longer be considered as a mere support function that takes place after work has been completed. Along with risk management, information security management and quality management, records management has to be viewed as a strategic management function.

In the past, records management only took place within a paper-based environment once all the work was done – almost as a behind-the-scenes “sweeper”. Now, within the more complicated electronic environment, there is no longer a physical, “passing on” of documents to records management practitioners to take care of them as part of the corporate memory.

Digital work practices require that employees add descriptive information (metadata) to each document, to classify documents according to prescribed classification rules and to make decisions about declaring such documents official records.

Records management became a shared responsibility. The sharpened focus on records management increasingly requires that it should be tightly integrated into business processes. However, many organisations are unsure as to how to tackle this process.

According to ISO (the International Organization for Standardization), the ISO management system standards provide a guideline for companies of any size and within any sector wanting to set up and operate a management system.

The Management System for Records specifically (ISO 30300) was published by ISO TC46/SC11 in 2011.



Louisa Venter, chairperson of the South African mirror committee, SABS TC46D and Datacentrix senior enterprise information management (EIM) consultant

The Management System for Records is intended to place the benefits of good records creation and control on the management agenda as a strategic function, which is relevant to the modern organisation.

The Management System for Records is not synonymous to a “records system”, which is an “information system that captures, manages and provides access to records over time”.

A management system is a strategic framework that supports an organisation to establish objectives, as well as the supporting policies, structures and processes to achieve those objectives. Management systems provide methodologies to make decisions and manage resources to achieve the organisation's goals.

The Management System for Records is intended to place the benefits of good records creation and control on the management agenda as a strategic function, which is relevant to the modern organisation. It promotes a tight integration between records processes and business processes, with a view to provide a systematic and strategic approach to the creation and control of records.¹

It was designed to help organisations to implement, operate and improve an effective system for managing records for

¹ Ellis, J. 2012.06.21. An overview of ISO 30300:2011 – Management systems for records – Fundamentals and vocabulary, and ISO 30301:2011: Management systems for records online at http://www.iso30300.es/wp-content/uploads/2012/09/MalaysiaNationalArchives2012_ConferencesJEllis_ISO30300.pdf

Suidwes Agriculture chooses Datacentrix to roll out integrated ERP solution for improved growth support

Suidwes Agriculture chooses Datacentrix to roll out integrated ERP solution for improved growth support. Suidwes Agriculture, one of South Africa's largest South African agricultural companies, has announced that it will partner with Datacentrix to upgrade to an integrated enterprise resource planning (ERP) system that will better support the organisation's growth strategy.

Suidwes Agriculture provides a number of services and products to the agricultural industry, including grain handling and storage, grain trading, retail trade, IT, financial services and insurance.

According to Johan Hanekom, Enterprise applications business unit manager at Datacentrix, Suidwes Agriculture's current ERP system lacks the flexibility to grow with the company.

"There are multiple disparate systems in place at Suidwes Agriculture at this time, a situation that does not provide it with any technological advantages. Not only this, but concerns around continued support for the existing solutions also pose a risk to the business."

as long as they are needed for functional, legal and historical use.

This particular standard was initiated due to the need outlined above for the tighter integration of records and business processes, as well as the requirement for a strong message to management around the benefits of good records creation and keeping.

It was also a critical step in ensuring the alignment of records management with other evidence-based processes, such as risk management and compliance.

Datacentrix's status as a Premier Sage ERP X3 Partner and experience within the local agricultural sector were key factors in the company's appointment to assist Suidwes Agriculture in this project.

Datacentrix' status as a Premier Sage ERP x3 Partner and experience within the local agricultural sector were key factors in the company's appointment to assist Suidwes Agriculture in this project. Says Johan: "Datacentrix has been tasked with analysing the current

ISO 30300 was not created to replace ISO 15489 (the international standard on records management), but rather to emphasise the importance of the integrated nature of records management and strategic management, by taking a systems-thinking approach to records management.

A third part of the Management Systems for Records standard was recently approved for publication at the June 2015 SC11 meeting in Beijing, China. Known as ISO 30302, this part will provide companies wanting to rollout a records



Johan Hanekom, Enterprise applications business unit manager at Datacentrix

environment at Suidwes Agriculture, configuring and rolling out the new integrated ERP solution and all of its associated modules, and training users. In addition to this, we will also be providing thought leadership in terms of ERP best practices to the business."

management system with a specific implementation guideline. At this stage, ISO 30303 (requirements for bodies providing audit and certification) and ISO 30304 (a self-assessment guide) are also in the planning and drafting phase.

It was also a critical step in ensuring the alignment of records management with other evidence-based processes.

ISO 30302 has been published and is available for purchase via the SABS, Standards Sales Division. Visit <https://www.iso.org/obp/ui/#iso:std:iso:30302:ed-1:v1:en>

Together for a world class datacentre

Gone are the days of IT leaders relying on traditional silos. Today's world is moving towards converged infrastructure. The reason for the shift is due to newly integrated technologies, bringing a new level of ease, efficiency and versatility. Industry trends are pointing towards converged data solutions and cloud computing.

Datacentrix has taken this opportunity as a leading IBM and Cisco business partner to bring the VersaStack solution to market. VersaStack is an integrated infrastructure design, blending Cisco's UCS servers and switches with IBM's Storwize and Flash storage arrays.

"Datacentrix has been offering integration services and solutions around both IBM and Cisco technologies for over a decade. As a result, because of our skills and services capability, we are in an excellent position to offer VersaStack as an integrated solution to our customers," says Graeme Dendy, business unit manager: IBM, at Datacentrix.

VersaStack allows the strength of Cisco Networking and UCS server stack and that of the IBM Storage virtualisation solution to offer customers something unique. VersaStack is a predesigned and integrated datacentre platform, it is designed and architected with no SPOF (single point of failure) and a clear focus on ease of use, efficiency and versatility.

It is a platform that not only allows running a variety of virtualisation hypervisors, but also standard operating systems on blade and rack servers from the Cisco Unified Computing System portfolio (Cisco UCS), while supporting an intermix of I/O workloads. Cisco networking components like the Fabric Interconnects (FIs) and switches from the

Nexus and MDS family, build up the underlying VersaStack networking infrastructure that is utilised by all VersaStack internal I/O communication and to the external customer environment.

Different system solutions and reference architectures for the VersaStack concept have been validated for resiliency, taking multiple failure conditions into focus while under different workloads.

Fault tolerance with respect to switch, cable, hardware failures and loss of power during all daily operational tasks – but also when performing firmware and operating system upgrades and all other kinds of system maintenance – have been deeply tested.

IBM Storwize V7000 unified storage closes the gap as an effective storage virtualisation infrastructure product that provides a modular, flash-optimised and enterprise-class storage system that is simple and delivers the flexibility and responsiveness required for the changing business needs of today.

Graeme also notes that these are two highly reputable companies and Datacentrix' customers can now reap the benefits of Cisco's innovations along with IBM's experience combined in the VersaStack solution.

Both IBM and CISCO value the needs of the channel and their customers. This is why an organisation like Datacentrix is so important to the channel strategy.

"Datacentrix is a services organisation that is Cisco certified as well as an IBM Premier Business Partner," says Graeme.

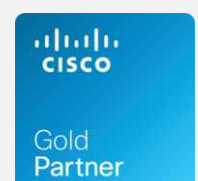
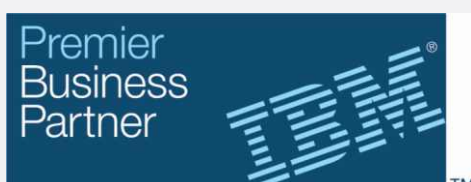
"We are well versed in the network, server and storage spaces, so we can



Graeme Dendy, business unit manager: IBM at Datacentrix

Datacentrix has been offering integration services and solutions around both IBM and Cisco technologies for over a decade. As a result, because of our skills and services capability, we are in an excellent position to offer VersaStack as an integrated solution to our customers.

utilise new technology solutions like the VersaStack to offer best of breed solutions to our customers," he concludes.

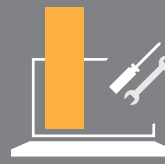


Easy. Efficient. Versatile.

Integrated infrastructure solution to accelerate datacentre infrastructure deployment, efficiently manage information and resources, and adapt to business change.

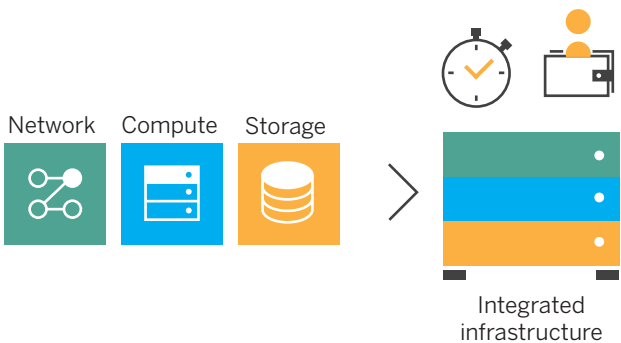


76% of CIOs say it is difficult to stay on schedule and budget¹

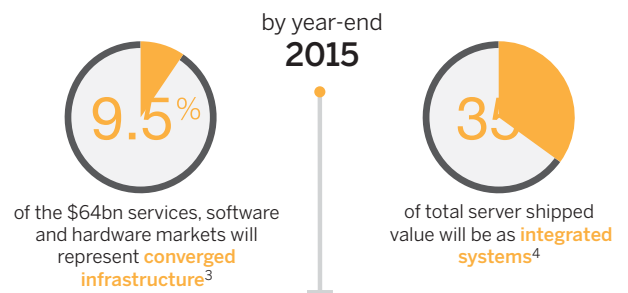


70% of IT budgets are spent on operations and maintenance instead of innovation and insights²

Integrated infrastructure solution of network, compute and storage



IT leaders are rapidly shifting away from traditional isolated environments and moving towards integrated infrastructure to tame the demand for big data applications.



Easy
Seamless integration
Simplify deployment

84%
reduced provisioning times⁵

Efficient
Unified management
Store more with less

62%
lower infrastructure cost with data reduction guarantee⁶

Versatile
Flexible cloud capabilities
Dynamic infrastructure

3x
performance acceleration⁷ and 5x data reduction

VersaStack™

"is a perfect fit for big data, cloud solutions and on-site virtualisation" – i-Virtualize⁸



VersaStack™ Solution
by Cisco and IBM

Sources:

1 According to IDG research 2 Studies of CFO's 3 According to IDC research 4 According to Gartner research 5 Cisco UCS Changing the Economics of the Data Center, Customer Case Studies, Cisco UCS Performance Benchmarks 6 Cisco Blogs - The Economic Impact of a VersaStack Solution 7 <http://www-03.ibm.com/systems/storage/resources/info/compression-guarantee.html> 8 Founder, i-Virtualize

Driving business growth and value with diversified business solutions

The Datacentrix Business Solutions division has expanded its service offering, enabling a broader involvement in the customer value chain by supporting more of their application services.

With an increased focus on horizontal application services, the division will empower customers to modernise their business processes and performance, driving business strategy and sustainable growth.

These services are designed to address the needs of organisational teams, departments and the entire enterprise, across functions and business units.

“The move to becoming a holistic business solutions and application services provider stems from the Group’s strategic intent to dominate the areas in which we operate,” says Group CEO, Ahmed Mahomed.

“Datacentrix will support on-going development of the right skills in this area, and has appointed experienced resources to ensure the delivery of intelligent, complex business solutions to address our customers’ current and future information requirements.”

An integrated offering

The Business Solutions division is a cohesive unit that is split into three inextricable focus areas:

- Enterprise Information Management;
- Enterprise Applications; and
- Professional Services.

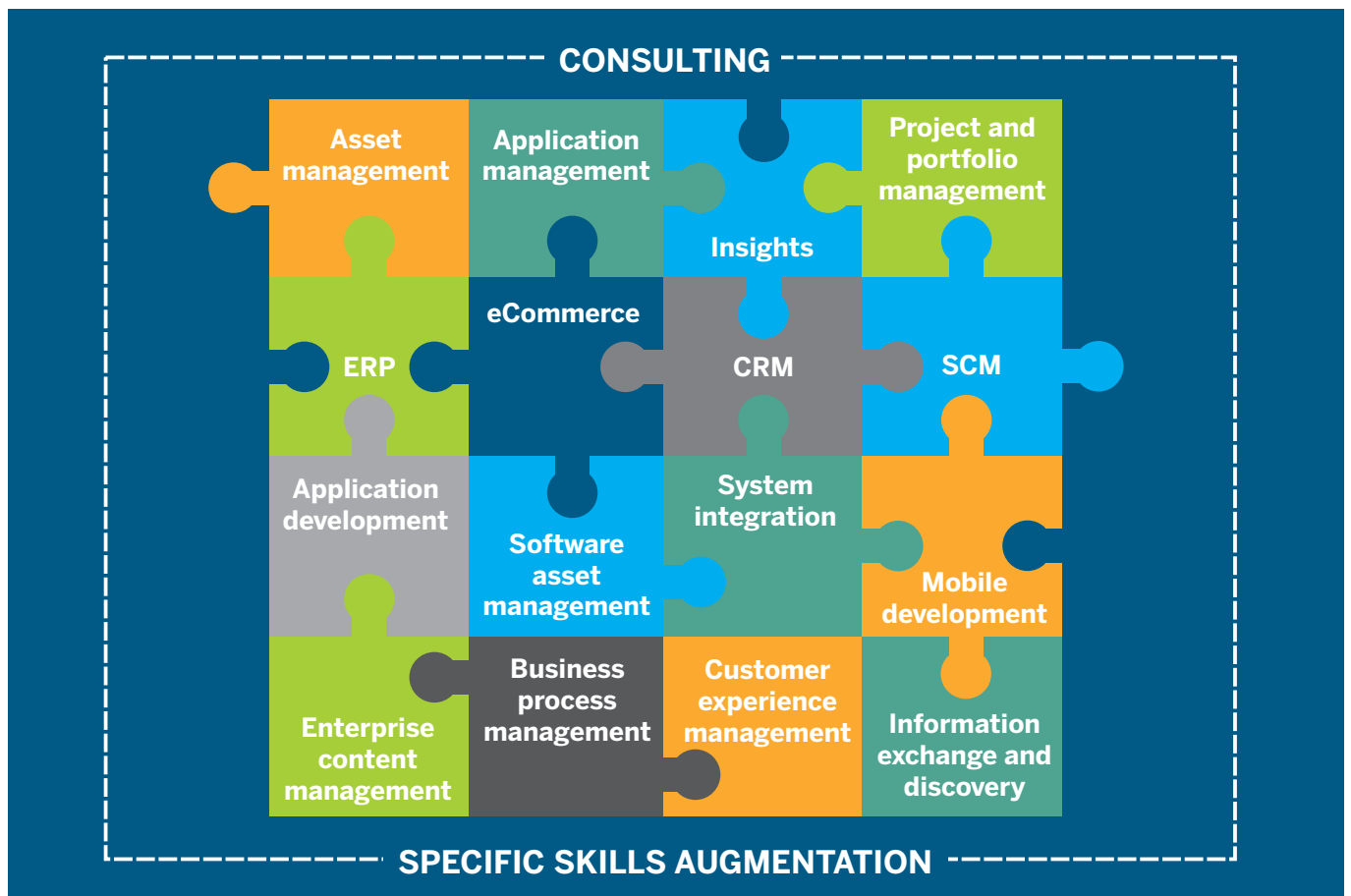
“The Datacentrix Business Solutions division provides comprehensive integrated as well as point solutions that increase the value, visibility and

utilisation of business information, translating business management into confident leadership. The effective use of information by our customers not only enhances the efficiencies across their businesses, but it ultimately leads to improved service delivery levels and growth,” says Juane Peacock, managing director: coastal region and EIM.

Enterprise Information Management

Enterprise Information Management (EIM) is the discipline of structuring, describing and governing information assets across organisational and technological boundaries to improve efficiency, promote transparency and enable business insight – Gartner.

- **Enterprise content management (ECM):** The management of content in an organisation, specifically intelligent document capture,



document management, records management, electronic forms management, file plans and retention strategies.

- **Business process management (BPM):** The management of all business processes, including dynamic case management, high volume imaging, business planning and modelling, and the implementation of process centric applications.
- **Customer experience management (CEM):** The management of digital marketing efforts, online marketing strategies, global brands, social business, and the production of effective customer communications. This includes web content management, customer communication management, digital asset management, portals and social marketing.
- **Information exchange and delivery:** Information xChange is a set of solutions that facilitate efficient, secure, and compliant exchange of information inside and outside of organisations, including messaging and B2B integration services: secure mail, large file transfer, fax and electronic data interchange (EDI) within a single platform. Discovery is making sense of "big content" by implementing solutions for auto classification, archiving, content migration and semantic navigation.

Enterprise Applications

"Enterprise applications are designed to integrate computer systems that run all phases of an enterprise's operations to facilitate co-operation and co-ordination of work across the enterprise.

"The intent is to integrate core business processes (e.g. sales, accounting, finance, human resources, inventory and manufacturing).

"The ideal enterprise system could control all major business processes in real time via a single software architecture on a client/server platform.

"Enterprise software is expanding its scope to link the enterprise with suppliers, business partners and customers." – Gartner."

- **Enterprise asset management (EAM):** The optimal lifecycle management of the physical assets of an organisation. It covers subjects including the design, construction, commissioning, operations, maintenance and decommissioning/ replacement of plant, equipment and facilities.
- **Customer relationship management (CRM):** An approach to managing a company's interaction with current and future customers. It often assists with organising, automating and synchronising sales, marketing, customer service and technical support.
- **Enterprise resource planning (ERP):** Business process management software that allows an organisation to use a system of integrated applications to manage the business and automate many back office functions related to technology, services and human resources.
- **Supply chain management (SCM):** The management of the flow of goods and services. It includes the movement and storage of raw materials, work-in-process inventory, and finished goods from point of origin to point of consumption.
- **eCommerce:** Enables trading in products or services using electronic channels. eCommerce draws on technologies such as mobile commerce, electronic funds transfer, supply chain management, Internet marketing, online transaction processing, EDI, inventory management systems and automated data collection systems.



Juane Peacock, managing director:
coastal region and EIM

The Datacentrix Business Solutions division provides comprehensive integrated as well as point solutions that increase the value, visibility and utilisation of business information, translating business management into confident leadership.

Driving business growth and value

with diversified business solutions (continued)

Professional Services

The integration of planning, resource management, project management and project accounting for organisations – Gartner.

➤ **Application management (AM):**

The process of managing the operation, maintenance, versioning and upgrading of an application throughout its lifecycle. AM includes best practices, techniques and procedures essential to a deployed application's optimal operation, performance and efficiency throughout the enterprise and back-end IT infrastructure.

➤ **Insights (BI and Analytics):** The process of discovering and communicating meaningful patterns in data, in an effort to inform better decisions, using a variety of software applications and processes used to analyse an organisation's raw data. Insights as a discipline is made up of several related activities, including data quality, data mining, online analytical processing, querying and reporting.

➤ **Project Portfolio Management (PPM):** The centralised management of the processes, methods, and technologies used by project managers and project management offices (PMOs) to analyse and collectively manage current or proposed projects based on numerous key characteristics.

➤ **System integration:** The process of linking applications within a single organisation, or multiple organisations, together to simplify and automate business processes to the greatest extent possible, while at the same time avoiding having to make significant changes to the existing applications or data structures.

➤ **Application development:** The designing, building, documenting, testing, and bug fixing involved in

creating and maintaining applications and frameworks involved in a software release lifecycle and resulting in a software product.

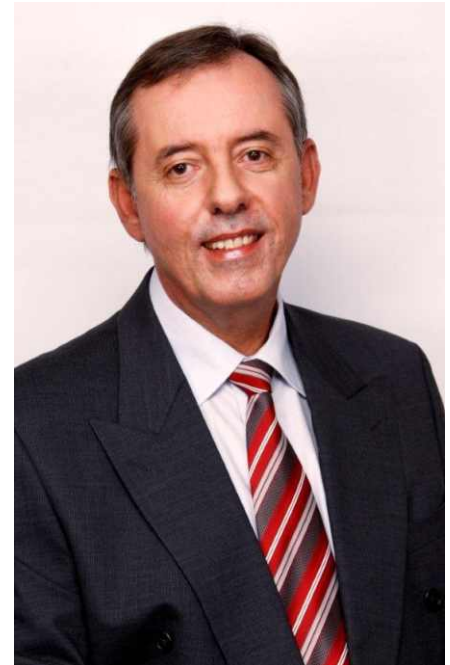
➤ **Software asset management (SAM):** Systematically tracks, evaluates, and manages software licences and software usage. A strong SAM program can help an organisation reduce software costs, improve compliance, and simplify or develop processes for employee software requests

➤ **Mobile development:** Refers to extending an organisation's enterprise applications to handheld devices. The audience of these applications can be internal staff (employees), contractors or the organisations customer base. Effectively extending the reach of the organisation outside the boundaries of the physical locations.

The Business Solutions division actively partners with its customers and technology vendors to extract business value by implementing high-quality, innovative solutions; and using a team of certified professionals with a wealth of experience.

Our value proposition is supported by Datacentrix' managed services engine, our formal engagement model and our hands-on approach, ensuring customers an excellent experience.

"It is our strategic objective to deliver maximum impact and apply the expertise of our people, proven processes and leading technologies to solve our customer's existing problems and future-proof their businesses against the challenges of tomorrow," says Marthinus Wissing, Business Solutions general manager.



Marthinus Wissing, Business Solutions general manager at Datacentrix

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Solving today's problems with precision; moving you forward with insight

Lonmin and Datacentrix team up for local community support

Lonmin, one of the world's largest primary producers of Platinum Group Metals (PGMs), has joined forces with Datacentrix to supply local schools and other community-based institutions with refurbished PCs and peripherals.

Listed on the London and the Johannesburg Stock Exchange, Lonmin is engaged in the discovery, extraction, refining and marketing of PGMs, as one of only four "mine-to-market" primary PGM producers. The organisation's headquarters are based in Melrose, Johannesburg, with its main operations in Marikana, North-West Province, a Precious Metal Refinery (PMR) refinery in Brakpan, Gauteng, and mineral resources and reserves in Limpopo.

As part of a recently won three-year equipment refresh contract for Lenovo PCs and relevant end user equipment at Lonmin, Datacentrix has committed to refurbish desktops and other peripherals currently being replaced. This contribution forms part of the greater Lonmin Community Education programme, which focuses on five vital areas: infrastructure, education, local economic development, community health and supplier development. The infrastructure portion of the programme in particular looks at

infrastructural development, addressing the upgrading of school facilities, community and health facilities.

"When we appointed Datacentrix, we also saw the need for a partner that would be willing to provide additional time and effort in the green disposal and revamping of our older infrastructure for use by those in need, and we found this partner in Datacentrix," said a Lonmin Information Management representative.

According to Deon Insel, senior account manager at Datacentrix, the company will provide the overhauling of Lonmin's IT equipment. "As a company that is socially aware, with a deep-seated commitment to corporate social responsibility, Datacentrix is most proud to join our customer, Lonmin, in helping to enrich the lives of our surrounding community."



Deon Insel, senior account manager at Datacentrix

When we appointed Datacentrix, we also saw the need for a partner that would be willing to provide additional time and effort in the green disposal and revamping of our older infrastructure for use by those in need.

Corporate social investment

Corporate Social Investment ("CSI") is central to realising meaningful transformation in South Africa. Datacentrix proactively partners with beneficiaries, government and non-governmental organisations to benefit communities and to bring about sustainable development. It is against this backdrop that CSI projects are selected. Some CSI initiatives undertaken this year include:

- Annual financial donation to Thandulwazi Maths & Science Academy
- Technology and infrastructure systems donation to Charlotte Maxeke Secondary School
- Laptop and school shoe donation to Isaac Moore Primary School in Atteridgeville, Pretoria
- Computer equipment donation to Sophumelela Senior Primary School in King Williams Town, Eastern Cape
- Computer donations to Athlone Girls schools
- The Datacentrix employee scholarship support scheme that pays school fees for lower level staff
- A night on the streets of Johannesburg with the 702 Sun International CEO Sleep Out
- Sponsorship of the Exxaro Mountain Bike Academy that helps transform the sport in SA by increasing the number of previously disadvantaged riders.
- Participation in the Cansa Relay for Life and financial donation

Helping to raise the bar in local classrooms with eLearning

South African-based companies are profoundly affected by the quality and output of the education system in our country, particularly those operating on a global platform.

Datacentrix has taken up the challenge to incentivise corporate enterprises to help address the inequality in our education system by collectively enhancing the teaching and learning process in schools across Southern Africa.

eLearning: A new approach to education

eLearning applies Information Communication Technology (ICT) in the classroom, enhancing both the teaching and learning activities. It offers vital computer literacy skills, optimises the classroom experience and broadens employment opportunities for learners.

Datacentrix offers a comprehensive, end-to-end eLearning solution that includes teacher training and professional development, two of the most important factors for success with eLearning. The flexible solution encompasses full project management and consultation with schools, the Provincial Departments of Education, Basic Department of Education and the Department of Communication.

Technology is changing the way we teach

Datacentrix is helping to move education forward with quality, cost-effective solutions for modern teaching needs with suitable products that are geared towards making computer-based teaching more accessible, more practical and more cost effective for educational institutions.

Developing leaders in maths and science

One of the most critical issues that we face in South Africa's educational landscape is the teaching of maths and science in schools. The lack of suitably qualified maths and science teachers plays a big part of this challenge. A core component of Datacentrix' Corporate Social Investment (CSI) strategy focuses on actively developing Maths and Science teachers. In addition to teacher training, maths and science educational software forms part of the eLearning solution, enabling offline access to a range of educational content from a local server.

An all-win partnership

Datacentrix prides itself on delivering and supporting leading, all-inclusive

Many South African schools are at an educational disadvantage due to the lack of access to technology. Datacentrix has taken up the opportunity to make a difference by collaborating efforts with other corporate enterprises.

information solutions in a way that offers sustainable value to its customers and end users. The company's mature solutions portfolio, proven execution capability, quality service delivery and national points of presence secure its position as an attractive business partner.



Laptop cart

High-strength mobile storage and charging cart



Tablet cart (simple series)

Durable tablet cart that stores, secures and charges up to 48 tablets



Audio visual mobile library

Library frame manufactured from steel and powder coated



600 Book, audio visual and 24 or 48 tablet mobile library

Library frame manufactured from steel and powder coated



Science cart

Integrated technology in the science classroom



Basic science cart

Integrated technology in the science classroom

Simple, affordable, innovative solutions.



Making eLearning available to all learners



Changing the educational landscape



Mobile, durable and safe equipment



Integrated technology into multi-functional classrooms



Learning anytime, anywhere from a range of devices



Innovative products with premier applications



Teaching and learning made easy and more efficient



Credible business partner



Easy sharing of resources between classrooms



Increasing employment opportunities for learners



Simple, affordable and reliable

Labour Relations Act amendments:

What to look for when selecting a temporary employment services provider

Amendments to the Labour Relations Act (LRA), which were finalised earlier this year, giving wider protection to staff employed through Temporary Employment Services (TES) providers or labour brokers, have had a major impact on the way local businesses approach staffing.

So says Arlene Boing, Managed Talent Solutions business unit manager at Datacentrix, who explains that, in light of the stricter, more regulated temporary staffing environment, the uncertainty around the new regulations, and the joint liability risks that already exist in this field, it is imperative for companies to seek out a dependable service provider to assist in navigating this new, and potentially risky, environment," she explains.

According to Arlene, the first requirement of a TES provider is that they are registered with the Department of Labour, and in possession of a Private Employment Agencies (PEA) certificate.

"At the same time, it is also important that the service provider is registered with a professional, recognised industry body, such as the Federation of African Professional Staffing Organisations (APSO), to demonstrate that they are fully compliant with labour legislation, as well as best practice and regulations governing all aspects of the TES sector."

The labour broker must also be able to show that it is registered (and in good standing) with the South African Revenue Services (SARS), when it comes to employee deductions such as PAYE, VAT, UIF, SDL and other employment benefits .

Finally, it is crucial that a TES provider has the internal policies and procedures in place to ensure that it follows fair labour practice.

"As an APSO accredited specialist talent advisor for both permanent and fixed-contractual skills, Datacentrix Managed



The Managed Talent Solutions' team of talent advisors at Datacentrix

We can provide employers with peace of mind that Datacentrix is committed to legal compliance, mitigating client risks; provides an environment where people can excel, and ensures that our contractors receive fair wages and benefits including sick leave and holiday remuneration.

Talent Solutions has taken the necessary steps to stay ahead of the game when it comes to the most recent LRA changes," she explains.

"We can provide employers with peace of mind that Datacentrix is committed to legal compliance, mitigating client risks; provides an environment where people can excel, and ensures that our contractors receive fair wages and benefits including sick leave and holiday remuneration."

Managed Talent Solutions portfolio

- Traditional permanent recruitment
- Fixed contract recruitment
- Executive recruitment
- Recruitment process outsourcing (RPO)
- Master services provider
- Value added services

Visit www.datacentrix.co.za for more information.



talent@datacentrix

Navigate the temporary staffing environment successfully with Datacentrix

Look no further than Datacentrix Managed Talent Solutions to satisfy all your flexible staffing requirements. We are a recruitment specialist with a proven track record in the ICT, engineering and finance sectors. Our business complies with all the latest amendments to the Labour Relations Act (LRA), offering you hassle-free staffing solutions and complete peace of mind.



Our highly flexible talent solutions tick all the LRA change boxes:

- ✔ Datacentrix is registered with the Department of Labour and is a certified Private Employment Agency (PEA).
- ✔ The company is also an accredited member of the Federation of African Professional Staffing Organisations (APSO), fully meeting the requirements of industry recruitment practice.
- ✔ Our sound internal policies and procedures ensure that fair labour practice is always followed;
- ✔ All of our contracts have been revised to incorporate the most recent LRA changes;
- ✔ With Datacentrix, we mitigate and manage staffing risks for you, our customer; and
- ✔ All our contractors have access to employment benefits, as prescribed by the Basic Conditions of Employment Act.



Being fully committed to labour legislation compliance is only one aspect of our business. It's the added benefit of our transparency and our engagement approach that is helping to grow our business from strength to strength. Arlene Boing, business unit manager: Managed Talent Solutions at Datacentrix.

Datacentrix' managed talent solutions deliver valuable business efficiencies, offering our customers on-going cost savings and improved time-to-value.

Datacentrix Managed Talent Solutions: +27(0)87 741 5000 | aboing@datacentrix.co.za

Thandulwazi: Celebrating 10 years of empowerment through education

The Thandulwazi Maths & Science Academy, established by the St Stithians Foundation in October 2005, is a private-public educational partnership between the independent and public school sectors, educators, learners and corporate partners.

Thandulwazi (isiZulu for “love of learning”) offers an educational intervention programme to improve the learning and teaching of core subjects, including maths, physical science, life sciences, English and accounting to learners; and provides upskilling workshops and professional development programmes for educators and school leaders in the Gauteng and Limpopo regions.

Thandulwazi, described by one of its beneficiaries as “Ubuntu in action”, has adopted a multi-pronged approach for addressing the maths and science crisis facing our country.

“Datacentrix has been a proud funder of the Thandulwazi Maths & Science Academy since 2010. As a company, we are cognisant of the shortage of quality skills in the ICT sector and the effect that poor education has on the economy as a whole. The enhancement of education is a key driver behind our corporate social responsibility programme and the majority of our social responsibility activities focus on enhancing education levels in South Africa,” says Ahmed Mahomed, CEO at Datacentrix.

Thandulwazi interns in action



The four main focus areas identified by the Thandulwazi Maths and Science Academy are:

- 1. The Thandulwazi Intern-Teacher Training Programme**, a mentored pre-service training programme for new teachers, aims at growing the number of teachers in South Africa. The recruitment and training focuses specifically on subjects and phases facing critical shortages in our country. Currently 34 intern-teachers are training on the Thandulwazi programme, with the objective of growing the number of teacher learnerships to 40 in 2016.
- 2. The Thandulwazi Teacher Development Programme** caters for over 1,000 Gauteng-based teachers and 400 Limpopo-based educators. This programme provides practical up-skilling workshops on Saturday mornings for teachers currently working in under-resourced schools serving previously disadvantaged communities. The teacher workshops focus on core areas of learning and skills development, as well as leadership training for principals and aspirant school leaders. Teachers from over 500 Gauteng and Limpopo schools registered for this programme in 2015.

Thandulwazi, described by one of its beneficiaries as “Ubuntu in action”, has adopted a multi-pronged approach for addressing the maths and science crisis facing our country.

What makes Thandulwazi different?

- All teachers and learners self-select to attend the programmes.
- Thandulwazi follows an inclusive policy and does not select only the “cream of the crop” for the programmes offered.
- Programmes are run by highly experienced teachers.
- Teachers and learners are exposed to innovative teaching and learning technologies and methodologies.
- Thandulwazi’s partnership with St Stithians College helps to minimise costs.
- Financial transparency is a hallmark of the Thandulwazi Maths & Science Academy.
- The Thandulwazi Trust has a 100% BEE rating and a compliance certificate issued by Empowerdex.

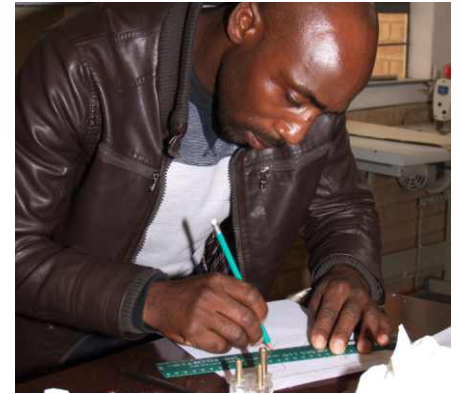
Thandulwazi has established a number of strategic partnerships and collaborates with a host of organisations.



Thandulwazi Saturday School in action



Thandulwazi interns in action



Thandulwazi teacher workshops

3. The Thandulwazi Saturday School provides effective extra-tuition and curriculum enrichment in core subjects for approximately 1,000 FET-phase learners (Grade 10, 11 and 12), from over 180 high schools across Gauteng, on 30 Saturdays each year.

In 2014, the NSC pass rate for the Thandulwazi Matric learners was 94% with more than half (57%) of the 222 Thandulwazi Grade 12 students achieving university exemption. The Thandulwazi students obtained 61 distinctions in the Thandulwazi subjects.

4. The Thandulwazi learner sponsorship programme provides bursaries for talented maths/science

learners from previously disadvantaged communities for the FET-phase of their schooling, offering these individuals the opportunity complete their education at a school that has an excellent track record of academic excellence, teaching and achievement in maths and science.

“All our programmes rely on strategic partnerships and funding from individuals; grant-makers; SED and social investment funding from corporate partners. We are proud to be supported by our partners in education, such as Datacentrix, that share our vision for providing quality education in South Africa's classrooms,” says Beverley Johnson, deputy director of advancement at Thandulwazi Maths & Science Academy.

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Thandulwazi Teacher Development Programme in Limpopo and Gauteng



ITSM evolution

brings clearer future focus

Today's burning question for IT departments is how to do more with less, while still delivering greater benefits at the same time.

“On one hand, tools and technologies have become increasingly sophisticated and processes more streamlined, but at the same time, pressure on IT departments is mounting to align their services more closely with the wider business objectives, and in the process demonstrate how they are contributing to driving efficiencies and unlocking value in the enterprise,” explains Abrie Peens, MD of the Datacentrix Outsource and Managed Services division. “It is here that IT Service Management (ITSM) can make a significant difference.”

ITSM can be defined as a strategic approach to designing, delivering, managing and improving the way that IT is consumed within a company. Its goal is to ensure that the appropriate technologies, processes and people are enabled to assist the organisation to accelerate time to value in realising its business goals.

Abrie maintains that ITSM has had to undergo a transformation over the last decade. In fact, according to research undertaken earlier this year by Enterprise Management Associates (EMA), an industry analyst and consulting firm, ITSM growth is now being driven primarily by the IT executive suite.

The study also stated that 49% of the 270 respondents, from North, South and Central America, Europe and the Pacific Rim, listed growth in overall company size, increased responsibilities being assumed across the lines of business, expanding process support and outreach (ITIL or otherwise), and cloud adoption as the chief ITSM growth drivers.

Of the 15% of respondents that planned to downsize ITSM, the reasons given were: the partial outsourcing of ITSM; lines of business taking greater responsibility; and cloud technology shifting responsibilities away from ITSM.

In addition, the study focused on the integration of operations, the move to



Abrie Peens, managing director of the Datacentrix Outsource and Managed Services division

enterprise services, and rising mobile, end-point and self-service requirements as strategic ITSM priorities.

The research study also highlighted that “as is often the case with transformative initiatives, ITSM transformation is better understood as a ‘conversation’ than as a technology-defined process, as important as technology can be as an enabler.”

Says Abrie: “This statement corroborates with Datacentrix’ view that the correct technology building blocks must be in place, but it is only in combination with the right processes and, even more importantly, the right people, that ITSM can be hailed as successful. This obviously needs to be supported by a structured way of working, with the main aim being accelerated service delivery, satisfied customers, and an affordable price point.

“And while one size ITSM may not necessarily fit all, as part of a customer-centric, value-driven approach, a mix-and-match modular service offering will allow a company to tailor a services solution that will meet its specific needs,” he concludes.

Focus on eNetworks, a Datacentrix company

eNetworks, a Datacentrix business since 2013, is a leading ISP and wide area network specialist renowned for its expertise and provision of Internet access, corporate WANs, hosted services and datacentre co-location.

The company is essentially a layer3 business, with its own AS numbers, whose offerings encompass fast, reliable bandwidth, high-uptime Internet and hosting services:

- ▶ Fibre services – from dark-fibre to national metro-fibre solutions
- ▶ Copper services – from Diginet to ADSL and VDSL
- ▶ Wireless services – from 3G/4G private APN to microwave
- ▶ Firewall security – real-time threat protection
- ▶ Domain, web, email and cloud hosting
- ▶ National co-location datacentre space with interconnect services
- ▶ Skilled design and support staff
- ▶ Solution provision to fit your requirements.



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