

# datacentrix infocentrix

First issue 2020



**MODERN LIFE SUPPORTED  
BY TECHNOLOGY**

# infocentrix

First issue 2020

**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 market.

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Rubrik  
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Veritas

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# Welcome

## Responding to COVID-19

The impact of COVID-19 has been felt by every person and business across Africa and around the globe. While governments are balancing between saving lives and livelihoods, South Africans have been adapting to the new way of functioning as a society. The way we manage our personal lives, operate businesses, work, and engage with people has fundamentally changed. It remains to be seen which of the changes will be permanent, and there has been debate about this, but what is certain is that 2020 will leave a mark on every one of us.

A commonly held view is that the worst effects of COVID-19 are yet to unfold. During level five lockdown, after a rigorous internal risk assessment, mitigation strategies and in compliance to government regulations, Datacentrix continued delivering services to essential services organisations. As the levels of lockdown eased to level four and three, we have extended our services to a broader client base and will continue to do so as the lockdown eases further. Datacentrix has been able to operate seamlessly during this period thanks to our people and our investment in technology. The majority of our staff continue working from home and we will continue to prioritise and manage the safety of our employees, business partners, and clients.

## Balancing safety and business continuity

Businesses are traversing the balance between maintaining flexibility, safety, and business continuity with varying levels of proficiency and ease. Datacentrix remains committed to supporting you in these efforts.

We would like to thank our clients, partners, and all stakeholders for their commitment and continued support and our clients for the generous compliments that we have received. While we have seen some headwinds as a result of COVID-19, we remain resilient. We have mitigated its impact by focusing on prudent cost management while continuing to invest in areas that enhance our capacity to deliver the quality services that our clients have become accustomed to.

Thanks to our people who have responded positively to the COVID-19 challenges and in expanding every effort to ensure our operations continues to deliver unwavering services to our clients and ecosystem.

- We have assisted in enabling organisations to operate remotely with minimal, to no disruptions to their operations;
- A number of our clients have accelerated or embarked on digitisation initiatives, which we have been involved in;
- We have embarked on much needed relief initiatives with our staff and vendors, supporting the most vulnerable in our country.

Our integrity, consistency of engagement, breadth of our portfolio in a digital world and the value that we bring to our

clients is finding continued relevance. Our response to the conditions under COVID-19 is driven by the combination of our people, technical expertise, leading technologies, and our solutions architecture, involving:

- health and safety solutions;
- solutions for the “two-metre society” incorporating space management solutions, public surveillance and communications systems;
- solutions for a secure, productive and connected remote and mobile workforce;
- security solutions to secure assets, including our Security Operations Centre to help manage the increasing number of cyber threats; and
- digital business solutions and strategies to assist clients to brave this new world that we operate in.

## Technology that supports modern life

Companies are relying on technology to keep their businesses functioning smoothly and optimally. By harnessing technology companies can keep people safe and connected; comply with new regulations and protocols; protect against complex security threats; deliver application performance; maintain and improve productivity and user experience. This issue of Infocentrix focuses largely on the role of technology in supporting modern-life under extraordinary conditions.

## Responding to the needs in our communities

The challenges of COVID-19 are compounded by the growing basic needs of many families and individuals in the communities in which we operate. Datacentrix initiated “This is US” (“TiU”) initiative, a social investment programme that pools and donates retail vouchers, food parcels, and essential supplies to selected non-profit organisations and individuals to help make a difference. We have opened the fund for participation by our technology partners and clients to contribute to the initiative. Please contact your Datacentrix representative to find out how you can become involved in making a difference.

## Datacentrix achieves PCI DSS certification

The Datacentrix Managed Services division has secured its Payment Card Industry Data Security Standard (PCI DSS) certification, emphasising the company's commitment to effective information security. PCI DSS is a set of information security requirements for protecting cardholder data by companies that store, process or transmit cardholder data, or that provide information security thereto. The certification means that Datacentrix can now provide a significant competitive advantage to clients, as well as reducing their PCI DSS compliance overhead.

We are looking forward to providing you with solutions that support a secure, productive, and sustainable future.

**Ahmed Mahomed, CEO**

# Datacentrix reaches top Nutanix certification level, achieving Master Partner status

**Datacentrix** has attained Master-tier status with enterprise cloud computing solution provider, Nutanix, reaching the highest rank within the Nutanix Channel Charter programme.

This achievement, based on maintaining multiple technical and sales certifications and meeting performance goals as a partner in good standing, makes Datacentrix one of only four Master Partners in South Africa.

Shawn Marx, Datacentrix Business Unit Manager for Converged Solutions, says: "As an early adopter of the Nutanix solution stack in South Africa, the announcement of our Master Partner status is a resounding confirmation that Datacentrix' efforts have been recognised by our partner company.

"The Master Partner certification demonstrates that Datacentrix has some of the top technical expertise in the industry, delivering deep knowledge and the capabilities to sell, architect, implement and support solutions across the entire Nutanix offering, including hyper-converged



Datacentrix enjoys a trusting and reciprocal relationship with Nutanix, underlying our company objectives to drive customers' businesses forward using innovative technology.

infrastructure solutions," explains Marx. "As such, our technical and pre-sales support skills really complement the proficiencies of the local Nutanix team, which is always hands-on and willing to go the extra mile."

In addition, becoming a Nutanix Master Partner verifies that Datacentrix is in the top tier of local partners closing business deals in South Africa.

**Shawn Marx,**  
Business Unit  
Manager for  
Converged Solutions  
at Datacentrix



Datacentrix' business strategy has always been to represent its technology partners at the highest level, Marx reveals, ensuring it develops the right skills to deliver leading solutions that support clients along their technology transformation journeys.

"Datacentrix enjoys a trusting and reciprocal relationship with Nutanix, underlining our company objectives to drive customers' businesses forward using innovative technology," he adds. "Nutanix' offering is an excellent fit here, with its next-generation data centre technologies helping to move local organisations in the multi-cloud era."

"We are excited to have Datacentrix rank at the highest level of partnership with Nutanix," says Fatima Mkandla, Channel Manager South Africa at Nutanix. "Our Channel Charter is more than just a partner programme to our business. It is our promise to put the power in the hands of our partners, so that they can deliver and realise value at every stage of the customer journey. We believe we have an incredible opportunity for joint success in the enterprise cloud market with Datacentrix and are looking forward to unlocking it into the future."

# Citrix names Datacentrix as SD-WAN Partner of the Year

**Datacentrix** has secured the title of 'SD-WAN Partner of the Year' from unified workspace, networking, and analytics solutions provider, Citrix, receiving the award at the organisation's partner event.

"The past two years in particular have been pivotal in Datacentrix' partnership with Citrix," explains Tony de Sousa, Business Unit Manager: Enterprise at Datacentrix. "Not only have we risen through the partnership ranks to become a local Citrix Solution Advisor-Platinum (CSA-Plat) partner, Datacentrix was also named as Citrix's Cloud Partner of the Year for emerging markets at the global Citrix Summit partner conference, held in Orlando, Florida, last year.

"Receiving the 'SD-WAN Partner of the Year' award this year cements our strong relationship and proves that Datacentrix has what it takes to help local organisations to accelerate their digital transformation," he says.

"SD-WAN technology is becoming a growing focus for South African business, with its promise of more secure, consistent and cost-effective enterprise connections, as well as excellent user experience, and Datacentrix has put in the work to ensure that we are able to deliver simple,

centralised, cloud-based control of the wide area network (WAN)."

Datacentrix recently kicked off one of the biggest installations of Citrix SD-WAN technology in South Africa, a sizeable project from a global perspective too, states De Sousa, with a planned rollout of more than 200 sites.

"The seamless implementation of the first 63 sites is a great reflection of our delivery capability, our relationship with our technology partners and our people's commitment to success," he adds.

"SD-WAN is a disruptive technology that is gaining momentum in the local market as customers look to modernise their WANS, significantly cutting costs and improving network reliability. As a leader in the local South African and global SD WAN markets, Citrix is excited to be working with Datacentrix as a trusted and skilled systems integrator. Together, Datacentrix and Citrix are simplifying customers' complex networks and future-proofing them for a world where more and more workloads are moving to the cloud," says Brendan McAravey, Citrix Country Manager: South Africa.



Tony de Sousa, Business Unit Manager: Enterprise at Datacentrix; Ziggi Olsen, Partner Account Manager at Citrix; Megren Naidoo, Enterprise Software Business Unit Leader at Datacentrix; and Brendan McAravey, Citrix Country Manager: South Africa

# Determining the best remote access strategy for your business

By Adi Trivedi, Principal Sales Engineer  
at Citrix

**Remote** access technologies that enable employees to work from home have been around for decades but have taken on greater importance since the global COVID-19 pandemic.

This shift to working from home gives businesses an opportunity to redefine themselves, promote flexible workstyles, and emphasize skills-based hiring. Leaders can make bold choices that support a great employee experience and productivity, without compromising security or performance, and organisations that are strategic about remote work now will be the most successful in reaping benefits in the long term.

The zero trust security model is central to the discussion in response to global phishing attacks, hacking attempts, data theft, and denial-of-service attacks. There is a pressing need to evolve the approach to remote app and data access and replace legacy security architectures that had VPN at their core.

Anyone in the IT security space knows that the larger the attack surface, the higher the risk of compromise. The focus of this article is on what organisations should consider before expanding the use of their VPN and helping them to get closer to a zero trust security model.

## Considerations before choosing VPN

Citrix provides remote access for businesses by defining a secure digital perimeter around company apps and data. Citrix Virtual Apps and Desktops offers the appropriate remote access solution based on user segmentation and workload type. Citrix ADC provides conditional access control with nFactor authentication, while offering a consistent user experience, even if VPN is appropriate for a small subset of users. This decision tree can help you make the right choice for enabling remote access based on user segmentation and workload analysis.

Most Citrix customers are familiar with our delivery methods, and the decision tree helps fine-tune the process based on

specific requirements and user segmentation. You don't need a dedicated VPN solution if you follow this decision tree because Citrix ADC can conditionally verify users' and devices' security postures before automatically creating an SSL VPN tunnel with strong ciphers and nFactor authentication. Let's look at conditions you'll need to verify before choosing VPN as a remote access solution for small segments of your users (and only after trust has been verified).

**Clipboard and peripheral blocking:** If clipboard and peripheral blocking aren't enforced, users can easily copy/paste data into the local device when a VPN tunnel is established. If you need to prevent users from printing or taking data off the device with a USB drive, for example, VPN is not a secure remote access strategy for you.

**Managed device with remote wipe:** If important company data is stored on the local device where the VPN tunnel was established, you need this capability to wipe the device clean and ensure company data doesn't fall into the wrong hands if the device is lost or stolen.

**Up-to-date endpoint protection:** A device can get infected from a variety of sources, even when split tunnelling is disabled within a VPN tunnel. It's important to make sure endpoint protection software is installed and kept updated so there isn't any cross contamination that may have an impact on company networks and data. When the VPN tunnel is established, an infection can make its way into a company's network and potentially result in data theft/corruption, so it's critical to protect the device from infection.

**HDD encryption:** With hard disk drive (HDD) encryption, data stored on the hard drive is converted into a secure, unreadable, coded form. Drive-encrypting software makes it difficult for any unauthorised entity to access encrypted data without the right password. This is a security best practice and should be verified using an EPA scan before establishing a VPN tunnel.

**Trusted group membership verification:** VPN access should be restricted to users who belong to a trusted group to ensure access to resources can be limited based on group membership (and after identity verification). It's important to determine which IP address to assign to the device connecting to the VPN tunnel to restrict admittance to only the resources the users are trusted to access.

**Secure network definition with ACLs:** When a VPN connection is established, the device receives an IP address that belongs to the company network and allows access. The IP address should belong to a network unique to the user group so access is restricted to the apps and data they need. If proper routes and ACLs aren't defined, users may get unauthorised access to company resources. If you have users who require SaaS access, you may have to adjust your split tunnelling configuration and create whitelisting of apps to avoid hair pinning traffic back to the datacentre.

**Network sizing appropriate to workloads:** When VPN use is scaled up to a larger group of users, firewalls, routers, NAT devices, VPN concentrators, bandwidth, and more must be appropriately sized based on the workloads accessible to the end users. There's a high interdependency on performance when multiple users are connected simultaneously to the same network equipment. Some VPN solutions allow rate limiting to prevent performance deterioration, but the network should be sized in advance to handle this overhead capacity based on the workloads accessible to the end users. Only then is VPN a viable solution for a small subset of end users. It's also important that the network is sized appropriately when software updates and patches need to be pushed out on devices to prevent having a negative impact on user experience and productivity.

**KMS allowed via VPN:** Most enterprise customers have a password expiration policy. If KMS is not allowed within a VPN tunnel, expect a higher volume of help desk calls when users' passwords expire. Even if KMS is allowed, old passwords may still be acceptable on the domain joined device if AlwaysOn VPN is not enforced. Why? They're cached locally, and new passwords would only work after the VPN tunnel is established. Users may have to manually update their passwords on the device after the domain password has expired.

**Remote control and help desk:** When users are working from home, expect that they'll need more assistance than usual if they're using VPN because there will be inconsistencies in terms of software updates and patches pushed out by IT across devices. This makes it difficult for IT to troubleshoot issues on user devices without remote control and remote assistance tools.

## The challenges and risks of VPN

VPN might seem easy to deploy, but as you can see from the points above, there's a lot to consider before you scale it out to enable remote access. Yes, it's simple and you can deploy it quickly if your only concern is adding licences and scaling up your VPN concentrator. But there's significant operational overhead – software updates, patching, secure network definition, route changes, ACLs, firewall changes, helpdesk, remote control, and more – that often gets overlooked.

It is also important to consider the cost of enabling VPN broadly, considering the layers of solutions – MDM, endpoint protection, HDD encryption, network resizing, and more – required to ensure sure security isn't compromised when it's rolled out.

With VPN, IT relinquishes control over many factors that can have a negative impact on your end users' remote access experience. You must consider these before deploying VPN at scale within your organisation. For example, VPN performance has high variance based on changing network conditions (bandwidth, latency, packet loss, etc.), and most VPN solutions have no ability to report on the impact bad network conditions have on the user experience.

By comparison, Citrix Virtual Apps and Desktops solutions delivered with Citrix ADC use significantly less bandwidth, auto-adjust to changes in network conditions, provide continuous feedback to the end user when network conditions deteriorate, and report to IT on client network conditions that have an impact on performance.

Don't overlook security and performance as you scale up remote access. And remember the considerations (and compromises) you'll have to make and the risks you'll have to take when you choose VPN. They'll affect your organisation's security and your users' experience, not just in the short term.

We can help you replace your legacy security architecture with a zero trust security model. Learn more about zero trust, the Citrix way and zero trust security and Citrix Workspace. For further information visit [www.citrix.com](http://www.citrix.com).



# Scale on demand and lower costs with public cloud backup and DR

**Recent** research by Spiceworks states that online backup/recovery represents the second-largest budget allocation within cloud services across the US and Europe. Are South African companies expected to follow this trend that is driven by the current influx of data expansion? Yes, states Duarte Guerra, Solutions Architect within Datacentrix' Enterprise business unit, as local organisations are just as much on the lookout for faster, more efficient and reliable backup and recovery strategies as their global counterparts.

According to Gartner, with the rapid expansion of media volumes and data, "traditional approaches, such as tape backup, simply cannot keep up with today's fast pace of information growth. Companies are looking for new and faster ways to protect their applications and backup, and secure their data. The public cloud has brought a new element to backup and disaster recovery, by providing fast recovery, cost efficiencies and a dependable way to ensure business continuity."

Forrester corroborates this statement, outlining that "exponential data growth, shrinking backup windows, static budgets and increasing deployments of next-generation, business-critical mobile, cloud and Web applications are changing backup and disaster recovery (DR) requirements"

– with the result that they are being recognised as becoming increasingly strategic.

Says Guerra: "South African businesses are coming to the realisation that maintaining significant amounts of unreferenced data on primary all-flash tier one storage is expensive to sustain, and moving this data to sub-tier, or secondary storage, or tape, as aligned with a company's backup and DR strategy, can be far more cost-effective.

"However, for compliance reasons, because many organisations are required to retain data for between five and 10 years, the risk run with a tape-only setup is that, as the physical tapes age, so too does the data. Unfortunately, this means that at some point it may not be possible to restore.

"By choosing to go a public cloud-based backup as a service (BaaS) route, companies are able to outsource the backup and DR requirements that these more traditional on-premises approaches are struggling to keep up with."

Guerra states that deploying public cloud for backup and DR offers many benefits, with the aforementioned significant costs savings being top of the list. "The managed services approach of offloading areas that are not part of your core

business to qualified service providers makes more sense, both financially and from a business management point of view. By outsourcing your backups and DR, you can shift a previously capital cost to an operational expense and it means that you're also mitigating risk.

"Using a BaaS service allows companies to flexibly scale the services up and down as requirements change, so they pay only for services consumed. This is as opposed to a traditional backup environment, where they would need to raise capital expenditure to purchase infrastructure – which would also most likely be under-utilised."

A BaaS set-up can also cut short the procurement process, which essentially takes between four to six weeks to scale out. "From a compliance point of view, it makes sense for South African companies to look for a BaaS service provider that is able to guarantee that all data will remain within the country's borders, but is also able to offer a selection of geo-locations and multiple sites to store the data.

"Multiple data centres, designed and configured with multiple independent storage solutions, provide additional data availability, as data is replicated between the sites, thereby ensuring that there will be two copies of your data available at any point in time. Security is also a key consideration, so the end-to-end encryption of data, while it is in transit and at rest, is a must," he adds.



The managed services approach of offloading areas that are not part of your core business to qualified service providers makes more sense, both financially and from a business management point of view. By outsourcing your backups and DR, you can shift a previously capital cost to an operational expense and it means that you're also mitigating risk.

3

**copies  
of data**

2

**different media  
repositories**

1

**back up  
off site**

0

**no errors after backup  
recoverability verification**

## First three months free

Datacentrix is offering all new BaaS portal and contracted clients the first three months of this service free, available on new contracts until 31 July 2020. **More information is available here:**  
<https://www.linkedin.com/feed/update/urn:li:activity:6663001695359942656>

## Free 30-day BaaS trial

Clients can also enjoy a free, 30-day BaaS trial, providing three copies of data, across two different repositories, and one off-site backup to experience the benefits of the solution. **For more information, visit <https://backup.datacentrix.co.za/>**



# Veeam becomes a ‘Guiding Force’ in IT infrastructure

**Industrial** development is at the heart of the IDC's economic strategy. As a development financier, the IDC proactively identifies and funds high-impact and labour-intensive projects to foster balanced, sustainable economic growth. The IDC's priorities are aligned with government policy and needs to be agile in responding to economic challenges while staying on course with long-term growth plans. In an effort to maintain agility, the IDC set out to build a highly available IT infrastructure.

“We implemented different replication products for creating what we believed would deliver high availability of critical applications, operating systems and storage,” said Gert Prinsloo, Infrastructure Manager at IDC. “We also implemented different monitoring products for server and storage capacity planning. In the end, what we thought was giving us high availability was fighting against us.”

Prinsloo said the time required to manage the siloed infrastructure prevented agility. Backup and recovery were slow, and visibility into relationships between virtual and physical resources was non-existent. Recovery time and point objectives (RTPO™) were 48 hours, which was unacceptable for an always-on organisation and we couldn't guarantee continuous availability.

## The Veeam solution

Veeam® provides the IDC with 24.7 availability of decision-making data, and so much more.

“Veeam became a guiding force in our IT infrastructure. In addition to keeping us agile so we can respond quickly to changing business needs, Veeam opened our mind to simplifying virtualisation management, optimising our resources and extending our datacentre spend. Veeam is the golden glove in our organisation.” said Prinsloo.

Veeam supported the company's digital transformation strategy by replacing all of the products used for virtual machine (VM) backup, replication and monitoring, enabling the IDC to tear down the silos. The IDC succeeded in simplifying virtualisation management and saved R5.1 million in product and licensing costs, as well as thousands of hours in troubleshooting time.

Next Veeam helped optimise resources and extend the datacentre spend. Instead of replacing 400TB of old storage, the IDC repurposed it as backup storage because Veeam is storage-agnostic, saving R12 million. Based on Veeam alerts about over-committed and under-committed VMs, the IDC makes the best use of backup resources, and plans/budgets for new resources. Prinsloo said Veeam not only saved the company R17.1 million over a five-year period, Veeam also helped guide a datacentre refresh to create a simpler, but more advanced and future-ready IT infrastructure.

# VEEAM

# Software-defined connectivity – securely connecting desk to cloud



Veeam became a guiding force in our IT infrastructure. In addition to keeping us agile so we can respond quickly to changing business needs, Veeam opened our mind to simplifying virtualisation management, optimising our resources and extending our datacentre spend.

Gert Prinsloo, Infrastructure Manager, Industrial Development Corporation

“The reason we replaced aging production storage with Hewlett Packard Enterprise (HPE) 3PAR StoreServ is because Veeam integrates so well with HPE. That integration enabled us to offload backup from our production environment so the business and our users aren't inconvenienced. Veeam backs up, replicates and recovers from HPE 3 PAR StoreServ snapshots quickly and efficiently, which reduces our RTPO to 15 minutes.

Veeam saves the day for individual users too. “Our users and the business will always have access to what they need, whenever they need it.”

### The Results

- Ensures 24.7 availability of critical decision-making data
- Saves R17.1 million in datacentre resources and thousands of hours in troubleshooting
- Facilitates fast issue resolution so the business and users aren't impacted

Learn more



**End-to-end** connectivity services are fundamental to achieving digital transformation. Datacentrix' specialist teams and managed services ensure seamless connectivity to bandwidth-intensive applications, cloud services and unified communications. The company designs and builds network infrastructure using the services of eNetworks, a wholly owned Datacentrix subsidiary and operational business unit within the company.



Supported by a resilient and highly available core network that is underpinned by certified best-of-breed products



Backed by service level agreements, including real-time monitoring and support delivered via the company's national operations centre



Enable secure connectivity to private and public cloud providers



Reduce costs, increase redundancy, enhance agility and reduce operational complexity



Software-defined WAN directs traffic intelligently across the wide area network, increasing application performance and resulting in enhanced user experience and increased business productivity



The company's telco-independent approach supports a comprehensive African footprint

Our representatives are available to assist you with the information that you need.

Click here and we will get in touch with you: <https://www.surveymonkey.com/r/BM3GFMY>



# Remote Working as a Service

## Tackling the risks and complexities of working from home

**Organisations** are facing difficult business continuity and remote-working decisions, that ideally require a simple, secure and consistent way to maintain workforce productivity. While the shift to a remote workforce has been expedited by COVID-19, many organisations have been adopting a mobile approach for some time due to the benefits of working from home.

To do their work, the mobile workforce uses multiple devices and relies on many applications, which they access directly via the internet. Consequently, companies everywhere are challenged with ensuring that their users have a safe, reliable and consistent digital experience.

### Removing the barriers of working remotely

The mobile workforce accesses the company network, applications, and other software that runs in public or hybrid clouds to do their work, exposing organisations to increased risks and complexities.

- **Security threats** and increased exposure to malware, ransomware, viruses, spyware, DNS attacks and inappropriate content;
- **Secure access** to the internet and company networks and the complexity of user-to-app connections;
- **Bandwidth** speed and costs;
- **Voice and data expenditure** due to cellular phone and 3G data usage;
- **Remote workforce voice requirements**;
- **Last mile bottlenecks** on cellular data networks, public Wi-Fi and home digital subscription connections;
- **Unpredictable performance** of business-critical applications;
- **Low productivity** levels; and
- **Complexity and cost** of end user experience monitoring, visibility and performance problem identification, isolation and resolution.

It is critical that organisations set up the right defences and have visibility into the cloud, into the applications, across all internet traffic, and at the endpoint – but are challenged by

the volume and complexity of tools available and their own limited resources.

### A flexible platform that supports the modern, cloud-connected workforce

The Remote Working as a Service (RWaaS) offering from Datacentrix facilitates clients in achieving remote work that is secure and productive. Clients have the freedom to choose the level of service based on their needs, ecosystem and number of users and can integrate additional products and services as required. The flexible, fully scalable, white-labelled offering is helping clients eliminate the challenges and risks associated with adopting a remote working policy.

#### 1. Corporate remote office security – scalable protection in minutes

Datacentrix offers a secure internet gateway to help companies of all sizes simplify their network security practice. The solution uses the company's domain name system (DNS), an internet protocol that maps the company's domain name to its IP address, as a first line of defence. With a DNS-layer security solution in place, organisations can close the visibility, protection and control gaps for all activities – anywhere without impacting the users' mobile experience – quickly and easily.

DNS-layer security is delivered from the cloud, with no hardware to install or software to manually update, making it the easiest way to protect end users. As a result, Datacentrix provides clients with enterprise-wide security in minutes. The highly effective security services scale easily with growth, are easy to deploy and manage, and offer fast time-to-value.

#### 2. Bandwidth optimisation – intelligent, dependable connectivity at reduced cost

Datacentrix reduces and optimises bandwidth utilisation, while ensuring highly secure access across PC and mobile devices to bandwidth-intensive applications, cloud services and unified communications. The bandwidth optimisation module extends flexible, policy-driven access to corporate resources across wired, wireless and virtual private networks.

## Additional services



FTTH/LTE



O365  
migration



Home call  
centre agent



WVDI



Cloud  
enterprise voice



Workplace  
communication

- **Application and cloud acceleration:** Optimised flow, reduced latency, best path selection, eliminated data redundancy, and reduced server workloads are just some of the techniques that are used to dramatically improve application performance, availability and reliability.
- **Secure cloud connect:** Datacentrix offers secure connectivity to various public and private cloud providers through its robust carrier grade network.
- **Enterprise internet access services:** The enterprise internet access offering delivers the high speed, reliable global connectivity that users expect from an interconnected, digital and mobile environment. Clients can select the most appropriate, guaranteed bandwidth package that best suits their digital requirements
- **SD-WAN services:** A set of intelligent software services allow businesses to connect users, devices, and branch office locations across a diverse set of carrier services. SD-WAN-enabled routers dynamically route traffic using intelligent path control based on up-to-the-minute application and network conditions for excellent application experiences. SD-WAN provides centralised control over application performance, bandwidth usage, data privacy and availability.
- **Carrier services:** Datacentrix utilises multiple access mediums in delivering its connectivity services, including fibre; licenced microwave; satellite technologies; 5G; LTE; and APN services. Fully managed services provide 24/7 monitoring and support, affording clients the opportunity to proactively manage their growing demand for high speed bandwidth.
- **Desk to cloud connectivity:** Datacentrix connects branches and home offices with end-to-end connectivity solutions, including home products such as FTTH, unified communications solutions that enable home-office extensions of the corporate telephony network and voice services.

### 3. User experience management – monitoring and protecting end user experience and productivity

Protecting and managing the end user's digital experience is critical. Datacentrix offers a monitoring tool that gives a view of the users' experience, allowing IT teams to monitor application, device and network performance and prioritise problem resolution for employees working from home, in branches, at head office or on the road. The monitoring tool solves user experience issues before needing to raise a ticket.

Automated ticketing provides an early intervention for IT to check, troubleshoot and stop developing issues and service degradation before influencing the user experience, supporting a high-performance culture in any organisation.

### 4. Productivity monitoring – fast, predictable application performance from anywhere

Employee productivity levels are directly impacted by applications that do not perform, which is compounded by constant changes in the network latency and bandwidth conditions. To operate effectively, remote workers need to collaborate in real time, download and send files quickly and access company information with no delay from anywhere.

Datacentrix offers a flexible, scalable management tool that is purpose-built for today's dynamic workforce and streamlines the provisioning of large-scale mobile deployments, accelerating the delivery of any application to any user, anywhere. The solution ensures predictable performance of business-critical applications – even on congested networks.

## Limited special offer

The innovative four-pronged solutions approach protects organisations from advanced threats, delivers simple and secure network access, as well as visibility and acceleration of application performance for a consistent and successful user experience. Datacentrix is offering clients a limited 90-day free trial. Contact your Datacentrix representative to take advantage of the available free and expanded offers.

# Preventative solutions for COVID-19 conditions: Health and safety enabled by technology

**Datacentrix** is offering proactive measures to support companies in their efforts to prevent and mitigate the spread of COVID-19. These protection solutions ensure compliance with safety protocols as required by government and include:

- Thermographic monitoring systems that help to identify elevated body temperature across multiple individuals simultaneously; and
- Full-body sanitisation.

The all-inclusive technology solutions eliminate long queues and time-intensive manual protective measures and are suitable for high crowd density areas, public facilities with multiple access points and areas with high walk-through traffic.

## The Datacentrix smart fever screening solutions help South Africa return to work

Datacentrix offers smart fever screening for crowds using fixed, long-range fever screening or hand-held patrolling solutions.



- Contactless, AI-enabled fever screening at scale
- Thermographic and infrared camera technologies with thermal and optical capabilities
- Fast, precise temperature measurement
- High temperature alerts
- Real-time alarm monitoring
- Facial recognition and metal detection capabilities
- Highly adaptable for diverse environments

**Hand-held thermographic screening solution:** The hand-held, Wi-Fi-enabled patrolling solution provides seamless thermal inspections and supports a live view on PC, mobile device or external monitor.

**Long-range fever screening solution:** The static turret or bullet camera is ideal for fixed, long-range detection from a distance of between 4.5 – 9 meters.

**Blackbody calibrator:** An optional calibrator increases the temperature measurement accuracy from +/- 0.5 degrees to +/- 0.3 degrees Celsius.

**Smartphone with thermal imaging:** A handheld or tripod mounted thermal imaging system that detects elevated skin temperature using a highly durable Android smartphone.

## Sanitisation tunnel solution

Effective sanitisation is the first line of defence against spreading disease. The fully customisable sanitisation tunnel solution from Datacentrix provides an innovative, high-tech response to the health and safety regulations by government to mitigate and manage the COVID-19 outbreak. With infrared detection, programmable spray intervals and Wi-Fi capabilities, the free-standing solution helps reduce the health risks associated with spreading COVID-19.

- Brandable, high-density polyurethane panels
- Inverted box rib roof panel

- Entry and exit sensors
- Adjustable levelling system
- Nozzle sanitising system
- LED lighting
- Two 20 litre drainage points
- Internal, entry and exit handrails
- Non-slip checkered plate flooring

### Features

The modular solution is fully customisable and can be used in a single or multi-stack set up and is appropriate for any environment with high walk-through rates such as mines, malls, factories, office parks, educational institutions, correctional services facilities and many more. The water-based formula is non-staining and safe on the skin, eyes, nose and mouth, and harmless if inhaled.

- Full turnkey operation
- Wheel-chair friendly
- Non-corrosive and suitable for outdoor conditions
- Dust and water-resistant connections and control panel
- Tamper-proof with fully concealed plumbing and electrical systems
- Rental and finance options available
- Standard factory warranties apply

### Repurposing with a purpose

Businesses can convert the tunnel into a fully functional, portable toilet at a minimal cost for use in underdeveloped communities and schools as part of their corporate social responsibility programmes in the future.

### A comprehensive response to the new business conditions under COVID-19

The fever screening and tunnel sanitisation solutions form one part of Datacentrix' response to the new normal under COVID-19. Datacentrix offers modern remote-working solutions that are secure and reliable and help maintain workforce productivity as companies adopt a working-from-home policy.

### Enabling a safe, productive mobile workforce

The mobile workforce relies on accessing their network, applications, and other software to do their work, exposing companies to risks and complexities that need to be managed.

- Security threats and increased exposure to malware, ransomware, viruses, spyware, DNS attacks and inappropriate content;
- Bandwidth optimisation and secure access to the internet and company networks and the growing complexity of user-to-app connections;



- Last mile bottlenecks on cellular data networks, public Wi-Fi and home digital subscription connections;
- Unpredictable performance of business-critical applications;
- Low productivity levels; and
- High costs and complexity of end user experience monitoring, visibility and performance problem identification, isolation and resolution.

Datacentrix helps companies set up the right defences and gain visibility into the cloud and all applications, across all internet traffic and across all endpoints to manage the challenges of the remote workforce.

The company's comprehensive offering enables secure, reliable remote work that is productive and sustainable.

- Enterprise-wide threat protection and scalable security services
- Bandwidth optimisation
- End user experience management
- Productivity management
- Connectivity services
- Software-defined wide area networking (SD-WAN)
- Cloud migrations
- Remote service desk solutions
- Virtual desktop infrastructure (VDI)
- Enterprise voice solutions
- Informed data management, protection and optimisation
- Converged infrastructure
- Remote worker application readiness
- Always-on support services

#### Disclaimer:

The use of the sanitisation tunnel solution is to assist with the fight against COVID-19 by reducing the number of germs on an individual. It is still important to note that disinfection tunnels are not meant to be one hundred percent effective and are only supplementary to existing measures like washing hands, wearing masks and maintaining physical distance.

# DNI plans for future ICT capacity, performance needs with Datacentrix

Christiaan Jacobs, Head of IT at DNI and Charl Ferreira, Datacentrix Account Manager

**DNI**, a niche investment company in the telecommunications and distribution sectors, has revamped its Johannesburg-based server room, overcoming current capacity and performance-related challenges and making provision for future requirements, with the assistance of Datacentrix.

Head of IT at DNI, Christiaan Jacobs states: "Our infrastructure needed an urgent upgrade as it was frequently freezing, which meant that users could not access the network or storage. Not only this, due to our recent growth, the company's ICT infrastructure needed to support more employees, with a view to expand further in the future. Our most important requirements were availability, as well as added capacity to cater for the speed at which DNI is expanding."

Jacobs explains that DNI was seeking recommendations on best-of-breed products that would be a good fit for its business and infrastructure requirements, in addition to best practice advice. Running a fairly lean IT division, the company also wanted to build in a level of automation and artificial intelligence (AI) for improved, proactive infrastructure management.

Says Jacobs: "Datacentrix' submission was accepted, not solely based on cost effectiveness, but also the organisation's skills and expertise, which were an important checkpoint in the tender process. Having established a relationship with Datacentrix in my previous role, I was also aware of the team's reliability and execution abilities, and its commitment to understanding customer environments and specific requirements."

Since the ICT company's appointment, Datacentrix has positioned itself as a trusted advisor to DNI, having successfully implemented the new environment, which



Working with Datacentrix has been an extremely positive experience, there has been no deadline unmet. Everything was delivered according to plan and on time. The Datacentrix team has been very hands-on, and has effectively become an extension of our IT department.

includes servers, networking equipment, rack enclosures, and connectivity.

"In addition, Datacentrix rolled out a storage solution that not only caters for our growth over time, but makes provision for DNI's in-house development programme, which requires a great deal of space. Our previous system just couldn't handle the related queries and loads, meaning that they had to be run overnight. Today, these can be resolved in a matter of minutes, at any time of day."

The new infrastructure also has a much smaller footprint, leaving physical space for expansion over time, and is fully redundant. "We now have in place the proactive management structure, and it was here that Datacentrix' certification levels were critical. I'm pleased to advise that there has been no downtime since the rollout – even during migration, where our users were live on the system. It was a seamless process with no disruption at all; in fact, the only feedback from our staff was around the improved performance of the new infrastructure."

These gains have been particularly prevalent within the new storage environment – with huge space savings. "According to our virtual server, we are currently running at 30TB of data, but after deduplication and compression this has been scaled right down to 4.5TB," states Jacobs.

"Our speed has also doubled, which has meant that we're simply not seeing the noticeable usage spikes that we did previously. In the old environment, the kit was operating at maximum capacity, and heavy usage – such as the BI team

running reports during the day – would slow down the entire production department."

The modularity of the new equipment has effectively future-proofed DNI's ICT environment for at least the next five years, Jacobs adds. "Now, we are able to expand blade by blade and chassis by chassis – up to six times our current capacity – as our requirements grow.

"Working with Datacentrix has been an extremely positive experience, there has been no deadline unmet. Everything was delivered according to plan and on time. The Datacentrix team has been very hands-on, and has effectively become an extension of our IT department."

Now that DNI's new server room is fully operational, and its capacity challenges addressed, the organisation will turn its attention to additional requirements to improve system stability. "We're confident that DNI's new platform is sustainable enough to meet future requirements," explains Datacentrix Account Manager, Charl Ferreira.

## Datacentrix secures PSiRA certification

**Datacentrix** has received a formal Private Security Industry Regulatory Authority (PSiRA) certification, making the company one of a handful of local ICT organisations to hold the proper accreditation for surveillance and security-related environments.

PSiRA is the governing body and regulatory authority for the private security industry.

"Any business wanting to operate as a surveillance or security service provider - be it for the installation, configuration, support and monitoring of CCTV equipment, as well as a control room, or as surveillance operators – may only legally operate with the required certification from PSiRA," explains Johann Coetzee, Managing Director: Commercial and Technology Solutions at Datacentrix.

"As a business that includes ICT facility services, such as CCTV (video surveillance) and access control, within our repertoire it was an absolute requirement to ensure that we are PSiRA compliant."



**Johann Coetzee, Managing Director:  
Commercial and Technology Solutions  
at Datacentrix**

# Welcome to a new world of resourcing

**There** is no doubt that the COVID-19 pandemic across the globe has had a tremendous effect on the world's labour market. According to the International Labour Organisation (ILO), these measures are having serious consequences across both developed and developing economies.

The result is great uncertainty when it comes to job security, forcing a number of businesses to, at worst, retrench staff, or, often at best, place them on a short-time option with reduced hours. These outcomes beg the question: is there any hope of employment during this time?

"Input from Candor shows that not all industries in the US have implemented layoffs or hiring freezes, with statistics drawing attention to the fact that many organisations, within ICT and financial services in particular, are continuing to hire," says Arlene Boing, Business Unit Manager: Managed Talent Solutions at Datacentrix.

"And despite this information representing US-based companies, they are reflective of our local industry too, with a number of South African ICT, healthcare and financial services companies still hiring currently, specifically when it comes to scarcer technical skills. It's 'business as usual' – to a point – in terms of operation for essential services companies, which means that they still need to proactively get the right skills on board."

These companies are making the most of this quieter business time by looking at potential employees' CVs, providing faster than normal feedback, and performing virtual or telephonic interviews instead of meeting with potential candidates face-to-face, Boing explains.

"Datacentrix is finding that, as a technology placement recruiter, up to 70 percent of our vacancies are still currently active, although it is more difficult to fix starting dates with lockdown end dates still up in the air."

The Datacentrix Managed Talent Solutions team has been using this time productively to conduct thorough candidate searches, as well as compiling profiles, she adds. "Although this is a frustrating time for both potential employers and those looking for new positions, it has forced companies and individuals to become more flexible in their approaches.

"From a candidate point of view, you can use this time constructively to update your CV and boost your skills. Candidates on Datacentrix' books are able to access the company's online skills assessment tool, which makes recommendations on enhancing CVs. It's also a great opportunity to enhance your skills, with many online training options available."

Boing says that job seekers who make it through to the interview stage of the recruitment process should take heed to treat virtual or telephonic interviews with the same care and level of preparedness as face-to-face consultations. "You still need to dress well, be on time and behave with confidence – and don't forget that your interviewers are still able to see your facial expressions and hear your voice."

"COVID-19 has without a doubt changed the future of recruitment," states Boing. "Industries and candidates alike need to embrace the remote recruitment route, welcoming the fact that it can help expedite the process considerably during these unique times."

# Ikeja steps up to the plate during COVID-19 usage surge with help from eNetworks

**Ikeja** Wireless – an internet service provider (ISP) that delivers high quality, cost-effective internet access services to township communities around South Africa – has ensured that it can cater for the surge in usage during the lockdown period with the help of ISP and network specialist, eNetworks, a Datacentrix company.

“With the outbreak of COVID-19, we knew that we were going to have to move fast to get the additional needed capacity in place,” explains Conrad Minnaar, Head of Networks at Ikeja Wireless. “As we entered the lockdown period, the company has had to react in real-time to bandwidth ceilings being hit. This has meant that our own teams have been under immense pressure to roll out last-minute installations and infrastructure upgrades. In fact, within one day, a single segment saw two significant upgrades take place within hours of one another.”

Since the start of the lockdown, Ikeja has seen a 25 percent increase in its total national bandwidth utilisation. Firm in the belief that every South African deserves the right to easy access to the internet, Ikeja has committed to a host of measures for the lockdown period, including offering its free users an additional 30 minutes of browsing time every day at no charge during this period, in certain instances scrapping arrears for home and business accounts, charging no late fees for the month of April, and lastly whitelisting all major government corona websites on its hotspot service to be accessed free 24/7.

“As a trusted solution provider to Ikeja since 2017, eNetworks was brought in specifically to help us address metered connections within the Gauteng segments,” Minnaar says. “As

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As a company that understands how our business operates, and the urgency of the situation, eNetworks pulled out all the stops to help us with the necessary upgrades.

a company that understands how our business operates, and the urgency of the situation, eNetworks pulled out all the stops to help us with the necessary upgrades.

“This would not have been possible had eNetworks operated as your run-of-the-mill service provider,” he adds. “The company has played a critical role in helping Ikeja to keep our service offering agile and scalable during these unprecedented times.”

“Our relationship with Ikeja has grown organically and there is a mutual understanding that exists between the two organisations. Our joint focus is on the underlying technology and the speed to market, ensuring that the services are delivered quickly and effectively to Ikeja’s customers.” Says Chris Morgan, Account Manager: WAN and ISP Services, Cape Region at eNetworks. “This type of partnership lends itself well to smooth operations during times of urgency.”

# From a distance: Protecting valuable business data and resources even when your team is remote

By Sarah Eccleston, Managing Director and Global CTO, Commercial and Small Business at Cisco

**Long** before the first reported cases of coronavirus, small businesses said that security was their number-one priority. This concern isn't surprising. Nearly 50 percent of all cyber attacks are aimed at small businesses. That's more than the data breaches faced by public entities, financial institutions, and healthcare organisations combined.

If you're like a lot of small businesses, you may be operating with a small – or non-existent – IT staff complement, so effective cybersecurity can seem out of reach. But with an increase in the number of remote workers accessing your business network with a host of personal devices, effective cybersecurity is more important than ever.

## New targets for hackers

Cybersecurity experts like those from the Cybersecurity and Infrastructure Security Agency (CISA) in the U.S. have seen an increase in cases of hackers preying on remote workers. Cisco Talos Intelligence Group, one of the largest commercial threat intelligence teams in the world, confirms that cyber security incidents are up across the board. And, they note, small businesses are among those most frequently targeted.

Talos also calls out the thousands of new websites focused on coronavirus that have appeared since the start of the year, many spreading misinformation, and new malware and phishing campaigns using COVID-themed lures. For example, some online resources about the virus have proven to house malware that gathers visitors' passwords, usernames, and credit card information.

At the same time, Talos reports that some of the tools and technologies that are helping remote workers stay connected may also put users at risk. Cyber criminals are taking advantage of the rising demand for video conferencing, with malicious users joining random calls and sharing inappropriate content. (Note that Talos defends Cisco customers against known and emerging threats, discovers new vulnerabilities, and interdicts cyber threats before they cause further harm.)

## Respond with the basics, then grow

The right combination of firewalls, endpoint security, and cloud security forms a strong foundation, even when employees are working from home. Make sure you apply the latest software patches and security configurations. Ensure your employees are cyber aware, relying on strong passwords and dual-factor authentication whenever possible. Also encourage caution with emails from unknown senders that contain attachments or embedded links.

To help small business like yours get technology to enhance security, Cisco is providing extended free licenses for four key security technologies designed to protect remote workers:

- **Cisco Umbrella** protects users from malicious Internet destinations whether they are on or off the network.
- **Duo Security** verifies users' identities and establishes device trust before granting access to applications.
- **Cisco AnyConnect Secure Mobility Client** empowers employees to work from anywhere on company laptops or personal mobile devices.
- **Cisco Advanced Malware Protection (AMP) for Endpoints** prevents breaches and blocks malware at the point of entry.

We're in the midst of a challenge unlike anything we've experienced before, and often, community can help. Visit Cisco's small business community to join the conversation. <https://community.cisco.com/t5/small-business-support-community/ct-p/5541-small-business-support>





# AI superchargers surveillance, enabling access to petabytes of untapped data

**Introducing** AI to surveillance means providing it with a 'digital brain' that is able to analyse images, videos and data recorded for more efficient security.

Surveillance has reached the next level, with the introduction of artificial intelligence (AI) and the Internet of Things (IOT) supercharging this technology. The use of connected devices, with the added ability to analyse live video through AI techniques like deep learning, means that untapped footage from existing, passive cameras can be reclassified as data, which is then used to identify patterns, trends and anomalies.

"The surveillance procedures of yesteryear, which saw human operators (often the lowest paid staff within an organisation) watching your biggest, most valuable assets, are a thing of the past. Watching hours of video can be tedious and tiring, and there's always a risk that something important could be missed," explains Stephanie Rosenmayer, Business Unit Manager at Datacentrix.

The introduction of AI to surveillance means that data generated by cameras can be sorted and classified based on a number of factors, including colour, facial recognition, object identification, direction correlation, automatic number plate recognition, and more.

"We're essentially taking your existing surveillance camera investment, meaning that the foundational infrastructure is already in place, and providing it with a 'digital brain' that is able to monitor and analyse images, videos and data recorded by the video devices," adds Rosenmayer.

Through self-learning, behavioural analytics look at normal human behaviour and movement patterns, as well as the environment, and classify the data accordingly, using defined rules and normal patterns to detect any unusual behaviour. An alarm is then raised, which could be in the form of a production stoppage should an issue on a production line be recognised; the identification of an action that contravenes

health and safety regulations; being alerted to a fire breaking out; or using group and cellphone detection to track staff behaviour.

"This approach dramatically reduces the amount of video to be monitored by an operator by 95%, as they can now view video on an event basis, and not as a constant stream. Video data is thus turned into useful information to assist in optimising operations while delivering valuable business insights," says Rosenmayer. "It also increases the number of cameras an operator can monitor by between 10 and 100 times. By mining data for specific credentials using AI, we've been able to move past watching hours of video to effectively responding to alerts. Because these image and pattern recognition technologies assist AI in identifying anything that is not the norm, such as a small change in behaviour, it is also now possible to proactively prevent potential incidents," she adds.

Furthermore, post-event analyses tools can provide critical operational information, such as dwell time, common paths and activity heat map, providing actionable business intelligence.

"AI is set to be a game-changer, not just for SA but for the entire continent," states Rosenmayer, "and will indeed create massive change in many industries over the next decade. By introducing the power of these technologies to the surveillance field, we are taking more positive steps towards more efficient security measures."

Datacentrix provides a comprehensive portfolio of security solutions aimed at maintaining a safe environment to integrated communities, mining environments and cross-sector business premises. The offering, which includes perimeter and compliance CCTV, control centres, access control, visitor management and security infrastructure, reduces maintenance, enhances compliance and simplifies service management through multiple service provider aggregation.

# Living with the Databerg

Like the private sector, the public sector has a looming data problem. It can only be solved through obtaining a holistic understanding of the organisation's data.

**With** data volumes growing at more than 50% a year, a figure expected to increase as the COVID-19 emergency drives increased adoption of digital channels, managing data has become a critical priority.

“Informed data management efforts transform an organisation's most critical data into visible, actionable intelligence that not only improves decision making capability, but ensures compliance with data privacy laws, reduces security risk and significantly lowers IT spend,” says John Dewar, Data Management Business Unit Manager at Datacentrix, a high-performing ICT solutions provider and Veritas Platinum Partner. “

“Not only is there a lot of data, the bulk of it is hidden – hence the ‘Databerg’,” says Julie Noizeux, Channel Leader at Veritas South Africa. The annual Databerg Report by Veritas, which looks at how South African organisations are handling their data, indicates that the proportion of ‘dark’ (i.e. unclassified and untagged) data has grown to 49%, up from 41% last year. Equally troubling is the amount of data that is redundant, obsolete or trivial (ROT) that has risen from 31% to 40%.

Noizeux believes that a big contributing factor to this growth of useless data is the shift to the cloud, typically seen as relatively cheap storage. But, she advises, just acquiring more and more storage is not an adequate strategy. This is particularly relevant for the public sector because the research shows that the public sector has 35% of its data stored on the public cloud, a higher proportion than either industry or finance.

“Finding places to put your data is not enough – it's vital that you know what your data is, and where it is. Not all data is equal. To comply with the law, you have to know where your sensitive data is so you can demonstrate it has the right level of security,” she notes. “Security is particularly critical in the public sector given it holds huge amounts of extremely sensitive citizen and government data.

“Visibility is also necessary so you can identify the data that has business value in order to use it and manage it accordingly.”

Obtaining the necessary holistic view of data is complicated by the fact that, in reality, organisations have an extremely heterogeneous storage environment. It's particularly noteworthy that the use of tape has grown, probably because it's cheap. The issue here is that tape is a ‘passive’ storage medium that is difficult to interrogate and manage. Tape's apparent cost effectiveness conceals a high total cost of ownership in the long run as it needs to be preserved and secured at a fee.

A related issue is the fact that many organisations are still relying on manual processes to manage the effectiveness of their storage, backup and virtual infrastructures, a hugely time-consuming and inaccurate process, especially given the complex environments already noted.

Software such as Aptare IT Analytics can automate the process, delivering unified insights for all major storage, backup and virtual infrastructures through a single-plane-of-glass view in both on-premises and multi-cloud environments.

“Aptare can also be used to charge back different cost centres across the organisation for their storage, backup and virtual estates” Noizeux says. “This is critical for large, heterogeneous organisations where the IT department needs to be able to assign costs accurately and, above all, without excessive investments of time and effort.”

“As an Expert Partner in Enterprise Backup & Recovery and Dynamic Storage & Continuity with Veritas, Datacentrix assists organisations across the critical areas of data management and offers industry-leading solutions that cover all platforms with backup and recovery, business continuity, software-defined storage, and information governance. The Veritas Enterprise Data Services Platform is a versatile platform that brings together Availability, Protection and Insights – the perfect IT foundation for organisations.”

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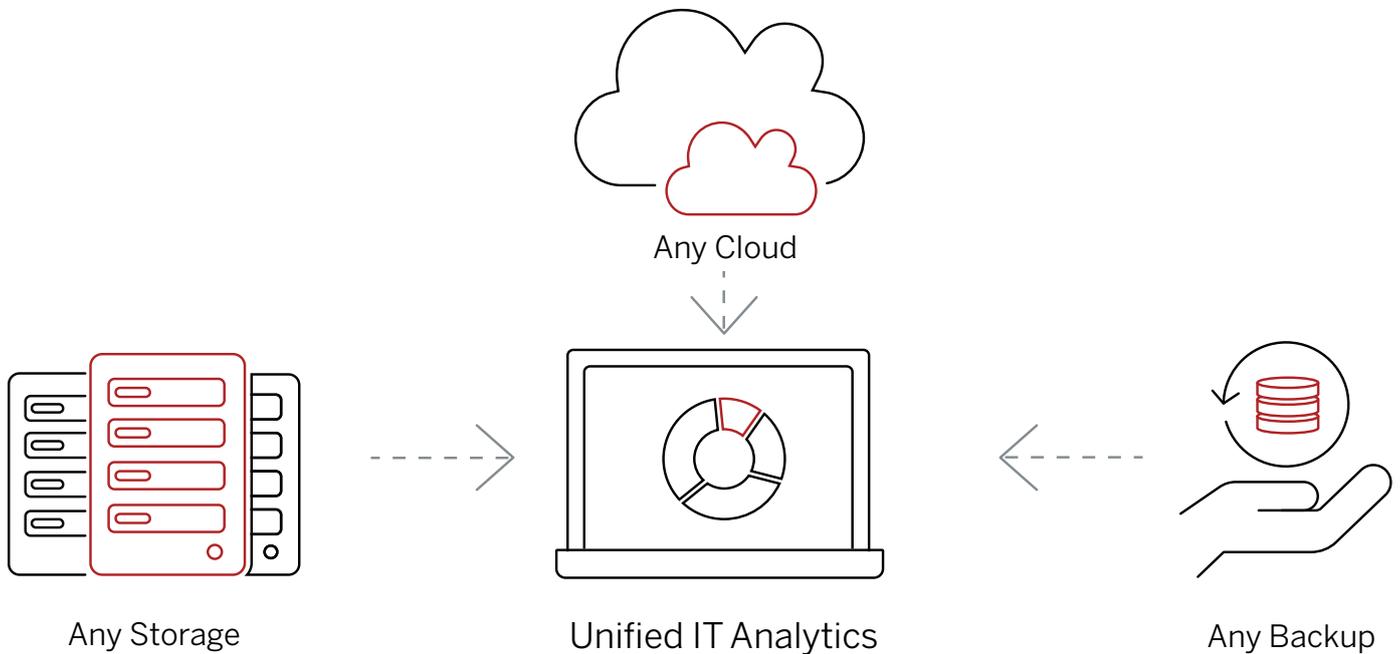
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For more information contact: John Dewar on [jdewar@datacentrix.co.za](mailto:jdewar@datacentrix.co.za)

# Datacentrix brings home six HPE awards for 2019

**Datacentrix** has continued with its winning streak, receiving no less than six awards from Hewlett Packard Enterprise (HPE) at the HPE Partner Awards for 2019.

The organisation was named as 'HPE Hybrid IT Platinum Partner of the Year', 'HPE Storage Partner of the Year', and 'HPE Pointnext Services Delivery Partner of the Year'. The 'HPE Hybrid Pre-Sales Ambassador of the Year' went to Datacentrix' Brendan Bowdler, for his involvement in architecting numerous HPE projects.

In addition, Datacentrix received the 'Aruba Elite Partner of the Year' for the second year running, while the company's Marc van der Poll was recognised as 'Aruba Distinguished Partner Architect of the Year', drawing attention to his commitment to the brand and expertise in solution architecture and design, the second consecutive year he has been singled out for praise.

Datacentrix holds the highest HPE accreditation as a Platinum Partner, and is also a Platinum Hybrid IT, HPE Pointnext partner, and a Gold HPE Pointnext Services partner. In addition, the organisation is an Aruba Platinum

partner – the only local company to hold this distinction - with ClearPass Policy Management competencies.

“HPE is essentially a part of Datacentrix' DNA, and has been for many years,” states Tony de Sousa, Business Unit Manager: Enterprise at Datacentrix. “Over the past year, Datacentrix has had a strong focus on HPE technologies like HPE GreenLake, its market-leading IT as-a-Service offering, storage solutions, HPE Aruba networking technologies, and the first composable, software-defined infrastructure, HPE Synergy.

“HPE's advancement over 2019 as an edge-to-cloud platform-as-a-service company has positioned it well with analysts, and so Datacentrix has set aggressive targets for the new year, with continued focus on HPE's Hybrid IT and Intelligent Edge offerings.

“HPE technology comprises an important flagship solution for Datacentrix; we really value the relationship and work well together. It is an honour to once again be acknowledged for our hard work, service delivery and dedication to the HPE brand,” De Sousa adds.



Datacentrix recognised for outstanding performance with six HPE awards

# HPE supports growing demand for remote workforce rollouts in wake of COVID-19 impact

HPE provides as-a-Service offerings and flexible financing terms to preserve capital, ready to order solutions to ease deployment, and improved VDI solution performance for superior remote worker user experience.

**Hewlett Packard Enterprise** (HPE) is unveiling a series of initiatives to help customers and support business continuity in the wake of COVID-19. Recognising the growing need to deploy or scale remote workforce infrastructure to meet stay-at-home and social distancing policies, HPE is releasing a more powerful virtual desktop infrastructure (VDI) solution, and offering flexible financing terms and new pre-configured solutions to increase flexibility and accelerate delivery for customers. HPE's range of VDI solutions, advisory services and financing enable customers to rapidly design and tailor their VDI rollouts to meet users' needs, keep their network secure and conserve capital.

- HPE Financial Services is offering new, innovative financial and asset lifecycle options, including short-term rentals and 90-day payment deferrals on VDI solutions. HPE VDI solutions are also available as-a-Service through HPE Greenlake to support customers who require financial flexibility in their remote workforce roll out. Terms and conditions apply.
- HPE is also offering new, pre-configured VDI solutions to support small, medium and enterprise customers. Built on either HPE ProLiant or HPE Synergy servers, these solutions can start as small as 80 users and scale to over 2,000 remote workers and are designed for Citrix and VMware environments.
- HPE also announced a new, higher-performing VDI solution to support power users working remotely. HPE Moonshot now ships with the new HPE ProLiant m750 server blade and delivers more than a 70 percent performance advantage and consumes 25 percent less power than the previous generation. In virtualised desktops and applications where density and efficiency are paramount, the new HPE ProLiant m750 server blade can support nearly 33 percent more remote workers on 25 percent less power.

"The urgent global response to COVID-19 has pressured our customers to rapidly implement and expand secure, remote work options for their organisations. HPE is delivering a

breadth of solutions, services and expertise to help clients support their employees and operations during this critical time," said Gerald Kleyn, Vice President and General Manager of Moonshot, Edge and IoT Systems at HPE. "Our infrastructure solutions, which provide industry-leading remote management, security, and automation capabilities, help businesses quickly deliver virtual workspaces to their remote staff."

The new virtualised solutions can be easily accessed and managed virtually, to power a range of remote use applications in markets like banking, healthcare and education. These applications include electronic trading, telemedicine, support for remote workers in temporary medical facilities, and e-learning for digitised classrooms and curriculums.

HPE's fleet of virtual desktop infrastructure and digital workspace solutions are built to deliver secure, efficient access to applications and data and are designed to support a wide range of user requirements across healthcare, government, financial services, education, manufacturing and retail.

HPE also offers a range of advisory and professional services to assist customers to design, deploy and manage their remote workforce initiatives, and was recently recognised as a leader in IDC's first Worldwide Digital Workspace Services Marketscape. HPE has deep expertise in helping organisations establish secure, reliable connectivity for remote workers, quickly implementing remote workplace options with partners such as Microsoft and Citrix, and enabling workforces to quickly adapt to remote workplace tools and practices.



**Hewlett Packard  
Enterprise**

# Datacentrix acknowledged by Aruba for 2019 successes

**Aruba**, a Hewlett Packard Enterprise company, has named Datacentrix as the winner of its 2019 Over-achievement Award. The award was presented to Datacentrix at the Aruba ACE conference, which took place in Athens, Greece at the end of 2019

“Datacentrix is Aruba’s only Platinum level partner in South Africa, meaning that we have achieved the specialist certification levels, as well as other criteria required,” explains Tony de Sousa, Business Unit Manager: Enterprise at Datacentrix. “We have a highly dedicated team focused on providing South African businesses with secure, intelligent networks and, as such, growing Aruba’s local market share. Datacentrix has undertaken to gain certification across the entire Aruba stack.

“As a Partner Branded Support business, we are also able to handle pre- and post sales support on behalf of Aruba, the only local company to be able to deliver this type of service.

“In 2019, we also not only reached our sales target, but exceeded it by a considerable amount, and it is for these reasons that we had the honour of receiving the Over-achievement Award. We saw an excellent uptake of Aruba by our clients, and this great sales performance is testimony to



Datacentrix is Aruba’s only Platinum level partner in South Africa, meaning that we have achieved the specialist certification levels, as well as other criteria required.

the quality of the technology and business benefits that it delivers,” he adds.

“Our channel partners play a crucial role in Aruba’s success, and we are fortunate to work with some of the best in the industry,” says Leigh-Ann Spencer, Channel Account Manager at HPE Aruba. “We congratulate Datacentrix for this award and thank them for their dedication to their customers’ success”.



**Osama AlHaj-Issa, MESA Channel Director, HPE Aruba, Francois Jacobs, Sales Manager: Commercial, Datacentrix, and Leigh-Anne Spencer, Channel Account Manager, HPE Aruba**

# Working from home – extending the limits of secure remote connectivity

**In response** to the COVID-19 pandemic, public advisories are asking everyone to work from home – which has left businesses of all types struggling with how to ensure their employees can effectively remain productive.

Aruba, and the services we offer, play a critical role in the ability of our customers to quickly and securely extend corporate services to employees as they work from home. Aruba is responding to this with the same “Customer First, Customer Last” approach that has long endeared us to our customers worldwide for over 17 years.

Successful businesses depend on the ability of employees to connect, collaborate and be productive.

**At home connectivity:** Some businesses, such as those in warehousing and transportation, require employees to be physically present to perform their duties. However, for the vast majority, enabling employees to work from home is now essential. Aruba’s Virtual Intranet Access (VIA) client running on an employee’s device establishes a secure VPN connection, and enables them to access corporate resources safely, without the need for additional network devices in the home.

**The extended corporate network:** For those that require an office-like experience in the home, Aruba Remote Access Points (RAPs) which include controller-managed access points and cloud-managed access points with VPN (IAP-VPN) offer multiple options for a secure solution that supports Wi-Fi and Ethernet connectivity.

**Leverage the power of the cloud:** One key facet of cloud service delivery is the ability to grow capacity as needed. This current pandemic is an important example of how this capability proves valuable. Aruba Central allows businesses to manage new, and existing networks simply and without on-site presence. When the need for these temporary installations pass, you can scale back to normal delivery.

The COVID-19 pandemic has imposed unrepresented challenges for IT teams tasked with ensuring business

continuity by enabling a workforce to engage from their home environments. Aruba is honoured to help our customers and partners with maintaining their business momentum in this trying time.

## Extend your network

- **Aruba Access Points:** Extend your network to homes and small offices. Whether working for a large enterprise or small to midsize business, Aruba access points are ideal for workers needing network access from remote locations while maintaining connectivity to corporate services.
- **Virtual Intranet Agent (VIA):** Easy to deploy and use, software client provides secure remote network connectivity to corporate resources, uses the same corporate authentication credentials and dynamically applies and enforces access policies based on a user’s role.

## Remote and scalable management

- **Aruba Central:** This cloud-native single-pane-of-glass solution allows IT staff to work remotely while maintaining visibility and control over all vital network services at head office and all branch offices.
- **Aruba AirWave:** Provides granular visibility into multivendor wired and wireless networks. Role-based access and VIA enable remote access to keep IT staff safe and healthy.

As organisations explore ways to enable and secure remote workers, you can count on Aruba to help you through these challenges.

**aruba**  
a Hewlett Packard  
Enterprise company



# Datacentrix Agri Indaba maps journey to 'Agriculture 4.0'

**How** can the local agricultural sector harness technology to drive efficiencies and productivity? This was the over-riding theme of Datacentrix at its third annual Agri Indaba, which took place in March.

The event was held at Zebula Golf Estate and Spa in Limpopo and attracted over 90 clients and industry representatives. The comprehensive agenda included discussions by 17 content specialists, including Dr Roelof Botha, economist and joint MD of GOPA Group SA; Niki Neumann, GM: Strategic Innovation at AFGRI and GM: AFGRI Technology Services; and Alf White, Group Executive: Information Technology at Senwes.

As keynote speaker, Dr Botha relayed a message of hope to South African agricultural organisations, stating that, as a sector, it has shown an incredible performance over the past few years, with a primary trade balance in surplus of R164 billion since 2013. "Africa is the place to be, looking at the agriculture trade, as we are the largest exporter of food by far."

And even though it is proving impossible to reassure anyone who has felt the brunt of the fallout from the COVID-19 virus and the extent of global disruption, with empty sports stadiums and schools, desolate airports, countries closing their borders and plunging stock markets, this so-called 'black swan' event will eventually pass and is not a wholesale case of doom and gloom, he added. "The coronavirus is fast-forwarding us into the future, getting us to increase our



Technology is playing an important role in helping with the transformation of the agricultural industry, with the long-term objectives of more effective resource and farm management, improved traceability, and greater supply chain efficiencies.

hygiene, and while it will undoubtedly lead into a recession, a variety of economic sectors will continue to perform well.

"Two examples of sectors that will benefit from the virtually universal switch to working from home are Web-based video conferencing applications and mobile communication in general.

"Furthermore, most factories around the globe that produce essential consumer products, including food, are still



Most factories around the globe that produce essential consumer products, including food, are still operational and food supplies are in abundance in most countries. South Africa is in the fortunate position of being a net exporter of food, with agriculture having contributed R142 billion to the country's trade account in 2019. Bumper crops are expected as a result of good summer rains in many parts of the country.

operational and food supplies are in abundance in most countries. South Africa is in the fortunate position of being a net exporter of food, with agriculture having contributed R142 billion to the country's trade account in 2019. Bumper crops are expected as a result of good summer rains in many parts of the country.”

One of the key differences between the current global economic slowdown and previous recessions is the rapid growth of ICT, Botha pointed out – to the point that artificial intelligence (AI) is becoming an integral part of societal existence.

“The services sectors now contribute more than 80% of total GDP in the US, the UK and France,” he said. “There is not a single problem that we can face in this country that cannot be solved with the right skills, the right governmental policies and the right technology.”

In his address, Datacentrix CEO Ahmed Mahomed reiterated the fact that we are living in disruptive times. “With pressure increasing on agriculture as the world population increases, and resources such as land and water decreasing, it is

imperative that food is grown, harvested and consumed more efficiently.”

Technology is playing an important role in helping with the transformation of the agricultural industry, he explained, with the long-term objectives of more effective resource and farm management, improved traceability, and greater supply chain efficiencies. This would apply across all key areas of agriculture, from smart tractors and livestock monitoring, to feed production and security management.

“To enable Agriculture 4.0, a logical roll-out of smart, connected agriculture products and systems is required. Businesses wanting to become ‘smart agriculture’ organisations must become connected and digitalised as a first step, followed by greater control of business operations, the optimisation and self-control of these operations, and the automation and use of technologies to support.”

Thanks go to participating sponsors of the Datacentrix Agri Indaba 2020, including Cisco, Dell Technologies, Cybereason, Manage Engine, Nutanix, OpenText, Veritas, eNetworks, HP and Tactile Technologies.



For more information on the event, please visit [www.datacentrix.co.za/agri\\_indaba\\_2020.html](http://www.datacentrix.co.za/agri_indaba_2020.html).

# How code is improving food security



**The evolution** of civilisation runs hand-in-glove with the earliest forays by our ancestors into agriculture. Simultaneously, the unfolding of early forms of agriculture brought primitive technology into people’s lives, while in today’s modern times, agriculture’s dependence on technology remains as strong as ever.

This is according to Rudie Raath, Chief Digital Officer at Datacentrix. Raath was a speaker at the Africa Agri Tech conference and expo, held in Pretoria.

Raath explained: “Agriculture encompasses the production of food, fibre, animal feed and other products through the growing and harvesting of plants and animals. It touches us in our daily lives more than we may realise. When we think of agriculture, we think of the so-called five Fs, being food, fabric, forestry, farming and flowers. In growing, nurturing, harvesting and processing agricultural products, technology is a crucial component from the beginning of the process to the end.

“According to the Food and Agriculture Organisation of the United Nations (FAO), digitalisation in agriculture could be a game-changer in boosting productivity, profitability and resilience to climate change. There has been significant growth in digitalisation for agriculture over the last 10 years, even though such progress has been slow in serving the many smallholders that produce much of Africa’s agricultural output. Digital technologies that can change

agriculture and the food system include the use of the Internet, mobile technologies and devices, big data and data analytics, artificial intelligence (AI) and digitally delivered services and apps – to name just a few.

“When we look at the envisaged population numbers,” said Raath, “which show 6.1 billion people in 2000, projected to increase to 9.7 billion in 2050, we can understand that the impact of such a global population explosion will be massive. Our food security will be at risk and we will have to produce more with less.

Various challenges have risen and continue to rise, such as the problems brought by global warming and its impact on workable land. We need to apply today’s coding abilities and use this to produce enough food to feed the population.”

He added that digital adoption within the agricultural arena can help with such challenges as understanding precision farming; improving yields with the same cost inputs or – better yet – reducing input costs yet producing even more; placing sensors in the soil; and optimising the manufacturing plant and categorising harvests, among others.

“Data is, as they say, definitely the new oil,” he clarified, “and we need to use it optimally in the agricultural arena for tracking, surveillance and the supply chain, to give insights into what is required, and when, and how much is needed.”



The new digital world encompasses code within our personal lives and within all types of business arenas. It offers us information on existing and arriving solutions that can help to transform business processes, improve performance and create an enhanced customer experience.

Digitalisation within the agri-arena allows farm machinery automation and a reduction in manual labour; an improvement in accuracy and a reduction in the cost of monitoring crop growth and the quality of land and water; as well as the streamlining of food supply chains and the provision of information.

However, cautioned Raath: "Using today's networks, we need to connect to datacentres to maximise communication of this data, but cannot forget about security – because everything that is connected via the network must be secure: connectivity without control can become catastrophic.

Software-defined networking gives us the ability to connect everywhere, but an over-arching layer is needed to manage all the connectivity points, in sometimes remote geographical areas. It is important to understand your data sources and how they are connected across your footprint, as well as where the risks lie.

"In short," he concluded, "the new digital world encompasses code within our personal lives and within all types of business arenas. It offers us information on existing and arriving solutions that can help to transform business processes, improve performance and create an enhanced customer experience. We should not be afraid of it, but should understand that it comes with risks, and therefore partner with the right people accordingly."

## Datacentrix offers deferred payment plan

**Datacentrix** is extending its technology partners' deferred payment plans to its clients to help conserve capital, manage their cash flow, protect them against the volatility of the rand/dollar exchange rate, and to support sustainable business in South Africa as a result of COVID-19.

Says Johann Coetzee, MD Commercial and Technology Solutions at Datacentrix: "Datacentrix wants to help its clients navigate the road ahead. These are uncertain times and we are committed to partnering with our clients to ensure they maintain effective ICT systems that empower the new remote workforce and expand online operations in the face of COVID-19 and the reduced economic activity."

The new way of working necessitates enabling technologies that are placing added pressure on already over-extended businesses. The low rate financing solutions provide clients the opportunity to make the necessary investments to manage their equipment lifecycle and avoid technology obsolescence, while knowing exactly when and how much they need to pay.

**Clients can now take advantage of these special payment offers to support their on-going growth and their technology transformation plans, despite the challenges of COVID-19.**

**Visit the Datacentrix website for more information.**

# Cloud wars target local agriculture space

**How** is the South African agricultural sector leveraging technologies like artificial intelligence (AI) and machine learning (ML) to create digitally integrated farming, asks Chief Digital Officer at Datacentrix, Rudie Raath.

“As the local agricultural industry, we need to understand that the excuse of ‘this is only happening globally, and in South Africa our data cannot leave the country’, no longer stands,” he states. “The so-called cloud wars have reached our shores, with hyperscalers such as Amazon Web Services (AWS) and Microsoft physically breaking ground in South Africa, providing the type of technology locally that was previously somewhat of a pipedream.

**Rudie Raath, Chief Digital Officer at Datacentrix**



“It’s a veritable race to the finish for these public cloud suppliers to gain as much footprint as they can locally, and they’re doing this as competitively as possible. And, with the biggest cost within these enormous datacentres being electricity, once they harness the power of wind and solar into these grids, there will be even greater opportunity available to South African customers.”

Organisations still using legacy model ICT infrastructure in South Africa, are under serious threat, believes Raath, as it’s simply not possible to compete with the offerings from these hyperscalers at the same level.

“It has been said that many local players within the traditional space suffer from a ‘mainframe mentality’, with fixed fees and a requirement for internal management at the customer. A consumption-based model beats this hands down, as hyperscalers can provide what you need, when you need it, flexibly scaling up and down, and even charging per second of use.

“So, whether you’re a smaller farmer, a larger co-op, or a company supplying the agricultural industry, you are now able to make use of the latest infrastructure that can be paid for as it is used without the upfront Capex investment requirements. The clincher is that you can easily dabble in new technologies, regardless of your size, with access to the best in cognitive learning, AI engines, predictive forecasting, weather apps, and so on, right at your fingertips.”

And the time to use AI to help us solve massive problems is now, he adds. “Today, it’s all about the data – data from farms, from transactions and from customers – and how AI can be applied to this data to help us make the right decisions around areas like irrigation, planting, livestock, ensuring the best yield and more, by learning from technology.”

Raath explains that AI can be described as ‘computer systems able to perform tasks normally requiring human intelligence, such as visual perception, speech recognition, decision-making, and translation between languages’.

He says that ML takes core AI ideas and directs them at real-world problems, with neural networks designed to mimic human decision-making. Deep learning focuses even more narrowly on a subset of ML tools, and applies them to solving any problem that requires ‘thought’ – be it human or artificial.



Datacentrix believes we need to bring both worlds together, getting humanity and technology to work together as a single solution. We need to look beyond the 'Industrial Revolution 4.0', and instead aspire towards 'Humanity 4.0', a place where technology is embraced as an integral part of our everyday lives; where it helps us to move forward.

“We've seen many examples of AI being used in everyday life,” he says, “as well as good examples of ML, such as Pepper, the first humanoid robot in South Africa, launched in 2018 by Nedbank, which has the ability to recognise principal human emotions, voice, and chats with customers and answers questions.

“As we begin to move into deep learning, and the recognition of patterns, the intelligence is starting to mature. Deep learning will become entrenched within our lives within the next 10 years, say analysts, followed by 'artificial general intelligence', where the machine itself starts to act like a human, learning from data to make its own decisions and rewriting its own code to enhance itself. Realistically, we'll see the birth of artificial general intelligence around 2035.”

It is here that we need to address the so-called elephant in the room, Raath adds, one of humanity's greatest fears is how we will measure up to robots. Will they take our jobs? Are they replacing us? Is humanity at risk?

“Datacentrix believes we need to bring both worlds together, getting humanity and technology to work together as a single solution. We need to look beyond the 'Industrial Revolution 4.0', and instead aspire towards 'Humanity 4.0', a place where technology is embraced as an integral part of our everyday lives; where it helps us to move forward.

“By creating an entire ecosystem, interconnecting all of these devices, sharing data outcomes onto an AI platform and actually engaging with it, we'll be able to make more informed decisions, instead of acting purely on gut feeling.”

The missing link is education at root level, he says. “We've seen many successful programmes in South Africa, but our children must be exposed to understanding code and taught how to access technology. Once we start opening up, we'll see how AI is aiding so many sectors – medicine, finance, construction, architecture, contact centres and more – and how it has a critical place within agriculture too. It is time to start the cloud journey.”

# Datacentrix provides 11 essential steps to reinforce cyber security in the age of COVID-19

**The** move to remote working brings with it the promise of a new and more effective way of working – without being bound to a physical office. Not only does this surge in the use of remote work capabilities have massive implications on the corporate culture and on productivity levels, it also brings with it more immediate consequences from a security and privacy perspective that cannot be ignored.

So says Wayne Olsen, Security Business Unit Manager at Datacentrix, Together with the team of security experts at Datacentrix, Olsen has compiled a guideline of 11 steps to ensure businesses and their employees are protected while working remotely.

**Use only devices approved by your organisation.** “It is critical that staff avoid using personal computers and tablets – as well as those shared with others – to work. Other users may have inadvertently performed activities that infect shared devices, or cause leaked information,” Olsen explains.

**Use the virtual private network (VPN) when necessary.** “VPNs, which provide secure direct connections to an organisation’s network, might be necessary when accessing files, working with sensitive information, or using certain websites. At home, workers should remember to update their router’s software, and also secure it with a lengthy, unique password.”

**Think before you click.** Olsen advises remote workers to avoid downloading or clicking on unknown links in e-mails – always verify the identity of the sender, double check the authenticity and accuracy of the sender’s e-mail address, and verify the request with your employer if you are uncertain.

**Beware of coronavirus-themed phishing e-mails.** “Cyber criminals are exploiting the coronavirus outbreak by sending fake e-mails, including dangerous links, to employees,” he states. “Here’s how it works. The e-mail messages may appear to come from company officials, and might ask you to open a link to a new company policy related to the coronavirus, or to enable remote access to the company’s VPN. However, clicking on the attachment or imbedded link

will most likely download malware onto your device. Don’t click. Instead, immediately report the phishing attempt to your employer.”

**Guard your devices.** If your organisation allows you to work from your home, never leave your laptop, tablet or mobile phone (including any USB or external storage devices) unattended, warns Olsen.

“Another point that should be top of mind is to **avoid entering passwords where others can see them.**”

**Create strong passwords.** “These must include a mix of upper and lowercase letters, numbers and symbols. Make them difficult enough that someone can’t guess them.”

**Don’t share passwords online.** If you must share log-in information with a co-worker, says Olsen, call them with the details instead of sending via e-mail, text or instant message. Use two-factor authentication. “Although it can be inconvenient, two-factor authentication, if available, provides an extra layer of security to keep hackers from accessing accounts.”

**Update your devices.** “If you are using a personal device that has been approved for teleworking, be sure that it is running the most current operating system and that your Web browsers and other applications are also up to date,” he adds. “Also, confirm that you are running the latest anti-virus software solution. Updates include important changes that improve the performance and security of your devices.”

**When in doubt, contact your organisation, or your ICT service provider’s help desk.** “Remove the guesswork by allowing the professionals to advise on actions that are in line with your business’ cyber security practices and procedures. This way, you can ensure that you aren’t opening up your devices – or your corporate network – to cyber attacks.”

**Don’t forget about securing video conferencing solutions.** “Video conferencing solutions have been a boon for companies across the globe, allowing them to continue to run internal and external meetings but on a virtual level. However,

some platforms have come under scrutiny from a cyber security perspective, with individuals joining meetings as uninvited guests and claims of users' social media pages being hacked. Whatever the video conferencing solution being used, businesses need to check that employees are aware of potential vulnerabilities, and take steps to tighten security measures on these platforms.

"Just as everyone is responsible for helping to prevent the spread of the coronavirus by changing their behaviour, everyone is also accountable – as cyber citizens – to ensure that we protect ourselves and our companies from the ever-growing security risks posed by COVID-19.

Hackers do not discriminate and are making use of this pandemic for financial gain. It is important that we all remain cautious and follow the guidelines in order to mitigate all of these risks," he concludes.



Wayne Olsen, Security Business Unit Manager at Datacentrix

## Datacentrix, Cybereason change the security game

**Datacentrix** has joined Game Changers, the newest partner tier announced by Cybereason, creator of the leading Cyber Defense Platform, as a level for its most strategic partners.

Datacentrix will also be incorporating Cybereason technology into its industry-leading next-generation security operations centre (SOC), which monitors and defends joint customers' ICT environments in real-time against any potential security threats.

"The addition of Cybereason's flagship Cyber Defense Platform to our SOC offering will include endpoint detection and response (EDR), next-generation anti-virus (NGAV), threat intelligence and active monitoring services. We are pleased to partner with Cybereason as a company that is taking a new approach to cyber security, helping us to provide added value to local customers in their fight against increasingly sophisticated cyber security risks and threats," said Wayne Olsen, Datacentrix Security Business Unit Manager.

Datacentrix' SOC technology is based on state-of-the-art security information and event management (SIEM) and security orchestration, automation and response (SOAR) technologies that offer a powerful analytical platform used to simplify compliance, enhance security and risk mitigation on a 24x7x365 basis.

Furthermore, Datacentrix has become a Cybereason MDR-in-a-Box (managed detection and response) partner, which focuses on the delivery of its new software as a service (SaaS) driven cyber security solutions. The MDR-in-a-Box programme is designed to help strategic partners increase market share through the delivery of new SaaS driven cyber security solutions. By leveraging the Cyber Defense Platform and programme approach, partners can fast-track new, high-demand service offerings and provide their customers with a holistic managed solution that addresses their specific needs.

"Cybereason is thrilled to partner with Datacentrix and, by powering their new, next-gen SOC, local analysts will see dramatic decreases in 'false positive' data analysis requirements. In addition, it provides enhanced time-to-detection and detection accuracy, as well as offering hunting and remote incidence response (IR) capabilities," commented Jacques van der Merwe, Senior Director, Cybereason.

"The SOC is able to provide clients with situational awareness in real-time, can access information across a variety of devices (firewalls, anti-virus and intrusion detection systems for instance), normalises and correlates the information, and provides near-live reporting, enabling timeous response," added Olsen.

# Is artificial intelligence reinventing insurance?

**AI, used correctly as part of a suite of technology tools available to us, should allow us to solve problems creatively and usefully.**

**This** was the question posed by Bill Hoggarth, National Sales Manager: Digital Business Solutions at Datacentrix. He was speaking at the recent 'Robotics, Drones and AI in Insurance' conference, held in Rosebank, Johannesburg.

In answer to the question, Hoggarth clarified that no, he did not believe that artificial intelligence (AI) was changing the nature of insurance – at least, not on its own. “My view is that AI is not reinventing insurance, but that it is part of the mix of technologies that is causing a shift in insurance today,” he said.

## AI and insurance

AI is the imitation of human intelligence processes by machines, especially computer systems. In the insurance industry, some people believe that AI is set to revolutionise the customer experience by enabling insurers to provide products and service levels that are more aligned with today's customer expectations.

According to Hoggarth, the use of AI in insurance should be able to assist with the following:

- Providing simpler, faster, more transparent and more affordable insurance products;
- Allowing insurance providers and other organisations to automate many tasks and processes that may have required human intervention in the past;
- Providing a range of tools and technologies that can understand contextual human speech or text, and reasoning algorithms that can create predictive models and anticipate behaviour; and finally
- Enabling the use of friendly chatbots to help customers with inquiries and questions.

Today, said Hoggarth, AI forms a significant part of the modern world in which we live, and includes the use of applications and services such as Waze, Google Maps and Uber, which assist people with travelling to their destinations timeously; and Apple's virtual assistant Siri, and Amazon's Alexa, to name but a few.

He noted that there are market forces today redefining insurance, and these influences are both facilitated and enabled by technology, but they also come from the consumer. He clarified that the successful use of AI in insurance and other business areas should facilitate:

- The protection of personal and confidential data;
- Exceeding customer expectations;
- Compliance with evolving regulations; and
- Next-generation operational excellence.

“I believe regulation will need to increase as we go deeper into AI. For example, issues will arise around what a chatbot can and can't do,” he commented. “As is frequently noted, insurance is a 'grudge purchase' and AI alone is not going to change that.

“Business managers will need to focus on factors such as entrepreneurship, strategic thinking and project management, while issues with technological institutional legacies that get in the way of operational agility will need to be dealt with.”

## What is the intention behind the data's use?

According to Hoggarth, the successful deployment of AI requires careful consideration, in that it:

- Demands, creates and depends on new data;
- Unleashes creative decision-making;
- Goes hand in hand with business strategy; and
- Is inevitable, multifaceted and product agnostic.

“When we think about the use of data,” said Hoggarth, “we need to ask ourselves: What is the intention behind the data's use? We need to be prepared to think out of the box to collect the required data ethically, accurately and in a compliant manner.”

## AI and the human element

He noted that search engines like Google and Yahoo have made it easy for anyone with access to a smart phone or

# Will the strength of your endpoint detection and response stand against tomorrow's threats?

**The security** landscape is characterised by increasing multi-technique, multi-wave threats that are costing businesses greatly – both financially in terms of remediation, penalties and lost productivity, as well as in reputational damage. These financially motivated cyber criminals breach company networks, possibly residing undiscovered in the network for months.

Datacentrix partners with leading, global security specialists at the highest tier to deliver intuitive threat hunting solutions that equip businesses to easily hunt for threats at scale.

## Key benefits

Automated, real-time and proactive threat hunting across the network delivers many advantages, the most prominent being the reduced time to respond to and remediate threats.

- Enjoy a highly visual, user-friendly interface
- Scope the attack by analysing endpoint metadata
- Switch to a real-time and proactive defence strategy
- Increase operational efficiencies
- Collect audit data
- Investigate, identify and remediate from a single pane of glass
- Reduce time and cost spent on investigation to resolution

## Advanced managed security services and assessments

The combination of Datacentrix' team of security experts, leading threat hunting technology and comprehensive managed services, stops advanced threats and eliminates compliance issues. The monitoring and response services are delivered uninterrupted, across all platforms, including Windows, MAC, Linux, Virtual, iOS, Android, SaaS, Hybrid, on-premises and API.

Services are available on a consumption basis and as-a-service.

- Managed detection and response services to strengthen security programmes
- Active threat hunting that proactively seeks out malicious activity
- Incident response services for the comprehensive resolution of security incidents
- Advanced analysis to solve the most complex security challenges
- Cyber posture assessments that support security hygiene by closing the gaps in threat detection
- Compromise assessments to uncover threats that are already active in the environment

For more information go to:

[http://www.datacentrix.co.za/uploads/8/3/1/1/83111140/datacentrix\\_edr\\_security\\_brochure\\_022020.pdf](http://www.datacentrix.co.za/uploads/8/3/1/1/83111140/datacentrix_edr_security_brochure_022020.pdf)

computer to access obscure facts and figures. "The introduction of Google Translate, even if it is not always perfect, facilitates understanding between people who don't speak each other's languages. And so, moving further into the future, we can envisage a world in which the retention of facts and even multi-linguistic abilities could be replaced by AI tools.

"And that is how we should think of them: as being tools that should facilitate the human element and allow us to operate from a higher level. The challenge is to retain the human element of communication and storytelling,

realising that once we are freed up from tasks that are time-consuming and could be automated, for example, then we can debate better amongst ourselves, and at a higher level."

Hoggarth concluded: "Bringing this all back to insurance, I believe that AI, used correctly as part of a suite of technology tools available to us, should allow us to solve problems creatively and usefully. Where, for example, is the solution that will stop insurance from being a grudge purchase for so many? I don't believe that AI is reinventing insurance, but maybe insurance is helping to play its own part in reinventing AI?"

# Dell EMC PowerStore breaks ground in storage infrastructure performance and flexibility

Modern storage platform engineered with data-centric design, intelligent automation and adaptable architecture

**Dell Technologies**, the leader in enterprise storage, announced Dell EMC PowerStore – a modern infrastructure platform built from the ground up with superior technology and expertise to address the challenges of the data era.

“Customers tell us a main obstacle keeping them from achieving their digital transformation initiatives is the constant tug-of-war between supporting the ever-increasing number of workloads – from traditional IT applications to data analytics – and the reality of cost constraints, limitations and complexity of their existing IT infrastructure.” said Dan Inbar, President and General Manager: Storage, Dell Technologies. “Dell EMC PowerStore blends automation, next generation technology, and a novel software architecture to deliver infrastructure that helps organisations address these needs.”



Machine learning and intelligent automation allows for faster delivery of applications and services with up to 99 percent less staff time to balance volumes.

## Modern infrastructure for the data era

Organisations can accelerate decision making, data access and application performance with PowerStore, which is designed for six-nines (99.9999%) availability:

- **Any workload:** PowerStore simplifies IT infrastructure by supporting a wide range of traditional and modern workloads with its scale-up, scale-out architecture for block, file and VMware vVols.
- **Performance optimised:** PowerStore is seven times faster and three times more responsive than previous Dell EMC midrange storage arrays, because of its end-to-end NVMe design and support for storage-class memory as persistent storage powered by dual port Intel® Optane™ SSDs.
- **Efficiency without compromise:** Customers can save on IT budget and capacity with always-on deduplication, compression and a guaranteed 4:1 data reduction.

Machine learning and intelligent automation allows for faster delivery of applications and services with up to 99 percent less staff time to balance volumes:

- **Programmable infrastructure:** Streamlines application development and reduces deployment timeframes from days to seconds, with VMware integration and support for leading management and orchestration frameworks including Kubernetes, Ansible and VMware vRealize Orchestrator.
- **Autonomous infrastructure:** Built-in machine learning automates labour-intensive processes like initial volume placement, migrations, load balancing and issue resolution.
- **Infrastructure insights:** Dell EMC CloudIQ storage monitoring and analytics software combines machine learning and human intelligence for real-time performance and capacity analysis and historical tracking for a single view of Dell EMC infrastructure. Dell Technologies will integrate CloudIQ across the full Dell Technologies infrastructure portfolio for even greater insights.



PowerStore transforms datacentre operations and allows organisations to evolve their infrastructure in lockstep with everchanging business needs:

- **Container-based architecture:** PowerStoreOS, the system's container-based software architecture, enables feature portability, standardisation and rapid time-to-market for new capabilities.
- **Introducing AppsON:** The only purpose-built storage array that includes a built-in VMware ESXi Hypervisor, administrators can deploy apps directly on the array for greater flexibility. An industry-first, AppsON is ideal for data-intensive workloads in core or edge locations and infrastructure applications.
- **Ease of migration:** New native tools within the PowerStore Manager wizard allow customers to automate entire migrations in fewer than ten clicks. Customers can take advantage of a number of non-disruptive options to migrate from existing storage like Unity, SC, PS Series, VNX and XtremIO.
- **Dell Technologies on demand (DTOD):** With DTOD, PowerStore customers can respond to workload spikes and new service requests with elastic capacity and cloud economics. Organisations can choose between two flexible pay-per-use consumption models with short-and-long term commitment options, including a new one-year term for flexible consumption. Global support, deployment and managed services can be included to help simplify IT infrastructure management.

#### **Dell EMC Future-Proof Program adds anytime upgrades**

PowerStore is covered by the Dell EMC Future-Proof Program, which provides greater choice, predictability and investment protection through new Anytime Upgrades, the industry's most flexible controller upgrade program.

Unlike other controller upgrade programmes, customers can expand or enhance their PowerStore performance and capacity after 180 days. The combination of Anytime

Upgrades and Dell EMC PowerStore's adaptable architecture effectively ends disruptive platform migrations.

#### **Cloud Flexibility with PowerStore**

Customers can deploy PowerStore in the way that best meets their cloud strategy and business needs:

- Dell Technologies Cloud Validated Designs for PowerStore for deployment flexibility of demanding workloads in hybrid cloud environments.
- Dell EMC Cloud Storage Services can directly connect PowerStore to all major public clouds including Amazon Web Services (AWS), Azure and Google Cloud as a managed service. Cloud Storage Services provide Data Recovery as a Service (DRaaS) to VMware Cloud on AWS.
- PowerStore can be deployed as a storage option within Dell EMC PowerOne autonomous infrastructure, which accelerates an organisation's shift to cloud-like operations.

"As organisations modernise their IT infrastructure, they must embrace technology that streamlines operations, eliminates complexity and can scale in the face of exponential data growth. By developing Dell EMC PowerStore through an infrastructure-centric lens, the company has created a platform that can tackle today's IT challenges while being flexible and scalable enough to meet future IT needs." Eric Burgener, Research Vice President, Infrastructure Systems, Platforms and Technologies Group, IDC

**For more information visit:**

[www.delltechnologies.co.za](http://www.delltechnologies.co.za)

# Datacentrix joins forces with Qatar Ministry of Transport and Communications to drive government digitalisation

**Datacentrix** has partnered with the Qatar Ministry of Transport and Communications (MoTC), building a Digital Centre of Excellence that will define guidelines, policies and processes to guide all local government agencies in the digitisation of content, information and services.

The company is currently implementing two projects with the MoTC: the first being the delivery of a shared service platform offering ratification and validation services to government and corporates in Qatar; and the second, the formulation of a quality assurance policy framework.

Shakeel Jhazbhay, General Manager: Digital Business Solutions at Datacentrix, explains that the first project, known as 'Tasdeeq', is the provision of a collaborative, encrypted environment for government, organisations and individuals to interact for the secure online verification and authentication of documents.

"Essentially, the Tasdeeq portal is a citizen documents 'vault', which allows Qatar's residents to quickly and easily access archived documentation in a secure manner. Not only does this reduce the opportunity for forgery, it also ensures that less time is spent on in-person visits to government agencies for document verification.

"When it comes to personal identification verification, Tasdeeq requires that users enter their credentials in the national identification system," Jhazbhay says. "The new environment uses data encryption, which includes a QR code, so only those authorised are able to see and verify

users' information, as well as a digital signature to prevent tampering."

"With the launch of the new portal, the populace is assured of having their documents handled and processed faster and more efficiently without any worries," adds H.E. Mr. Hassan Jassim Al Sayed, Assistant Undersecretary of Information Technology Affairs at the MoTC.

Tasdeeq is also available as a mobile app, which can be downloaded from both Android and iOS app stores.

"The second project, known as Javad, will see the creation of a quality assurance policy framework, based on our studies with stakeholders and industry best practices," Jhazbhay states. "Once the framework is in place, Datacentrix will implement these policies on the current government applications/eservices, intranet portals and websites, ensuring that they all include consistent, complete and up-to-date information, while adhering to service requests and fulfilment usability standards, as well as enforcing eservice data standards.

"Datacentrix has enjoyed a presence within the Middle East for approximately two years now, having established an office in Doha, Qatar. We identified an opportunity within this market for digital business solutions and are proud to have our Digital Business Solutions division associated with the launch of this extensive digitalisation project with the MoTC in Qatar. We have worked very closely with the department, attesting to our focused partnership approach," he concludes.

# Datacentrix enjoys stand-out recognition from HP Inc.

**Datacentrix** has once again reaped the rewards of its dedication to HP Inc. by taking home the lion's share of awards for 2019 at the technology organisation's annual awards ceremony – four in total.

Within the 'South African awards' category, Datacentrix was named as 'PC Platinum Partner of the Year' and also 'Print Platinum Partner of the Year' for 2019.

"The Platinum Partner titles are always highly competitive, so we are most pleased that Datacentrix continued its winning streak, receiving these two titles for the second consecutive year," explains End User Computing (EUC) Product Manager at Datacentrix, Elmari Keyser.

One of the influencing factors in Datacentrix' win was its ongoing revenue contribution to HP's laptop and desktop business, as well as its Managed Print Services (MPS) suite of offerings, says Michael van Lier, District Manager for Southern Africa at HP Inc.

"Datacentrix reached the highest revenue target, but also, perhaps even more importantly, it saw the highest percentage growth over the year. These particular awards could be considered the equivalent of the finance industry's Raging Bull Awards – they are two of our most prestigious titles and are hotly contested within the Platinum Partner level. It is a real accolade to Datacentrix for having garnered two of them."

Another significant award received by Datacentrix, he continues, is the 'Partner First Printing Services Sales Partner of the Year 2019', which falls within the 'Specialisation awards' category.

"A key current HP Inc. strategy is to move from purely transactional business – the selling of hardware – to a solutions-based focus. This particular specialisation award highlights the fact that Datacentrix has embraced this approach and indeed is aligned with the group strategy of providing business solutions to its clients. Datacentrix places great emphasis on the MPS offering in particular, seeing excellent traction within the Western Cape."

Finally, General Manager: End User Computing at Datacentrix, Jamie Scott, received the distinction of 'Executive of the Year 2019'. According to Van Lier, Scott was voted to win by the local HP Inc. channel and enterprise

teams. "The consensus was that Scott embodied commitment to execution, which emanates from the executive level down within the company."

Keyser maintains that the four awards received by Datacentrix highlight its underlying commitment to HP as a brand. "The two companies work very closely, as an extension of one another, and this type of recognition is testament to the fact that we have maintained HP's stringent standards, and delivered a best-in-class service," she states.

"Combined, Datacentrix and HP Inc. have a level of partnership not often found; we essentially have an integrated approach and address market challenges jointly. The 2019 awards received by Datacentrix reinforce this concept, as a true partnership enables businesses to work together to develop results, through both good and bad times. Our partnership has proven that we are still able to grow together, even under today's more difficult economic circumstances," Van Lier concludes.



# Why RFID is a 'must-have' technology, regardless of sector

**The benefits** of Radio Frequency Identification (RFID) technology are far-reaching, pertinent to many industries and for a variety of applications. One such gain is quick and efficient data capturing for intelligent asset tracking and management, explains Marc van der Poll, Network Architect at Datacentrix.

“Without RFID, an automotive business with a warehouse storing R1 billion worth of goods, for example, would see an average annual stock loss of around R200,000. The business may conduct an asset inventory once a year, which would take the full staff complement an entire week to complete – technically unproductive time. For the rest of the year, the organisation relies on its accounting system to monitor what should be in the warehouse. However, this would most likely be inaccurate, as it would not detail the actual stock holding.”

Van der Poll clarifies that traditionally, items within a warehouse are barcoded. “Asset inventories can be a time-consuming process as physically finding the barcode on each individual item can be slow going. With RFID, because it does not call for human intervention, stocktaking can be completed faster and more efficiently every week, ensuring any issues are identified and dealt with. This type of visibility is extremely valuable.

“RFID does not require line-of-sight, like bar code hand-held scanners, which are tricky to use as the operator needs to locate the bar code on the items. Instead, RFID technology allows you to count assets within seconds. Items are labelled using smart RFID tags, and either a hand-held scanner, or an automated fixed-reader broadcasting a radio frequency every few seconds is used

to ‘power’ these tags – meaning they send out their information for capturing. This data is then fed into a back-end application.

“Organisations could apply the same technique using a drone flying on a pre-determined path within a warehouse, quickly and easily checking and recording stock within a few hours.”

RFID also offers advantages to the retail industry, he adds. “The technology can be used to send auto alerts of clothing on the floor, for instance, helping to track whether items in certain sizes need to be replenished from the stock room. It also alleviates the need to keep high levels of stock in-branch, as processes can be set up where oversupplies are moved between different locations as needed.”

This type of scenario can be applied within the medical field, such as for pharmacies and hospitals, where medicine expiry dates must be recorded and adhered to, and stock levels closely controlled.

“From a field service management perspective, RFID offers an excellent solution with regards to in-the-field vehicles for the tracking of high-value tools and components – and not just limited to service and technical support related businesses.

“Emergency medical services (EMS) vehicles – such as ambulances, fire trucks, advanced responders and more – can harness RFID technology to keep track of expensive equipment. For example, a defibrillator that goes missing could cost the organisation in the region of R400,000.

# Datacentrix advances Lenovo certification, with Authorised Service Partner accreditation

By tracking inventory items as they leave the vehicle, they are far less likely to be left on-scene, saving on wasted time linked to repeat site visits. Using washable RFIDs, gear and other clothing can also be tracked.

“It also offers the ideal solution for weapon control, within the military as well as private security industries. RFID technology can not only be built into the weapons themselves, but also into weapon cabinets, to keep track of who is taking which firearms, and whether they have the requisite upfront approvals.”

Another important use for RFID is for document management – many organisations still use paper folders and files, as it is necessary to retain physical copies of documents for a certain time period.

“Using RFID, it becomes much easier to track the location of documents or folders, providing excellent levels of security and control for printed material, as well as better compliance and risk management. This is applicable to paper-based materials such as contracts, books, manuscripts, patient records, dockets and more,” Van der Poll adds.

It is clear that RFID can provide real business benefits to many industries, helping to boost productivity, providing reliable information, and also improving visibility and traceability of assets. “This access to more accurate, timely data, and the insights it provides, is a powerful tool for any business,” he concludes.

For more information on Datacentrix' RFID offering, please contact Marc van der Poll on e-mail: [mvanderpoll@datacentrix.co.za](mailto:mvanderpoll@datacentrix.co.za)

## Smart asset tracking and management



Efficient data capturing



Complete traceability



High asset visibility



Accurate information

**Datacentrix** has extended its partnership with hardware technology company, Lenovo, adding the title of Authorised Service Partner (ASP) to its existing Tier 1 Platinum Partner certifications for Lenovo's PC Group (PCG) and Datacentre Group (DCG). The company is now one of only two South African Tier 1 Platinum Partners to also be named as an ASP.

“Datacentrix has enjoyed a close working relationship with Lenovo in South Africa for many years, and it was a natural next step for us to add the ASP certification to our existing qualifications,” explains Shawn Marx, Datacentrix Business Unit Manager for Converged Solutions. “The new accreditation allows us to deepen client interactions, providing local businesses with an end-to-end Lenovo offering – from presales right through to break/fix services.”

Datacentrix has used the lockdown period constructively to bolster its skills base, completing more than 1,000 vendor-related certifications since the end of March to the end of May, including the Lenovo ASP accreditation.

“Datacentrix' excellent service delivery is already in place, and by using this time to upskill within lockdown, we have completed the requisite training to position ourselves as trusted advisors and create Lenovo customers for life,” Marx adds.

“As a company that already holds the ambitious Tier 1 Platinum Partner status, the addition of the ASP title to Datacentrix' battery will allow them to provide the complete Lenovo ecosystem,” says Greg Pothitos, DCG Channel Sales Manager at Lenovo. “Lenovo is very pleased to welcome Datacentrix to the local ASP fold.”

# Infinidat appoints Datacentrix as an authorised reseller for South Africa

**Infinidat**, a global provider of multi-petabyte data storage solutions, has appointed Datacentrix as an authorised reseller in South Africa. Datacentrix is a Tier 1 reseller and an authorised Infinidat services partner for South Africa.

This appointment provides end user customers with access to Infinidat's solutions that deliver high availability, high performance and low total cost of ownership at multi-petabyte scale, as well as the critical implementation, support and maintenance for the offering in the South African market.

Hayden Sadler, Country Manager for South Africa at Infinidat says, "Datacentrix is the ideal partner, as the company provides end-to-end services and has a national footprint that extends into Africa. More importantly, it has the necessary skills and resources in place to simplify customer engagements and assist in delivering our innovative and disruptive data storage solutions."

"It made sense for us to partner with Infinidat as they are 100% channel focused, which is aligned with our business model. In addition, the Infinidat storage technology is extremely competitive in the high-end storage space, particularly in the petabyte market, which is growing exponentially," adds Shawn Marx, Business Unit Manager for Converged Solutions at Datacentrix. "Moreover, our clients are always looking for more storage capacity – and Infinidat's solution is ideal for this."

Infinidat offers a complete storage solution with hardware and software included, which makes it simple to manage and easy to implement.

"InfiniBox, a complete data storage solution, is prepopulated with capacity that is delivered on a pay-as-you-use basis and offers instant scalability to cater for growth – you simply 'switch on' the extra capacity when it is needed. Infinidat



InfiniBox, a complete data storage solution, is prepopulated with capacity that is delivered on a pay as you use basis and offers instant scalability to cater for growth – you simply 'switch on' the extra capacity when it is needed. Infinidat simplifies storage management and offers a cost-effective solution that can be tailored to meet the needs and business models of our customers.

simplifies storage management and offers a cost-effective solution that can be tailored to meet the needs and business models of our customers," says Graeme Dendy, Services Manager for the Converged Solutions team at Datacentrix.

"This strategic partnership closes the loop by providing end user customers with a single provider and point of contact for all Infinidat related enquiries. It will also aid us in delivering our solutions to both the public sector and the high-end enterprise space," Sadler concludes.

# The benefits of switching from laser to business inkjet printers

**Since** the introduction of the spirit duplicator, dot matrix printers and the first commercial inkjet product that was released in 1951, printing technology has continued to evolve over the years, with advanced inkjet technology now proved to be the preferred choice for businesses looking to transition into the future of printing.

"Industries are transforming at an exceptional pace. This means today's business printers must be faster, more cost-efficient and easier to integrate than ever before, all while minimising environmental impact and giving businesses a competitive edge," says Yudheer Harbhajun, Business Development Manager at Epson South Africa. "Businesses are constantly searching for smarter ways of working, which has led to a transformation of the economics of printing for organisations and the replacement of traditional laser printers with inkjet to gain a competitive edge."

**Designed with business efficiency in mind:** Thanks to high-capacity ink packs and no fusers or drums to replace in inkjet printers, businesses can benefit from a reduced need for manual intervention and service interruptions can be kept to a minimum.

**The key to greener business operations:** The energy-saving design of inkjet technology is made possible by Epson's Micro Piezo printheads, which don't generate heat. Print quality is practically identical to that of lasers and, inch-for-inch, the high-resolution Epson print chips are one of the fastest inkjet printing technologies in the world.

**The low-cost, high-quality solution:** Epson's WorkForce Pro printers are robust and reliable, providing businesses with several advantages over laser printers, including better quality output, more reliable printing and laser-like quality thanks to Epson's most advanced printhead technology, PrecisionCore.

**The office printer reinvented:** The simplest change can have the biggest impact on a business. That's why Epson's range of business inkjet printers focuses on delivering an unparalleled threefold benefit of reduced cost, increased productivity, and enhanced sustainability.

"The idea of a business printer has transitioned from laser to inkjet, with clear evidence that the shift has had a huge impact on operations. Epson's range of WorkForce Pro Replaceable Ink Pack Systems printers have introduced an

entirely new way for businesses to approach colour printing," says Harbhajun. "Through its unique design, this range of printers can be loaded with enough ink for years of printing, so businesses can focus on what matters most."

Making the switch from laser to inkjet printers is the ideal solution for businesses looking to save costs, become more sustainable, create a productive business environment and adopt smarter technology.

For more information visit [www.epson.co.za](http://www.epson.co.za).



**EPSON**  
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# Datacentrix is supporting predictive maintenance in robotics with IoT

**The manufacturing** sector is no stranger to change. Over the course of three industrial revolutions over hundreds of years, companies have relied on everything from water and steam to electricity and information technology to power their operations, provide services and make products.

Now, the Fourth Industrial Revolution, sparked by technologies like the internet of things (IoT), advanced data analytics, artificial intelligence (AI), machine-to-machine learning (M2M) and cloud computing, is empowering “smart factories”, which can respond in real time to quality issues, equipment outages and other production challenges.

A recent global product recall was eventually traced to a weakness and subsequent failure of one robotic welding machine. The enormous cost of that recall, and the unscheduled outage of the production line, would have been avoided if the impending failure had been detected ahead of time, and repairs or replacement effected during scheduled downtime, or even had production been interrupted ahead of time specifically to fix that one robot.

The risk of repetition of this exposure to cost and reputational damage led a leading global automotive company to engage Datacentrix to deploy a predictive maintenance application within their robotic welding plant.

Using IoT sensors within the weld plant to gather machine telemetry for a number of operational parameters, and then combining that data with multiple other sources of data, AI algorithms are developed to spot patterns and anomalies that can indicate likely potential failure. Action can then be

Datacentrix envisages innovative new solutions and deploys them in a managed, sustainable manner, fully integrated with existing and ongoing technology landscapes.

taken to avoid the threat of possible future product recalls and prevent unscheduled stoppages.

In addition, dashboards showing overall equipment efficiency (OEE), asset cycle time, key process indicator (KPI) trending and historical asset analytics, assist management and operators achieve their production, safety and other targets.

The same approach to proactive optimal efficiency can be deployed in any critical manufacturing process. Even where data is difficult to access or not even being captured today, Datacentrix envisages innovative new solutions and deploys them in a managed, sustainable manner, fully integrated with existing and ongoing technology landscapes.

# Rubrik announces expanded focus and investment into Sub-Saharan Africa

## Dedicated team and focused channel strategy set to drive growth and go-to market strategy across Sub-Saharan Africa

**Rubrik**, the Multi-Cloud Data Control™ company, recently announced that it is expanding its reach and focus within the Sub-Saharan African region bringing simplified data management to customers operating in the modern cloud era. The announcement is supported with the appointment of a dedicated team in Johannesburg South Africa.

Rubrik currently supports a host of enterprise customers across Africa, which has bolstered the need for on the ground support. In light of this, the company has appointed dedicated resources in the region to extend value to customers as well as grow the businesses channel strategy. Organisations partner with Rubrik to assist in simplifying their data management across a multi-cloud ecosystem. With Google-like search functionality and built on an API architecture designed for the cloud era, it offers customers unparalleled simplicity.

"Our unique cloud data management solutions resonate exceptionally well with customers across the continent, and we have already managed to secure several large financial services businesses as clients," said Werner Vorster, Country Manager, Sub-Saharan Africa at Rubrik. "We are seeing that local customers are hungry for a solution that will simplify architecture and operations while leveraging the advantages of private and public cloud.

"It is not just the ease of data management they require, but also their need for a tool that can provide better security and IT resilience on a single platform. All of which supports instant recovery, improved search, and supports more agile development no matter where a company's data resides. This is particularly relevant as a result of the global COVID-19 pandemic," he added.

"Rubrik is an inspiring brand to work for, and we are delighted to be furthering our growth and expansion across the African continent," Martin Brown, Regional VP UKI, Middle East and



**Werner Vorster,**  
Country Manager,  
Sub-Saharan  
Africa at Rubrik

Africa, at Rubrik stated. "We are a brand that a customer can trust, something that can be evidenced in the fact that we are already recognised by Gartner and Forrester as a leader and hold the record for the fastest placement in a Gartner Magic Quadrant. Also, our relevance can be seen in the quality of our partners, investors and leadership, the latter of which includes former Cisco CEO John Chambers and Microsoft Chairman, John Thompson.

Working with large enterprise customers, Rubrik can eliminate the plethora of disparate tools and disjointed processes for clients dealing with vast volumes of data across multiple sources. Today it is recognised as Microsoft's leading ISV partner and takes second place as AWS's leading partner globally.

"Our channel partners are key to delivering these enterprise solutions and Datacentrix leads the way in recognising the need for next-gen solutions that will help their customers gain an advantage in today's competitive space", says Vorster.



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