

# infocentrix

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## OUR BUSINESS

Datacentrix is a leading, empowered IT integrator that provides high performing and secure IT solutions to corporate South Africa and the country's public services sector. The company listed on the JSE Limited in 1998 and operates from its corporate offices in Midrand, Cape Town, Port Elizabeth, East London and Durban.

## OUR MISSION

Datacentrix strives to maximise stakeholder wealth by providing leading solutions in the core IT areas of infrastructure, business solutions, outsourcing and other related IT services to enterprises in South Africa. To achieve this, Datacentrix invests in its people through training and education, embracing black economic empowerment, while actively partnering and representing leading technology partners with distinction.

## OUR SPONSORS

Datacentrix thanks Riverbed for their contribution to the Infocentrix.

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# Datacentrix' strategic shift delivers results

Datacentrix has announced positive annual financial results for the year ended 29 February 2012, reflecting the company's transformation from a largely single vendor, product and transactional business to one that is a solutions and services-led integrator.

The group showed organic revenue growth of 11.6 percent from R1.576 billion to R1.758 billion, creditable growth in light of windfall earnings flowing from the once-off FIFA World Cup event in the previous financial year.

Profit after tax ("PAT") showed a nominal increase at R90.8 million for the year, due to a decline in EBITDA (earnings before interest and taxes) margins from 9.5 percent to 8.3 percent. The group margin was affected by higher expenditure relating to additional resource investment in new competencies. This includes investments in resources in infrastructure security and networking competencies, capital investment in IT infrastructure and a new Security Operation Centre ("SOC"), one of only two of its kind in South Africa.

According to Datacentrix CEO, Ahmed Mahomed, changing market conditions necessitated the transformation of the business to a solutions and services-led integrator. "This strategy has led to the growth of new revenue streams, which helped preserve what would otherwise have been a rapidly declining revenue base.

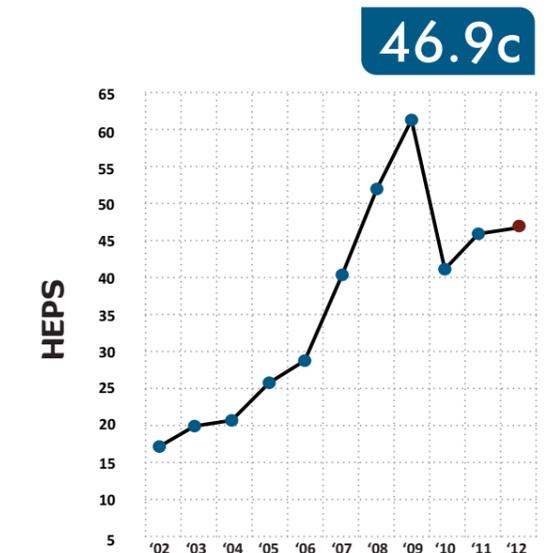
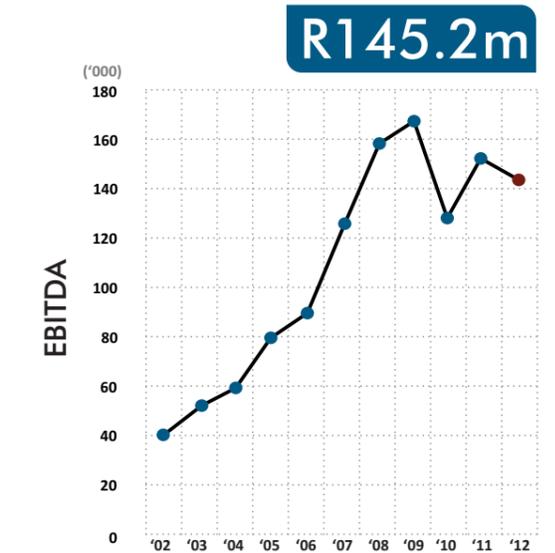
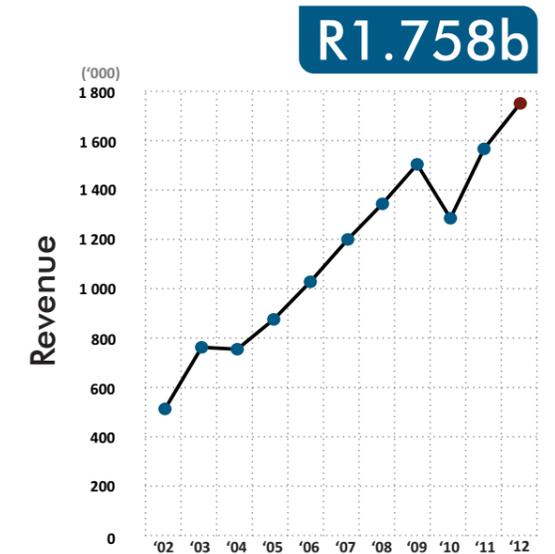
"The Infrastructure division contributed 48 percent to group PAT, while the Managed Services and Business Solutions divisions added 31 percent and 18 percent respectively. The contributions by the Managed Services and Solutions divisions now account for half of group PAT," he says.

The Infrastructure division remains the largest and premier certified HP partner in the local market and is seen as a sizeable HP player, not only in South Africa, but also the Middle East, Mediterranean and Africa ("MEMA") region. HP attested to this fact when Datacentrix was recently awarded seven different accolades by the company.

The division is among the top three IBM local business partners and has currently one of the highest skilled business partners from a services perspective.

Within the Infrastructure division, the private sector continues to make good inroads and gained a number of new blue chip clients over the past year.

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“Public sector activity continues to be challenging and has had an adverse effect on divisional profitability,” states Mahomed. “The group's view is to maintain its investment in resources in this area in order to benefit optimally from IT spend as it may arise.”

The Outsourcing and Resourcing business units showed healthy double-digit growth for the financial year, contributing to the group's revenue diversification strategy.

“The Managed Services division is committed to delivering solutions that enable its clients to use technology as a strategic asset in achieving business objectives, while at the same time, reducing cost and risk.”

The Business Solutions division also showed double-digit growth, supported by good performances in the Enterprise Content Management (“ECM”) and the Business Intelligence (“BI”) sectors.

Looking ahead, Mahomed maintains that market consolidation will continue, attested to by the numerous recent acquisitions by both HP and IBM.

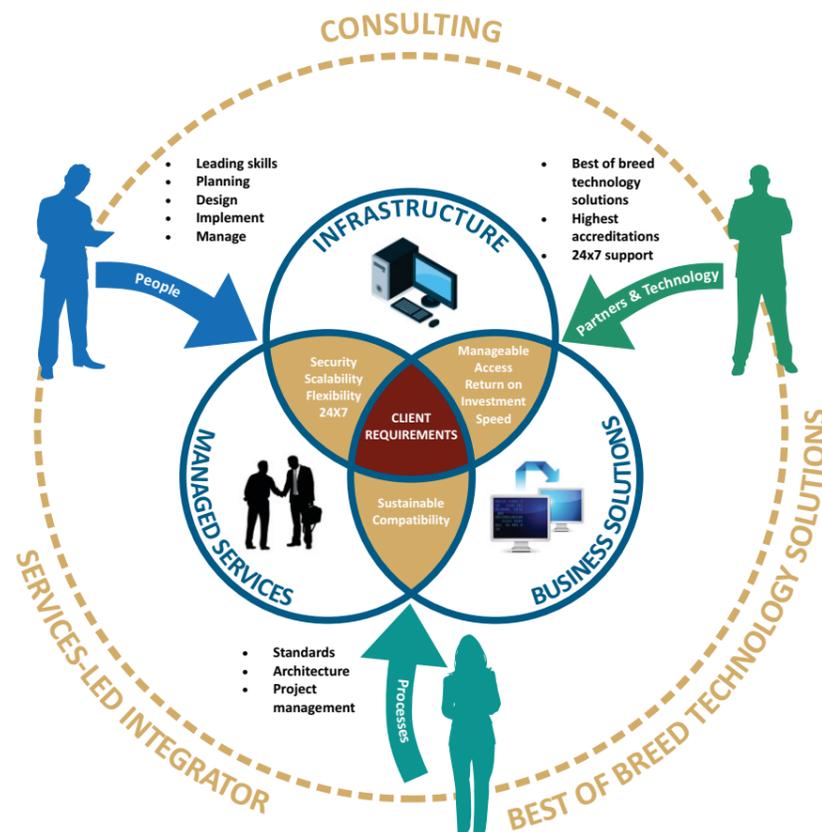
Datacentrix' transition into a services-led solutions integrator is set to continue over the next year. The company is already offering, and has been recognised for its capability in deploying cloud infrastructure, recently winning one of the larger e-mail cloud opportunities in the market. As cloud technology matures, the group will continue to investment in both “white label” cloud solutions and building its own cloud infrastructure.

“The IT landscape is highly competitive from a skills perspective due to a scarcity,” he continues. “Datacentrix has set up a learnership programme aimed at both school leavers and those with basic IT qualifications. The group is also seeking out unemployed graduates, with the relevant qualifications, in order to provide permanent employment and develop specialised skills.”

In respect of the current year, the directors declared a final gross dividend of 19.53 cents, which is a departure from its policy of two times headline earnings per share.

## Datacentrix' offerings

“ Our transformation from a largely single vendor, product and transactional business to a solutions based organisation whose offering ranges from end-user computing solutions to complete fit for purpose outsource solution has strengthened our market positioning and is delivering tangible business value to our clients.  
Ahmed Mahomed, CEO



Chad Cleevely: Channel Manager - South Africa at Symantec Corporation, John Dewar: Business Unit Manager at Datacentrix and Gordon Love: Regional Director – Africa at Symantec Corporation

## Datacentrix named EMEA Symantec Cloud Partner of the Year 2011 and scoops other local awards

Datacentrix has announced Symantec's recognition of the company as its “Cloud Partner of the Year” at the recent annual EMEA partner conference, Partner Engage EMEA 2012, held in Rome, Italy.

Datacentrix was acknowledged for its investment in Symantec and for demonstrating expertise and success in key solution areas and growth markets.

“We are committed to supporting our partners by helping them grow their businesses, maximise revenue opportunities and maintain a competitive edge within the industry. Our 2011 Channel Excellence Award winners have shown a high level of dedication to becoming experts in Symantec's solutions and adding value to our clients,” says Jason Ellis, Vice President, EMEA Channel Sales, Symantec.

“The 2011 Channel Excellence Awards honours our channel partners' efforts in the information protection space, and on behalf of Symantec I'd like to congratulate all of this year's winners.”

This international accolade follows the company scooping a number of local awards at the Symantec Partner Summit last year, including two specialisation awards (a third has since been attained) and Symantec Reseller Partner of the Year 2011 for Storage.

In addition, Datacentrix' Hugo Bradfield, a Symantec Senior Engineer, was named as Symantec Champion of the Year 2011 and Mike Dewar, a Senior Account Manager, garnered the Symantec Enterprise Salesman of the Year award.

Says Chad Cleevely, Channel Manager at Symantec South Africa: “Datacentrix epitomises the committed and driven partner that Symantec values. The company's performance over the past year has been nothing short of astounding: record sales, most of which was new business, commitment to specialisations and moving from silver to platinum partnership status in only 12 months.”

Datacentrix CEO, Ahmed Mahomed, states that these awards reinforce the depth of Datacentrix' commitment to its partnership with Symantec. “This sector has been an area of strong focus for Datacentrix over the past few years,” he explains. “Our achievements in this space with Symantec, including our attainment of Platinum level partnership last year and becoming the first partner in South Africa to achieve Symantec specialisations in both Storage Management and High Availability, show that we are certainly dedicated to meeting the requirements of local business.”

“ Datacentrix epitomises the committed and driven partner that Symantec values. The company's performance over the past year has been nothing short of astounding: record sales, most of which was new business, commitment to specialisations and moving from silver to platinum partnership status in only 12 months.  
Chad Cleevely, Channel Manager At Symantec South Africa

## Shanduka Coal signs outsourcing contract with Datacentrix



**Martin Lloyd: Service Manager at Datacentrix, Rudolph Hibbert: IT Superintendent at Shanduka Coal, Kriba Pather: Transition Manager at Datacentrix and Dennis Duff: Technical Sales at Datacentrix**

Datacentrix has signed a three year, R9 million outsourcing deal with leading black empowered coal mining company, Shanduka Coal.

The deal, which followed a rigorous selection process, will see Datacentrix provide the majority of IT support services to Shanduka Coal at its Mpumalanga, KwaZulu-Natal and Gauteng-based offices. These will include server, network and desktop support for all IT users within Shanduka Coal, through telephonic, remote or onsite support. The company will also manage third party service providers, such as Telkom.

Says Geoff Chandler, Business Unit Manager of Datacentrix' Outsourcing business: "IT outsourcing can provide a number of benefits to local businesses, least of all the cost and efficiency savings. Our venture with Shanduka Coal will also enable the company to focus on its own core business, help improve operational control and increase flexibility.

"The partnership between Shanduka Coal and Datacentrix is an exciting venture for us and we plan to do everything in our power to ensure that our service is of the highest quality across the board."

"We have already noticed a visible and positive change in the support rendered since Datacentrix came on board," states Shanduka Coal IT Manager, Rudolph Hibbert. "We look forward to a longstanding and successful partnership with Datacentrix as the Shanduka business grows from strength to strength."

engine allows users to analyse their business performance on the fly by simply dragging and dropping aggregated data that is updated in real-time with the flow of daily operations. Sage ERP X3 helps solve daily operational challenges and provides a long-term business management solution for companies that want to get ahead and stay ahead.

### Value proposition from Datacentrix around Sage ERP X3

Says Hanekom: "Sage ERP X3 allows the Datacentrix ERP business unit to build user specific menus that will prompt them to follow particular processes to utilise required functionality within the solution.

"As an example we have built the following process within Sage ERP X3 for the poultry farming industry. As stated above, the complete process was built in the process editor of Sage ERP X3. This allows the users within this company to literally follow the process by clicking on each functional area on the menu provided in Sage ERP X3."

He continues: "Within the model that we developed, we cater for all the processes within this sector. We have similar processes already configured for other industries that require solutions in the mid-market sector."

### Datacentrix' project management methodology

With its extensive knowledge in the industry, the Datacentrix ERP business unit has developed a specific project management methodology that ensures a

detailed, low risk and highly effective rollout of new and existing projects for current and prospective clients.

The business unit has used world industry standards to build its project management model and makes use of best-of-breed practices. The methodology follows a structured process with all of the tasks that need to be completed by senior consultants. It is structured in a manner that provides an easy and manageable process that is traditionally complex and difficult to manage.

"We have also built this in a model that could be deployed in Sage ERP X3 and managed from within the ERP solution, as well as for business process modelling. This means that it can be deployed within the model at the same time that the process modelling project is kicked off at a client's site.

"We make use of one of the best solutions in the world to map out business processes for our clients. This also allows us to have one area to collate all the information needed to do an implementation and rollout on Sage ERP X3."

Below is an example of a typical process modelled in the unit's business process model, this would be mapped out across all the business units involved in a typical process.

For end-to-end solutions within the Sage ERP X3 environment, please contact Johan Hanekom: E-mail: [jhanekom@datacentrix.co.za](mailto:jhanekom@datacentrix.co.za)

## World class value from ERP business unit

Datacentrix' Business Solutions division offers Enterprise Resource Planning ("ERP") solutions to the South African mid-market and has been a recognised player within this space for the past decade. Focusing on the manufacturing, distribution and service industries has enabled the ERP business unit to build a vast amount of industry knowledge and skills, as well as a solid track record as a reliable implementer that gets the work done in budget and on time.

According to Business Unit Manager, Johan Hanekom, the business unit's main focus is on Sage ERP X3, a world player in the ERP market. "We offer various services around the Sage ERP X3 offering, including project management, business process modelling and implementation and support services. Our project methodology, business process modelling and services incorporate more than ten years of extensive experience in the ERP environment. Our consultants are highly

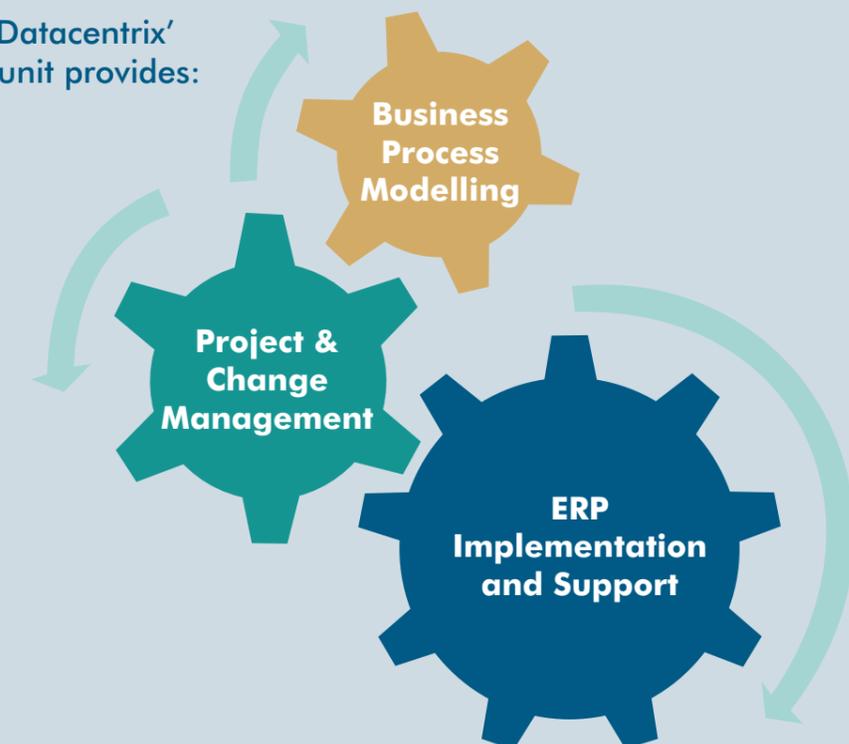
rated and provide services to multimillion rand companies in Southern Africa."

### About Sage ERP X3

Sage ERP X3 offers first-class integrated functionality in the areas of finance, sales, inventory management, purchasing, distribution, manufacturing and Customer Relationship Management ("CRM"), while remaining affordable, quick to implement and simple for users. With Sage ERP X3, optimising operations for maximum efficiency, productivity and profitability is easier than a company might think.

Sage ERP X3 provides real-time information via a variety of easy-to-use, built-in tools. Dashboards and the user portal provide user-defined, actionable, graphical representations of key statistical information. As a result, management can react quickly to changing business conditions. And, the business intelligence

Services that Datacentrix' ERP business unit provides:



## Datacentrix victorious at local McAfee Partner Awards



**Craig Hockley: Regional Director, South Africa & Sub-Saharan Africa at McAfee, Stefan Jacobs: Business Development Manager, ICT Security at Datacentrix, Erica Schemel: Channel Manager at McAfee and Carel Janse van Vuuren: Business Unit Manager, ICT Security at Datacentrix**

The Datacentrix Security business unit was recently honoured at the McAfee Partner Awards, held earlier this year in Sandton, scooping the prestigious titles of both Network Security Partner of the Year and Growth Partner of the Year. In addition, the company's senior security engineer, Johann Hecter, was named Accredited Channel Engineer ("ACE") Partner of the Year and Datacentrix' security software business development manager, Stefan Jacobs, took home the award for Deal of the Year.

According to Erica Schemel, Channel Manager at McAfee South Africa, the Dealer of the Year award saw Datacentrix show 50 percent year on year growth, no mean feat, she says, due to the fact that as a McAfee Elite partner, the company already had a sizeable base from which to grow.

"Datacentrix was recognised for the Deal of the Year title based on its work at Exxaro, one of South Africa's largest, diversified mining companies," she explains. "As part of its network and infrastructure refresh project at Exxaro, Datacentrix was also requested to re-evaluate the organisation's security approach and associated infrastructure and, subsequently, implement a consolidated security strategy that would result in a central management console across threat vectors, the optimisation of resources and staff, compliance management and visibility, visible ROI and lower TCO, ease of use and transparent security.

"The key aspect to this deal was Datacentrix' complete buy-in to the McAfee way," Schemel continues. "Furthermore, the trust relationship between Exxaro and Datacentrix was worth its weight in gold, as Exxaro executives were all completely on board, meaning that McAfee was never questioned on its ability to execute or whether its solutions would deliver to the company's expectations.

"We are pleased to report that this project is currently growing even further in scope, with Exxaro looking at mobilising around 2,500 of its users, provisioning them with mail and web access from their mobile devices. The organisation would like to mobilise its entire workforce in time."

Schemel maintains that Datacentrix represents an exceptionally strategic partner for McAfee. "Not only has Datacentrix played a major role in taking the McAfee network security and risk and compliance products to market, it also became the first partner to certify on ACE - a most sought after technical certification for our IPS and firewall offering."

Carel van Vuuren, Datacentrix Security Business Unit Manager explains that the organisation takes a holistic approach to security, supplying its clients with well thought out consultation that noticeably helps to improve their security posture. "We form a partnership with our client and, through our professional services, help them not only to identify potential risks, but also to formulate and implement a realistic, yet effective security strategy.

"The success of this approach is clearly highlighted by the recognition given by McAfee," he says. "We can boast that currently, Johann Hecter, is the only engineer across the EMEA region with two ACE certifications under his belt. This achievement alone makes the Datacentrix security team a preferred partner and leader in the EMEA region within this technical space.

"We would also like to take the time to commend Exxaro, from a Deal of the Year perspective, for taking its security seriously. Exxaro was visionary in seeing the true value of security in order to enhance its network."

So, where to from here? Says Van Vuuren: "Datacentrix is constantly striving to offer the best possible solution available to its clients and will continue to break new boundaries to ensure cyber crime is kept at bay."

## RTT saves energy, costs and radically improves throughput with new HP servers



**Werner Vorster: Senior Account Manager at Datacentrix, Hemal Kalianji: Group CIO at RTT and Martin Potgieter: Group CTO at RTT**

New generation logistics services group, RTT, is saving millions of Rands on infrastructure maintenance fees, as well as conserving power, since its move over to HP DL980 Proliant servers. The company completed its infrastructure upgrade with the assistance of Datacentrix.

According to Werner Vorster, Senior Account Manager at Datacentrix, RTT's previous IT setup needed a performance upgrade and increasing maintenance costs were becoming a major challenge. "RTT wanted to implement a Microsoft SQL database to replace its old system, and needed to create a server environment that could manage the SQL processing. The DL980s were the ideal machines to do this, as they have the necessary scalability features."

A proof of concept project was initially rolled out to set benchmarks on testing, reporting and uploading to the database. "It was based on the significant performance improvements highlighted by the proof of concept project that RTT decided to move its 2,000 users over to Microsoft SQL 2008 R2 and the HP DL980 Intel Xeon servers," Vorster explains.

"Since the successful rollout, aside from the huge cost implications, RTT has also seen a dramatic reduction in transaction times, as well as an increase in energy efficiency, as the DL980s draw far less power than the previous hardware."

Says Hemal Kalianji, Group CIO at RTT: "HP and Datacentrix have provided RTT with the winning combination of a high performance, low cost hardware solution and a strong commitment to client satisfaction. Not only are the HP servers scalable, they are also exceptionally reliable and efficient. From a service perspective, Datacentrix has shown great commitment to successfully deploy the solution, being involved in every aspect of the project, from the architecture to migration and post implementation support."

Datacentrix is an Authorised Select HP Value Added Reseller, entitling the company to import and resell the entire range of HP products. In the HP StorageWorks division, Datacentrix is one of only two fully accredited

HP Elite StorageWorks Partners. The company is also a fully certified Authorised Support Provider, enabling it to perform warranty repairs on all HP commercial products as well as some of the HP enterprise products.

### About RTT

RTT is South Africa's largest and most successful privately owned distribution company. For over 31 years it has been the dominant force in 3rd party logistics and distribution and a leader in break bulk and express distribution. RTT has deployed a footprint of world class courier services, from 'small package' deliveries to full 'order to cash' supply chain solutions and assists almost 400 companies move their products and services - within South Africa, across sub-Saharan Africa. Sophisticated systems, speed, reliability, biggest branded fleet in Africa and innovation enable RTT to deliver over 1 million kilograms per day.



**From a service perspective, Datacentrix has shown great commitment to successfully deploy the solution, being involved in every aspect of the project, from the architecture to migration and post implementation support.**

Hemal Kalianji, Group CIO at RTT

## Khayelitsha Hospital creates and maintains electronic patient records

The Western Cape Government ("WCG") Department of Health's ("DoH") new Khayelitsha Hospital has implemented OpenText's Enterprise Content Management ("ECM") solution, as part of its drive to ensure that it delivers a world class patient-centric clinical service. Datacentrix, local OpenText Global Alliance partner, carried out the project for the hospital.

Trish Dicks, National Strategy Manager: ECM Public Sector at Datacentrix, explains that the hospital's ECM vision is to reduce physical documentation and paper-based files wherever possible within its processes, to improve management of patient files and information and, ultimately, to enhance service delivery.

"One of the hospital's key drivers for the implementation of ECM is to ensure that patient information is accurately and completely recorded according to clinical, legal and ethical requirements, and that an efficient system is in place to archive and retrieve digital medical records or patient files."

Being a green field project meant that the systems, tools and technologies employed by Khayelitsha Hospital were designed to best serve the needs of the institution and its patients.

Says Dicks: "The ECM project has created and delivered the capacity for Khayelitsha Hospital to convert its paper patient records into electronic format. The OpenText ECM solution provides a central repository for the secure capture of these electronic patient records. It also uses an indexing model that allows medical staff to quickly and easily access patient records using a few key words such as patient name and hospital file number.

"By working closely with hospital commissioning staff, all standard forms have now been barcoded to assist in the automation of the labelling and indexing of content, which will considerably increase accuracy and efficiency and automatically identify patient hospital record numbers and hospital document types."



**Trish Dicks: National Strategy Manager: ECM Public Sector at Datacentrix, Dr Kharwa: CEO of Khayelitsha Hospital and Dr Elbie Zwanepoel: Head of the Women's and Children's Health Cluster at Khayelitsha Hospital**

"One of the major reasons for dissatisfaction within public sector hospitals and community health centres are the lengthy waiting times," states Dr Anwar Kharwa, CEO of Khayelitsha Hospital. "This is a challenge we are hoping to reduce dramatically. The hospital opened in January 2012 and patient file retrieval times in Admissions have been reduced to zero as a result of doctors now being able to access them electronically.

"In addition, the ECM project has helped cut waiting times as doctors now have information about patients at hand before seeing them."

The implementation of OpenText ECM has also decreased the risk of case files not being stored effectively, something that places the hospital at risk, as well as increasing the likelihood of positive audit outcomes.

The project provides the hospital with the typical ECM benefits already achieved in other DoH implementations, particularly in the management of electronic medical records, and has:

- Eliminated the movement of physical patient records through the institution, minimising potential issues with lost files or missing content as the physical patient file does not leave medical records.
- Ensured that the patient care team requires no physical copy of patient history.
- Been designed in such a way that the intelligent scanning of required content on a just-in-time basis reduces the cost versus a full back-scanning approach.

*Continues on page 9*

## Datacentrix achieves Level Two B-BBEE rating

Datacentrix has secured a Level Two B-BBEE Contributor (or AAA) status through B-BBEE rating and research agency, Empowerdex, to become one of only two JSE-listed IT companies to reach this position.

Datacentrix CEO, Ahmed Mahomed states that the group, through the modified flow-through principle, has achieved a black ownership level of more than 34 percent and black voting rights of more than 51 percent.

In addition, Datacentrix has made exceptional contributions in particular to the areas of skills development, preferential procurement and enterprise development, which were aptly reflected by the updated scorecard.

"By becoming even more socially conscious in the environment in which we operate, Datacentrix has given greater focus to corporate social responsibility, and continues to invest in initiatives that make a meaningful difference, a stance that will continue into the future."

The organisation has, for a number of years now, ensured that the preferential procurement strategy was in line with the essence of the BEE Codes of Good Practice and supported both aspects of business partnering and enterprise development. By embedding this within the business, it has become an integral part of day-to-day operations.

"Furthermore, our learnership programme, which is aimed at both school leavers and those with basic IT qualifications, has enabled us to give opportunities to



**Ahmed Mahomed: Chief Executive Officer at Datacentrix**

individuals that would otherwise not have access to job opportunities in this market. This strategy not only impacts positively on the relevant individual but also, in many cases, their extended family."

Datacentrix is also seeking out unemployed graduates, with the relevant qualifications to provide these individuals access to permanent employment and to develop specialised skills.

*Continued from page 8*

- Retained the use of paper-based notes for content creation during patient encounters, preserving wet signatures and hard copies for regulatory compliance.
- Created anywhere, anytime access to scanned content at consulting rooms, nurses' stations, doctors' offices, OPD and Allied Health facilities.

Furthermore, a solution has been designed to assist in the efficient running and reporting on the hospital's administration. The solution takes into account the organisation's management needs and provides workspaces for functional teams, management groups, committees, task teams and any other collaborative groupings required.

A page, aligned to the Divisional Management Accountability Framework ("DMAF") on which the hospital's performance is assessed, has also been designed. This DMAF page links to the relevant areas within the OpenText solution, allowing for content to be generated and stored within functional structures, while still providing management with access to relevant information and content without the need to navigate the workspace structure.

"The ECM project at Khayelitsha Hospital has been a resounding success," concludes Dicks. "Datacentrix is pleased to have been able to assist the hospital in improving the efficiency of its record-keeping, an issue facing many hospitals."

## Western Cape Public Transport Service Centre digitises applications with Datacentrix for world class service offering



**Bernie Mac Mahon: Senior Manager, Licensing and Permits PRE at the Public Transport Service Centre and Mark Skriker: Senior Manager, Institutional Management at the PTSC**

The Department of Transport and Public Works PGWC (Provincial Government Western Cape) has digitised its Public Transport Service Centre ("PTSC") applications to deliver a world class service to the public transportation providers in the province. The PTSC manages the processing and issuing of public transport operating licenses to taxi, tourist, company, educational and bus transporters, and can now issue a license within 60 days, as opposed to the previous 120 day waiting period.

Says Trish Dicks, Strategic Account Manager: Public Sector at Datacentrix, Enterprise Content Management ("ECM") solution provider to the Department of Transport & Public Works ("DOTPW"): "The ECM programme at the DOTPW underpins all collaboration and information that go into the strategic planning and co-ordination of the department's resources. Through the use of OpenText's Workflow Server solution, the department is able to collate annual performance plans and quarterly reviews in a more manageable and effective way. Each manager throughout the department uses this solution to develop their annual strategies and business plans through a series of iterative approvals and escalations."

According to Dicks, as the next step in its ECM programme rollout, the government executive steering committee for ECM at DOTPW, along with Datacentrix, decided to capitalise on the ECM programme and its central content repository by automating the operations of an entire strategic component responsible for the issuing of Public Transport Operating Licenses using OpenText Business Process Management ("BPM"). This formed part of the DOTPW's endeavor to deliver an integrated, accessible, affordable and sustainable transport system and quality property infrastructure through socially just, developmental and empowering processes.

"Without the taxi and transport operators that are licensed by the PTSC, the economic workforce in the province would come to a standstill. Furthermore, the safety of the workforce is at risk without proper governance of transportation operators," she explains.

"The extensive national regulations of the National Land Transport Act and issuing of public transport licenses make for a slow and complicated process that has been burdened with masses of paper and lost documents until now. These challenges gave rise to a slow turnaround of license applications in the past and sometimes the non-existent issuing of licenses to applicants. The average duration of issuing a license has been reduced from 120 days to 60 days within one year."

Senior Manager of Public Transport at the DOTPW, Darryl Jacobs, wanted to further gain sustainable efficiency and empower employees to make decisions with confidence by providing an auditable performance management system built on the existing OpenText ECM platform. Jacobs comments that: "Legislation requires PTSC to provide a service for the public to submit license applications electronically and pay the department via electronic funds transfer ("EFT"). We required an excellent solution to manage the workflow of this process in a secure and compliant manner. We selected Datacentrix to deliver a collaborative three phase project to address our goals."

Says Acting PTSC Head, Bernie MacMahon: "The need for an improved and enhanced end-to-end process and system for the operating license application and adjudication process was obvious. The purpose was to update the current process by incorporating new legislative requirements as expressed in the National Land Transport Act and associated regulations, the National and Provincial Archives Act and the Electronic Communication Technology Act.

"These changes entailed re-engineering the current process where necessary with the result being an electronic, transparent, efficient and auditable business process. The existing ECM programme formed the framework upon which the end-to-end electronic process was built. It included online submissions of the applications, utilisation of the OpenText ECM system as the repository for all documentation, audit trails and reporting, using scanning technology where appropriate to minimise paper-based activities."

The business processes within various areas of PTSC had to be modified to facilitate the new electronic process. The processing area, instead of making hundreds of photocopies of documentation, began scanning all of its own content and this is added to the OpenText document repository, according to the pre-defined taxonomy, making it available to multiple users simultaneously. There is no longer a need to photocopy, courier, or deliver paper to stakeholders throughout the process. Furthermore, each individual is made aware of their work as and when it becomes relevant for them to act and this is done in a manner that is now measured and manageable.

The finance department can now receive payments for application fees via EFT and verify payments according to pre-defined steps in the workflow. Prior to implementation, all fees had to be paid in cash at the walk-in centre. The workflow was designed and developed in three distinctive phases, allowing the department to run proof of concept tests at stage-gates and preview functionality according to the three distinctive business areas within the process, ensuring accuracy and relevance of the final solution.

Reports enable management to make informed operational decisions and improve sub-processes even further as a result of the process being more transparent. Automation of the text messages and e-mail notifications sent to applicants ensure they are aware of the development and progress of their application in real-time.

"The implementation of this solution not only greatly enhanced and improved the PTSC license process, but ensured a greater adoption and utilisation of ECM standards according to the approved records management policy and ECM strategy developed by the DOTPW," Dicks explains.

"The benefit of implementing BPM within this programme has effectively streamlined control and management within the organisation. This in turn has improved efficiency, contributing to the greater strategic objectives goals of provincial and national government."

Furthermore, not only has there been a significant financial saving as a result of searching for lost documentation with information being available online, but there has also been a significant reduction in paper and copying costs as information can be shared without the need to copy it for distribution. The opportunity of savings is also becoming a reality in terms of office space utilisation.

Says Dicks: "PTSC experienced significant increases in service delivery levels due to immediate responses to client inquiries, resulting from the online availability of information. Improved collaboration amongst staff members proved to enhance productivity substantially. Whilst knowledge transfer services were required, the OpenText BPM system in itself provides a clear and defined process to younger and less experienced staff. This strengthens their service skills and knowledge of the legislation to which they are mandated to comply. A key benefit in this respect is that management can better address production and skills challenges through live access to informative reports."

"Improved governance and total compliance to national and provincial legislative requirements has undoubtedly proved to be the greatest benefit of choosing OpenText BPM," states Helene Swart, Head of the ECM Solutions Business Unit at Datacentrix in Cape Town. "This organisation leads by example, having experienced unforeseen legislative challenges resulting from exponentially growing paper burden in the recent past, to becoming a leader in business process automation in the government of South Africa and possibly even globally.

"This requirement put forward by DOTPW promotes access to important information and helps government to perform better. Along with increased accessibility it is critically important to consider access control and security levels. When dealing with individuals' private operating license application information, we depend on native OpenText BPM's security, permissions and access control features, which are always a key deciding factor in the selection of software solutions partner," she concludes.

## Datacentrix bolsters ECM competencies with OpenText and SAP

Datacentrix has successfully joined the OpenText Partner Programme for SAP Competence, as well as attaining the status as SAP Special Expertise partner.

Under the extended agreement with OpenText, a global Enterprise Content Management ("ECM") leader, Datacentrix will deliver and support products of the OpenText ECM Suite for SAP Solutions.

Jürgen Maier, SAP Ecosystem Program Manager Europe/APJ at OpenText comments: "Datacentrix has invested heavily in technical certification and training to build the resources required to deliver SAP Archiving by OpenText, SAP Document Access by OpenText and SAP Employee File Management by OpenText, each of which are resold by SAP."

The companies, together with SAP, will collaborate on the implementation of joint market offerings, based on the OpenText ECM Suite for SAP Solutions, in conjunction with Datacentrix' comprehensive offering, ranging from the core areas of infrastructure and business solutions, to outsourcing and other related IT services.

OpenText has successfully integrated with SAP for two decades, delivering solutions to more than 3,000 SAP client sites around the world. Its ECM Suite for SAP Solutions offers a complete range of capabilities for managing and archiving business documents: incoming/outgoing invoices, orders, delivery notes, quality certificates, travel receipts, digital assets and human resources documents that originate from clients' SAP applications.

"We are excited about Datacentrix joining the OpenText Partner Programme for SAP Competence," comments Maier. "This latest extension of our partnership agreement reinforces the faith we have in Datacentrix and the fact that the company continues to deliver great results with OpenText. With Datacentrix, we have a highly committed, innovative and growth-oriented SAP Competence Partner on board that has excellent project, industry and process knowledge to deliver high quality projects around our products for SAP clients in the South African market. We're looking forward to this



**Jürgen Maier: SAP Ecosystem Program Manager Europe/APJ at OpenText**

next chapter and continuing to build on our relationship with Datacentrix."

"Our partnership with OpenText has spanned a number of years now and encompasses a large client base. Due to the organisation's strong alliance with SAP, it made a great deal of sense for us to join the OpenText Partner Programme for SAP Competence," explains Shakeel Jhazbhay, Business Unit Manager at Datacentrix.

"By the same token, the timing was also right for Datacentrix to become a SAP Special Expertise partner; we currently have a number of technical staff members certified on the SAP/OpenText offering and are able to provide these competencies on a country-wide basis."

"SAP is determined to continue its investment through the ecosystem - a community of organisations and individuals focused on a common goal - and channels, as this reinforces the important role that partners play in bringing our solutions to market," says SAP Africa Director of Ecosystem and Channels, Desmond Nair.

"We are looking forward to working even more closely with Datacentrix as we believe the company has a significant role to play in driving usage of innovative technologies, such as the OpenText ECM suite, into the South Africa market."

SAP is continuing to grow its business through partners, and the Datacentrix and OpenText partnership helps accelerate this focus of the organisation, concludes Nair.

## WAN optimisation versus more bandwidth - why increasing bandwidth is not always the answer

Bandwidth in South Africa can be unreliable and expensive. The result is often poor application performance over the WAN, reduced productivity and frustration for employees.

When users complain of poor application performance, organisations often look to upgrade bandwidth. But upgrading bandwidth usually has little or no effect on application performance. This is because the problem is often due to latency and application protocol inefficiencies across the WAN, rather than constrained bandwidth.

### Bottlenecks affecting application performance over a WAN

WAN connections typically have lower bandwidth and higher latency than LAN links, with four distinct bottlenecks; one relating to bandwidth and three relating to latency. The bandwidth bottleneck is straightforward; no application can send more data than the available bandwidth. The three latency bottlenecks are more subtle and tend to be evident only when there is no bandwidth bottleneck. Due to latency bottlenecks, applications may not be able to take advantage of available bandwidth even if bandwidth appears to be plentiful.

The first latency bottleneck is caused by the end-to-end acknowledgement behavior of TCP. TCP has a window of packets that can be in flight from the client to the server. Once the window is full, no more packets can be sent until the destination acknowledges receipt of at least some of those sent packets.

The second latency bottleneck is caused by the slow-start and congestion-control behaviors of TCP; as TCP gradually ramps up its window size when transmission appears to be successful, and sharply cuts it back when transmission appears to be unsuccessful.

The third latency bottleneck is caused by application protocols that are running on top of TCP. Even if there is available bandwidth and the first and second latency bottlenecks at the TCP layer are avoided, the application can still be limited by the size of application messages and the need to acknowledge or respond to that data at the application layer. HTTP and FTP are application protocols that don't encounter this latency bottleneck as they were designed for WANs. However, application protocols originally designed for LANs, such as Microsoft Windows file sharing via CIFS, are often severely affected by this latency bottleneck.

### Reducing bottlenecks with WAN optimisation

To successfully overcome WAN bottlenecks, companies should consider a WAN optimisation solution that combines a number of approaches and targets multiple bottlenecks simultaneously using a variety of approaches. These can include data reduction; caching of data, files and email; block replication; TCP optimisation; quality of service; network compression; and SSL acceleration.

With a multi-protocol, multi-configuration and multi-application WAN optimisation solution in place, businesses can take advantage of their networks, infrastructure and applications in ways they never imagined possible. This multiple layered approach not only improves the performance of applications running over TCP, but also addresses chatty application protocols with application specific modules. Enterprises can improve application performance across the network typically by five to 50 times, and simultaneously reduce bandwidth utilisation by 65 to 95%.

This can mean an existing WAN can support many more users, new applications can be rolled out and an expensive bandwidth upgrade can be delayed or avoided, in some cases by up to five years. In addition, investment in a WAN optimisation solution can enable enterprises to realize substantial cost savings in other ways, including:

- Consolidate infrastructure into the data centre: Enterprises can remove much of the IT infrastructure, such as file and email servers, SMS servers, SharePoint servers, tape autoloaders, network attached storage and remote office backup systems that sit in branch offices, without impacting application performance
- Enable greater collaboration: Employees can share large files regardless of where they are located, resulting in more productive users

WAN optimisation is a key tool for overcoming the bottlenecks associated with bandwidth. WAN traffic can be reduced, application performance can be significantly improved, and IT infrastructure consolidation projects can be implemented.

## Meeting key challenges in the mining industry with Sage ERP X3

The mining industry in South Africa faces very specific challenges, creating a need for business solutions that can cater for their precise business processes. So says Johan Hanekom, ERP Business Unit Manager at Datacentrix.

He explains that there are a number of hurdles that mining organisations need to overcome, including balancing short-term responses with long-term strategy and weighing the long timescales needed for major infrastructure projects, such as mine development, against sharp downturns in prices and demand.

"As part of a mature industry, these companies must also achieve enhanced profitability, in a large part through best in class performance and disciplined cost control as market demand for their products strongly fluctuates. At any point in time, commodity prices may be high or low, but management teams know that these price levels are cyclical. In the face of fluctuating demand and cyclical pricing, operating an efficient and streamlined business, as well as squeezing costs, is critical."

High levels of transactions across all segments of the sector, involving industry players of all sizes seeking deals all over the world, continue to rapidly change the face of the global mining industry.

"Major capital investment decisions are being made in this increasingly volatile operating and price environment, where future returns on the capital invested are increasingly uncertain," says Hanekom.

"Given these attributes of their operating environment, global mining companies are placing increasingly higher priority on the need for effective corporate risk management."

Furthermore, the ability to recruit strategically and retain key employees and scarce skills in mining companies is more important now than ever before and is imperative to the future of the industry.

Hanekom maintains that the Sage ERP X3 integrated business management solution is an ideal option for the mining sector as it drives performance and will rise to the challenges facing this type of business. "These benefits are achieved by helping control the effects of



**Johan Hanekom: ERP Business Unit Manager at Datacentrix**

globalisation related to international development, new market expansion, or changes in corporate ecosystem."

In addition to this, Sage ERP X3:

- Runs all company activities on one system and improves the efficiency of processes;
- Makes internal and external collaboration easier by increasing a business' ability to respond and anticipate;
- Improves client satisfaction; and
- Guarantees a quick return on investment and controlling operating costs.

"With its Web 2.0 technology, Sage ERP X3 focuses on collaboration and customisable ergonomics to simplify processes and increase efficiency," states Hanekom.

"Thanks to its application extensions, its international scope and its expert and advanced functionalities, Sage ERP X3 adapts to your company regardless of size or organisational style. It helps to constantly align operations with the company strategy and to run activities with 360 degree visibility."

According to Keith Fenner, VP for sales at Sage Accpac SA, Enterprise Asset Maintenance ("EAM") is a crucial part of a capital-intensive business like the mining industry.

"Sage ERP X3's ability to manage maintenance planning schedules, job cards and rotatables management with equipment master files held separately but fully integrated to the fixed assets suite was an essential step forward. Sage ERP X3 EAM allows us to provide a completely integrated maintenance suite that has transactional flows touching assets, inventory, internal issues, procurement, job cards and costing to the general ledger."

With a network of 200 partners and operations in over 50 countries, Sage ERP X3 has already gained over 3,300 clients and has over 180,000 users.

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## Big data = big chaos

Everything relating to information management is changing, says Charl Joubert, Datacentrix Managing Director: Enterprise Resource Planning and Business Intelligence, with social media, smart mobile devices and new collaboration tools, such as Microsoft SharePoint, creating a "big data" explosion.

The concept of "big data" is set to alter the relationship of data to information consumption forever, he explains. "Amidst all of this transformation, there is one certainty: it will be mandatory - not optional - for organisations to plan information management strategies to absolutely address and embrace these trends."

"According to Gartner and IDC, employees within an organisation generate more than 3GB of data each year and this is set to increase by more than 600 percent over the next five years. The effect of this is that 30 percent of a typical working day will be spent looking for information or documents, meaning that a company with 1,000 employees could spend around R40 million in lost productivity.

"Many organisations are hoping that a combination of knowledge workers, innovation and better access to information and expertise will get them through the current recession and into the next economy. Not only is this forcing business to be leaner than ever, but it is also stressing the need for a concise, accessible view of information in order to stay productive amid the constant challenge of information overload."

These requirements, together with the New Companies Act and the King III Report, are creating a greater focus on governance and risk management and how companies manage their information, processes and documents than ever before. This is known today as Enterprise Information Management (EIM).

"The impact on the IT environment is that it now needs to boost productivity, create value with automation, reduce costs and simplify the environment for end users," Joubert explains.

"The Datacentrix Business Solutions division has carried out extensive market research on how best to achieve this and has found a key area to help drive these aspects with local companies, taking particular consideration of how much is spent on the licensing, support, training and maintenance of various tools for content and document management, workflow, reporting and collaboration."

In order to deliver what it believes to be the most complete EIM solution on the Microsoft SharePoint 2010 Platform, Datacentrix Business Solutions has partnered with Nintex, Panorama and ecspace.

"Nintex, a leading SharePoint workflow company, with more than 3,000 clients in 90 countries, has just signed a partnership agreement with Datacentrix, while Panorama has partnered with the company for several years now, delivering BI solutions for the Microsoft SQL Server, Microsoft Office 2010 and Microsoft SharePoint 2010 platforms. Panorama's Necto is the first socially enabled BI solution to be interoperable with the Windows Azure and Microsoft SQL Server 2012 Denali platforms while supporting both OLAP and BISM modes.

"ecspace turns Microsoft SharePoint into a complete EIM solution capable of offering DMS, imaging and document capture, rendering, compliance, advanced storage management, e-mail management, as well as integration with ERP systems like Microsoft Dynamics and SAP."

As a result of these partnerships, Datacentrix is now a certified value-added reseller and preferred implementation partner of these technologies, offering the South African market the most integrated, affordable and complete EIM solution.

Take advantage of Datacentrix' free BI or workflow proof of concept offerings by contacting Paul Viviers on 072 143 7289 or [pviviers@datacentrix.co.za](mailto:pviviers@datacentrix.co.za)

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"As a recognised player within the mid-market ERP space for the past decade, Datacentrix' Business Solutions division has built a track record as a reliable implementation partner that gets the work done in budget and on time. Focusing on the manufacturing, distribution and service industries has enabled us to build a vast amount of industry and ERP knowledge and skills," Hanekom adds.

"We have invested in our Sage X3 ERP skills, which complement our current Microsoft solution set, and believe that it is a solution that can provide for all of the requirements and functionalities needed for day-to-day operations within the mining sector."

# Fighting fraud effectively

Modern organisations exist and participate in the physical and digital worlds, and it seems to be the electronic information and digital assets that are significantly more challenging to secure and protect than those in the physical world.

In this context, the public and private sectors are increasingly falling prey to criminal operations aimed at defrauding organisations for monetary and other commercial gain. These fraudsters have perfected the art of misinterpretation and identity theft over the years and we are all targeted victims of these antics. Statistics have shown that computer system fraud has escalated and is costing industry millions.

The time has come to take a stand; no longer can industry claim innocence and unconsciousness of fraud and the elements that promote it. The assault on the integrity of our digital information assets and the need to proactively protect people's digital identities and information has accelerated Datacentrix' endeavours to develop a comprehensive and pragmatic solution to these pervasive challenges.

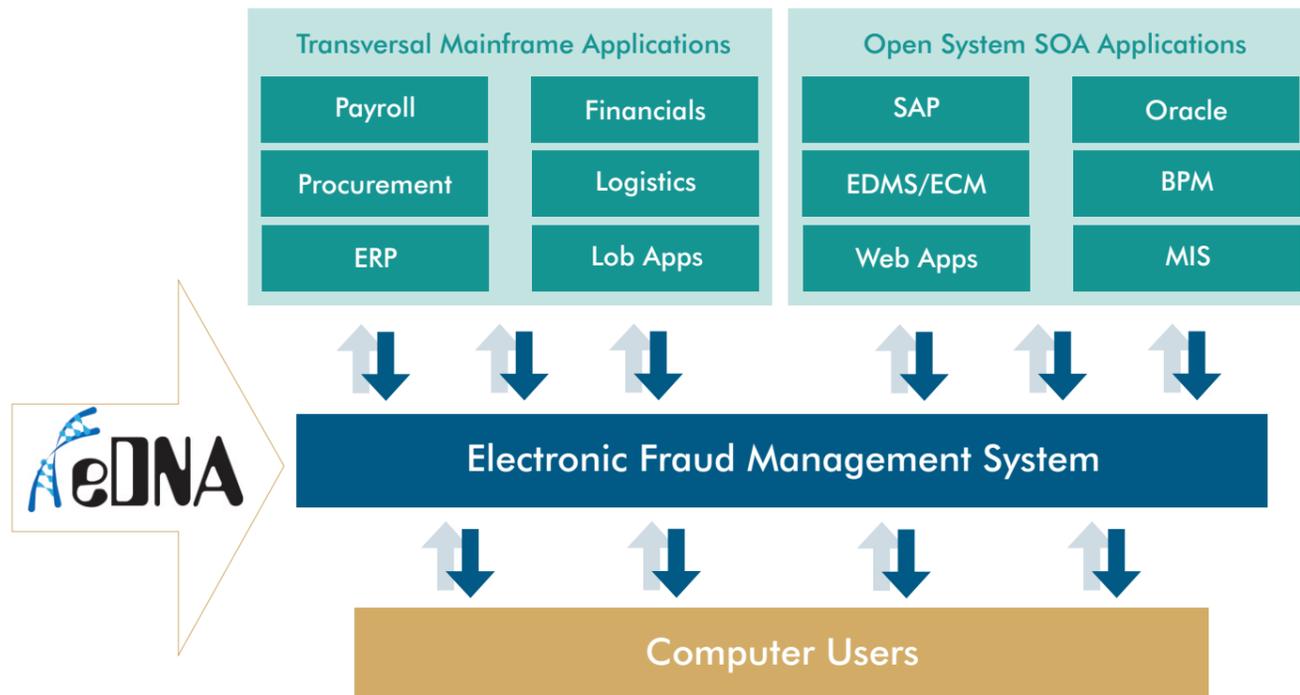
According to Rainer Jeske, Managing Director: Technology Solutions at Datacentrix, this solution,



**Rainer Jeske: Managing Director - Technology Solutions at Datacentrix**

known as eDNA, enables organisations to have a single consistent approach to strong application security and transaction level accountability across the organisation and platforms. eDNA protects financial systems, personnel and payroll, procurement and other line of business applications that can be customised to suit organisational audit and evidence trails as well as context sensitive non-repudiation requirements.

The solution offers multi-factor authentication, which overcomes the challenges with passwords. "The level



of access control security is raised by several orders of magnitude via smartcard and fingerprint biometrics. Furthermore, we employ digital certificates and other strong cryptographic methods to secure the 'evidence vault' and protect the verification audit trail against manipulation to facilitate the ultimate level of end-user ownership and accountability for any sensitive transaction," explains Jeske.

### How does it work?

In essence, our eDNA solution serves as an independent and impartial referee to transactional data changes, and can be implemented to protect a range of business applications. Through a combination of strong processes and best of breed technology, our solution effectively "records" electronic evidence on an ongoing basis and can positively link a person to specific actions or transactions inside business applications.

The forensic reporting capability shows each transaction in a time-stamped manner, exactly what the person did to electronic information, and when it happened.

Key reasons for this approach:

- Legal validity is increased when the collection, handling and storage of evidence is performed by a reliable impartial witness, in this case eDNA;
- Our system was specifically designed for the harsh South African context and complies with the relevant legal requirements such as the ECT Act; and

- By following a consistent approach our clients benefit from our strong practices and processes to preserve the integrity and admissibility of electronic evidence.

The evidence collected by the eDNA system can easily be reported from our long-term evidence vault to provide forensic evidence in cases of dispute.

This evidence provides clear proof in terms of the legal requirements and effectively puts the onus on the perpetrator to prove the contrary. It means that we can positively affirm:

- The identity of the user that executed the transaction;
- The date and time that the transaction occurred;
- Exactly what the user saw and what the data values were before the change;
- What data values the user changed; and
- The user's acceptance and authorisation of the change.

**"**  
**This solution, known as eDNA, enables organisations to have a single consistent approach to strong application security and transaction level accountability across the organisation and platforms.**  
 Rainer Jeske: Manager Director - Technology Solutions

# Datacentrix launches video learning to increase SharePoint adoption

Datacentrix has introduced a new service to assist local businesses in improving Microsoft SharePoint user adoption, providing on-demand video tutorial training for end users, administrators and developers.

According to Charl Joubert, Enterprise Resource Planning and Business Intelligence Managing Director at Datacentrix, many companies lose out on utilising SharePoint to its full potential for document and form management, presenting line of business data, collaboration among peers and reporting, due to low or no user adoption.

"The combination of spoken and visual instruction is the most powerful, memorable and effective method of software training," he explains. "It is less costly than having an onsite trainer or consultant visits and the videos are always available to play whenever a

knowledge refresh on a particular topic is needed."

Datacentrix' on-demand video based tutorial offering will make SharePoint end users familiar with built-in tasks within the software, such as working with libraries, lists and pages, providing support where needed and ensuring that users follow best practices.

SharePoint server administrators will benefit from the video tutorials by gaining a greater understanding of how to manage the SharePoint environment optimally. Finally, developers will learn about the many codeless options that exist within SharePoint, to create applications or convert existing applications onto the platform.

To take advantage of Datacentrix' introductory offer, please contact Paul Viviers on 072 143 7289 or e-mail [pviviers@datacentrix.co.za](mailto:pviviers@datacentrix.co.za)