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Special issue

datacentrix
showcase
the reality of singularity ●

2017

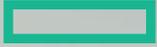


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Accelerating infrastructure



Welcome to the Datacentrix Showcase 2017

By **Ahmed Mahomed, Datacentrix CEO**

We'll be tackling the topic of 'the reality of singularity', the evolution of technology and the resulting transformation on a personal, enterprise, legislative and societal level at the upcoming Datacentrix Showcase 2017.

If we take a moment to consider some of the recent technological breakthroughs such as 3D printed organs, online connected pacemakers and insulin pumps, and the assimilation of data analytics and algorithms with human decision making, we realize that life and business as we know it is evolving at a very rapid pace. The changes to business strategies and organisational roles to accommodate the shift are no longer recommended; they are expected.

Our vision for Showcase 2017 is to help equip South African businesses embrace the connected world and bridge the gap between business and technology to thrive in the digital age.

Datacentrix, along with 29 of its top local and international technology partners, will be posing pertinent questions that business leaders should be asking to keep abreast of digitalisation with reference to their business models, their technology systems and structures as well as their resources to ensure relevance and success into the future.

We'll also help to map technology solutions that will support tomorrow's data-driven, application-powered, hyper-connected business, providing not only better business outcomes, but excellent customer and workforce experiences.

Other considerations will involve the responsibility that companies have to their people and communities where they operate in an all-digital, all-connected world.

The Datacentrix Showcase 2017 will be featuring local and international experts such as venture capitalist, former banker and Singularity University alum and contributor, Dr Michael Jordaan and chief technologist, VP EMEA at Hewlett Packard Enterprise (HPE), David Chalmers.

Showcase 2017 builds on the success of the inaugural 2016 event that saw Datacentrix being recognised for the best marketing event within the EMEA (Europe, Middle East, and Africa) region last year by Veritas Technologies.

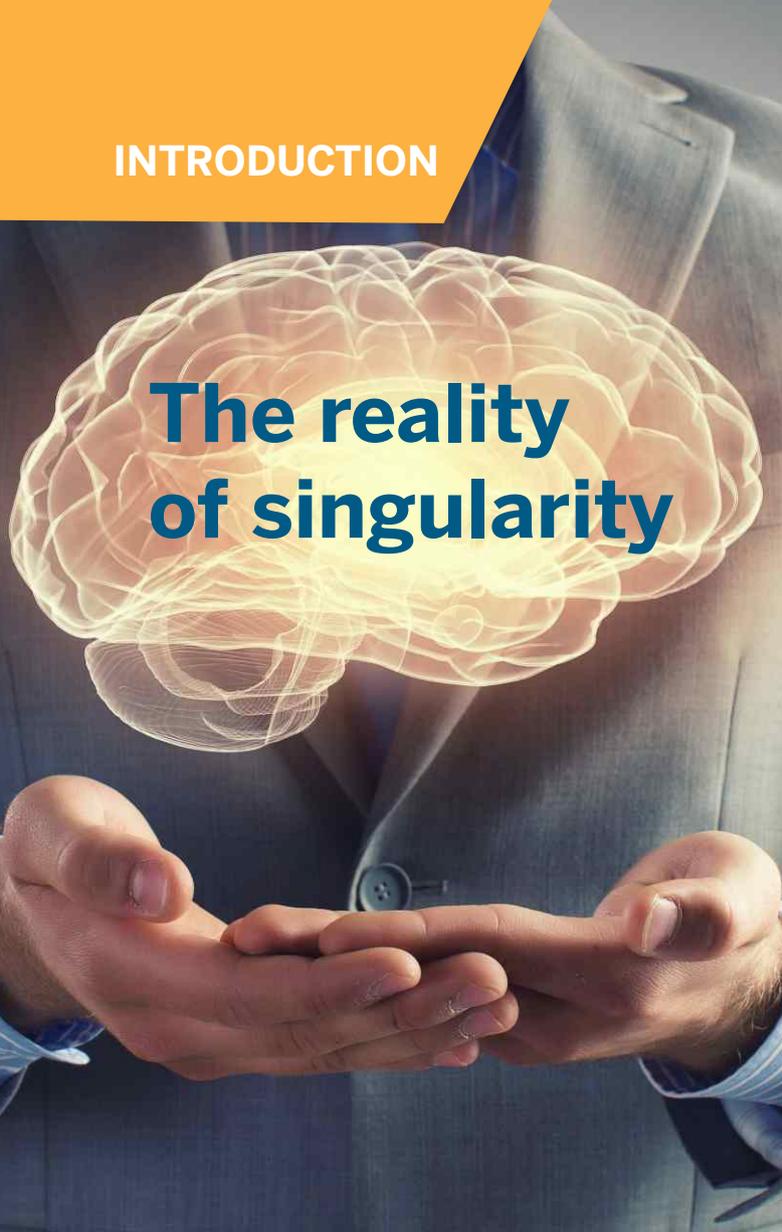


Expected highlights

- Powerful opening plenary
- 20-minute breakaway sessions
- An interactive lunchtime panel discussion mediated by tech-guru, Toby Shapshak with panellists Dr. Michael Jordaan, HPE's David Chalmers, Linda Moreira: head Africa data centres at Barclays Africa Group Limited, Antoinette Wagner: CIO Deloitte Africa and Datacentrix chief digital strategist: Rudie Raath
- A comprehensive showroom with 29 local and international technology partners
- A flexible format
- Lucky draw prizes throughout the day

We are looking forward to having you as our guest.

For more information and for the complete agenda, please visit:
<https://datacentrix.chirpee.io/>



The reality of singularity

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Technology is becoming increasingly integrated into our everyday lives – and even our bodies – disrupting civilisation and life as we know it.

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Datacentrix is tackling the topic of 'the reality of singularity', investigating the future of technology and the transformation that will result from its integration into every aspect of our lives, at its second annual Showcase event.

“Technology is becoming increasingly integrated into our everyday lives – and even our bodies – disrupting civilisation and life as we know it,” explains Rudie Raath, chief digital strategist at Datacentrix. “Consider more recent technological breakthroughs such as 3D printed organs, online connected pacemakers and insulin pumps that feed real-time information back to medical staff, and the assimilation of data analytics and algorithms with human decision making.

“In some cases, such as within the financial services and insurance sectors, artificial intelligence has already become a major disruptive force, taking on certain functions, based on parameters and inputs that we provide – think banking chatbots, 'robo-advisors', and AI within claims processing for example.

“Developments like these leave most of us with one question though, is this the first phase of singularity?” Rudie asks.

Featuring speakers such as venture capitalist, former banker and Singularity University alum and contributor, Dr Michael Jordaan, Datacentrix' vision is for Showcase 2017 to help local businesses embrace the connected world, prompt the right questions on singularity, and ultimately equip companies to bridge the gap between business and technology to survive the digital age.

“Showcase 2017 will explore the future course that business will be navigating as a result of the integration of technology into our lives and the impact of disruptive technologies on the way we work. Other considerations will involve the responsibility that companies have to their people and communities where they operate in an all-digital, all-connected world,” adds Rudie. “We'll also help to map technology solutions that will support tomorrow's data-driven, application-powered, hyper-connected business, providing not only better business outcomes, but excellent user experiences.”

Showcase 2017 builds on the success of the inaugural 2016 event that brought together 28 local and international technology partners and attracted more than 1,200 delegates. It also resulted in Datacentrix achieving Veritas Technologies' award for the best marketing event within the EMEA (Europe, Middle East, and Africa) region last year.

Showcase 2017's flexible format; powerful opening plenary; 20-minute breakaway sessions; and interactive lunchtime panel discussion with industry experts mediated by tech-guru, Toby Shapshak; a comprehensive showroom, are just some of the highlights that delegates can look forward to.



Venture capitalist and wine enthusiast

Michael stepped down as CEO of First National Bank (FNB), one of SA's largest banks with a customer base of nearly nine million in 2013 to pursue his passion for entrepreneurship. With more than 20 years' experience in the financial services sector and nearly a decade at the helm of the bank, Michael oversaw the move away from traditional banking, and led FNB to be named the "World's Most Innovative Bank" in the 2012 Global Banking Innovation Awards, held in Washington DC.

He is the 2013 Sunday Times Business Leader Award winner and in 2014 he was awarded CNBC The All Africa Business Leader of the Year award.

Michael was also among 13 South Africans chosen as Young Global Leaders by the World Economic Forum in 2008. The former banker now heads up a private investment company, Montegray Capital and lends a strategic-hand to various businesses, including as Chairman of Wines of South Africa (WoSA), Chairman of consumer data bureau, Compuscan and as Director on the JSE.

Michael has a Masters degree in Economics and a PhD in Banking Supervision, both from Stellenbosch University.

Michael Jordaan

As the Chief Technologist for HPE's Enterprise Group in EMEA, David works with the corporate sales teams providing advice, guidance and support to customers. David is able to articulate HPE's view on how the industry is changing, how HPE is shaping it and how HPE can best aid the customer. David leads the HPE BEST organisation (Business Development, Enablement, Solutions and Technology) that aids customers through technology and solution advice, demonstration and innovation.

David has 36+ years' experience working for vendors and suppliers in business technology solutions. Prior to joining HPE, he held a diverse range of senior roles working with customers in the enterprise area.

David holds a B.Sc degree in Computing Science from Aberdeen University in Scotland.

David Chalmers

Chief technologist for Hewlett Packard Enterprise in Europe, Middle East and Africa



How business can get the right mix of flexibility from their IT

We are moving rapidly into a world where everything computes. Cars that do the driving for us. The connected devices in our homes and in our pockets. All the sensors being deployed in the service of getting the job done in just about every industry and every business.

All those silicon-based smarts connected to all those sensors are generating massive amounts of data. Data is fast becoming the new oil fuelling the digital economy.

And if data is the fuel, applications are the engines – consuming the data, making sense of it and putting it to work. Applications might show up in the consumer world as a mobile device pushing out an ad at the right time in the right locale. In a commercial setting, it might be a set of applications analysing data across an organisation's entire global footprint and value chain.

In a world where everything computes, developing and deploying applications is increasingly how every organisation – big and small – interacts with its audiences, be it employees, customers, or other constituents. It is by leveraging applications that the best businesses are being transformed. Conversely, those that lack the expertise to develop and deploy applications quickly are being left behind.

This, of course, has not gone unnoticed by organisations across all industries. What our customers want more than anything is a simple and consistent IT experience to run more applications on flexible infrastructure to accommodate their evolving business needs.

So how do businesses get the flexibility they need from IT? How do they seamlessly transform their IT organisations so that they can develop the applications that will transform lines of business, create new revenue streams and offer more value to their customers?

Hybrid IT is not an exotic technological journey, it's simply how business works today

If you spend a lot of time in certain cloud-filled circles, you may get the sense that a grudge match exists between public and private cloud factions and that you had better take sides.

The advice many CIOs were getting – and still are – was they had better hitch their company to as many public cloud services as fast as they could. Some did, and what became evident fairly quickly, for even the most enthusiastic public cloud believers, was that life in the public cloud wasn't perfect.

The public cloud can be slow and lack the performance you might need. Service level agreements may not meet your business standards. We've all witnessed the public cloud outages that have brought down popular consumer and enterprise services and forced some IT shops to move applications around based upon existing service agreements.

Storage costs can add up significantly. And if your competition is also your cloud provider, you could be giving them a vantage point on your intellectual property you don't want them to have.

Others have preached the virtues of private cloud, hyperconverged systems and traditional IT. But they too have their advantages and disadvantages when it comes to cost and scale. The point is, this idea that you are either "off-prem" or "on-prem," a believer or a heretic, is nonsense.

When it comes to IT, you need the right mix for your business

Whether you're running a company, a university, or a non-profit, chances are your organisation straddles across many variations of traditional IT and both cloud worlds, and will continue to do so for the foreseeable future. What you want, in that case, is the "non-denominational" hybrid IT approach that can be managed seamlessly.

For most companies, data sits in a combination of locations – private cloud, public cloud and at the edges where data is being gathered. Gartner estimates that 70 to 80 percent of

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Technology is about opening doors to make new things possible. As the world becomes more connected, we must be proactive and open to new approaches that will help our fundamental institutions shape the way we use technology – not the other way around.

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today's corporate data is locked up in traditional applications environments. By 2020, Gartner also predicts that 75 percent of that data will need to move to cloud-native applications. The challenge for every organisation is finding the right mix at the right scale, speed and cost, which is the exact purpose of hybrid IT.

Deploying a hybrid IT strategy gives you the right solutions at the scale, speed and cost that's right for your business

Hybrid IT is not a steady state. If you picture your mix of data and application types as virtual dials, every organisation needs to get comfortable turning those dials up and down to accommodate different needs and different attributes required by any given instance. For example, say you want the fastest performing application with the lowest possible latency. You're probably going to want to develop that application internally and deploy it internally to minimise latency. In this case, private cloud is your best bet.

Say you're developing and testing a new application but you are not sure that it is really going to light the world on fire – and latency isn't really an issue. In this case, you can develop, deploy and test it in the public cloud with minimal risk.

And what about all those traditional applications that keep your business running? Hybrid IT strategy can help you modernise operations and reduce costs to make more room for new applications that can drive revenue. And it's the reason we created a new category of infrastructure that accelerates application delivery in both traditional and new IT environments, called Composable Infrastructure.

HPE Synergy delivers the right stuff, at the right time, automatically

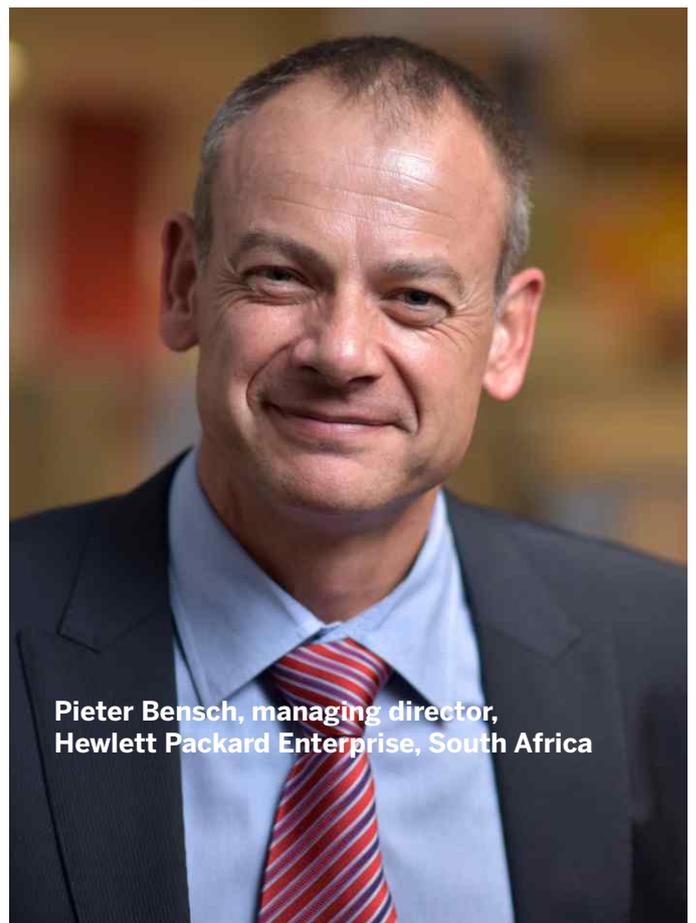
HPE Synergy, the world's first Composable Infrastructure platform, is designed to help you turn the dials on that mix of

public, private and traditional IT, by composing and recomposing the right infrastructure to best match the requirements of the applications, whether that is virtual machines, containers, or bare metal. At the end of the day, HPE Synergy is designed to turn IT organisations into the sure-footed application development machines they want to be.

HPE Synergy does that first by being 100 percent software-defined. In that sense, it has a much more cloud-like experience. If you need to change the attributes of the infrastructure to meet the changing needs of an application, you can simply adjust an existing template within HPE Synergy Image Streamer and it recomposes the infrastructure automatically to meet those needs.

With HPE Synergy, rather than buying new infrastructure for each project and putting in six to 12 months of work, you buy infrastructure once, compose the right DevOps resources with Synergy to serve the trading application, and when they have migrated the application you can reconfigure the infrastructure resources for the consumer application development. Rather than months of reconfiguring the infrastructure, you are redeploying the application in minutes. That ability to serve more customers with new applications, internally or externally, changes things dramatically.

Technology is about opening doors to make new things possible. As the world becomes more connected, we must be proactive and open to new approaches that will help our fundamental institutions shape the way we use technology – not the other way around.



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

Datacentrix becomes first local HPE partner to supply NonStop solution through channel, increases local skills demand

Datacentrix has achieved a global milestone by providing BankservAfrica, an automated clearing-house located in Johannesburg, with the Hewlett Packard Enterprise (HPE) NonStop solution – making Datacentrix the first channel supplier of HPE NonStop locally. Factors that influenced the decision involved the non-negotiable requirements for always-available transactions and the dire need to close the southern African ICT skills gap.

BankservAfrica operates both nationally and within the greater African continent. The company, which is responsible for annually processing billions of transactions valued at trillions of South African rands, is also advocating for local ICT skills in its bid to deliver outstanding services to its direct clients, including banks, corporates, government and the retail sector, as well as the end customers of these sectors.

“As Africa’s largest automated clearing house, for over four decades, BankservAfrica has played a crucial role in enabling simplicity in the payments industry, processing billions of trusted payment transactions per year, all the while maintaining the safety and security of South Africa’s National Payment System (NPS),” states Hamman Ferreira, CTO at BankservAfrica.

“As you can imagine, with the company’s long history comes aged IT legacy systems. There is a pressing and crucial need to seamlessly service customers in the digital era, and so our strategy is to invest in technology that offers a proven non-stop, highly available and robust service to make digitalisation a reality.”

Appreciating that its role is quickly changing from a traditional transaction-clearing house to that of a fintech company

servicing various channels of banking, BankservAfrica chose to deploy the HPE NonStop system.

The system is designed from the ground up for mission-critical environments that demand continuous business and 100 percent fault tolerance. The proven solution eliminates the risk of downtime while meeting large-scale business needs, online transaction processing and database requirements. In addition, the NonStop software environment is now available for use in private clouds.

“We certainly realise that transactions are not only our lifeblood, but also the lifeblood of the end customer,” notes Hamman. “This is why our focus is on both established and innovative technologies that facilitate always-available banking throughout Africa – today and in the future.”

What makes the latest technology provisioning unique in South Africa is that, for the first time, it was not supplied directly by HPE – as is the norm – but through its Platinum partner, Datacentrix.

Especially noteworthy is that switching from the traditional HPE contract to Datacentrix has boosted the path to building a greater local support structure and user group, and to growing a Non-Stop community in Southern Africa and into Africa - increasing the demand for NonStop skills throughout the region.

“Our function is to service the greater African community. Considering our ageing workforce, by educating and certifying local people in specialised IT roles, we are not only ensuring our future, but the future of Africa’s youth,” adds Hamman.

Creating local ICT skills is a subject about which Hamman is passionate, stressing: "Our job as leaders is to develop expertise locally". He has therefore personally taken on the responsibility of promoting a regional HP NonStop community, influencing South Africa's financial giants to take the same route and join hands in creating a bigger demand for home-grown, specialised ICT skills.

The relationship with Datacentrix, strengthened through this installation, has also been met with high praise. "The commercial relationship between BankservAfrica and Datacentrix has been a good one since our first contract almost 10 years ago," notes Emile Burger, Group COO at BankservAfrica. "As a services business, Datacentrix has great people with an excellent skills set and a good heart. This, together with world-class knowledge and services as well as best-of-breed technology, makes Datacentrix a strategic partner of choice. The company has an always available and easy to access escalation path, which has resulted in it being highly responsive in meeting our needs – from service to technical to cost. Added to this is that Datacentrix operates in both an ethical and an honourable fashion, which assists us in ensuring that our chosen solutions are sustainable."

Hamman further highlights that moving BankservAfrica from legacy systems into the digital era is firmly entrenched in attaining the IT division's three strategic business outcomes: resilience, reliability and responsiveness. He says: "Technology goes hand in hand with people. Our employees are on this journey with us and we do not move faster than the entire team – this ensures that new technology is adopted through thorough exposure, training and understanding. This has been especially important in our migration to innovative architecture. The literal bottom line is that our customers simply can't afford our downtime – it's like changing a plane's engine whilst it's in flight."

This strategy has seen BankservAfrica become a leader in effectively adopting powerful technology that serves Africa's diverse payment systems – from large traditional financial institutions to the mobile wallet and further mobile payment apps. The company is presently only one of three companies worldwide to achieve this interoperability.

"Our vision for the future connects the economy with furthering local ICT skills. We are fortunate to have select partners, such as Datacentrix, to help us achieve this goal. At BankservAfrica we firmly believe that empowerment, robust technology and extensive local partnerships investments will enable a stronger economy throughout Africa. Trust here is key, people need to believe in it," says Hamman.

"Datacentrix consistently aims to deliver a dependable, always-available service that perfectly matches our robust, complete and flexible ICT infrastructure solutions offering," adds Justin Hammann, account manager at Datacentrix. "Our decade-long partnership with BankservAfrica has provided us with an in-depth view into its business strategy. This insight has enabled us to offer them a holistic value proposition that successfully equips the company to integrate innovative technology, safeguarding their objectives to deliver an always-on answer that meets the success of their digital business model and delivers the peace of mind that their end customers require."



Emile Burger, Group COO at BankservAfrica



Hamman Ferreira, CTO at BankservAfrica



As a services business, Datacentrix has great people with an excellent skills set and a good heart. This, together with world-class knowledge and services as well as best-of-breed technology, makes Datacentrix a strategic partner of choice.



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Security everywhere – our cybersecurity approach

To have more effective security, we need visibility everywhere to see what is occurring in the entire infrastructure, whether endpoints and mobile devices, or network, or cloud.

Visibility everywhere

In security, we know that understanding comes from visibility. To have more effective security, we need visibility everywhere to see what is occurring in the entire infrastructure, whether endpoints and mobile devices, or network, or cloud. As important, we track what is occurring across the internet at large more globally.

When keeping tabs on our own environments, we see what is happening in our networks out to the branch office and the cloud. We know the mobile devices connecting. And we see the computers, operating systems and users connecting locally. That's vital too.

This is really what sets Cisco apart – our size and scale give us visibility everywhere, particularly with our unparalleled presence. We see some 500 billion emails a day. 16 billion web requests. We have visibility into 60 billion DNS queries from global internet traffic along with 18.5 billion malware queries. This broad and deep visibility is something others don't have.

Talos threat intelligence with a 360-degree view

However, visibility is not enough, especially if you believe, as we do, that visibility equals responsibility. As we've said, our size and scale give us visibility everywhere, setting us apart – and the same is true for intelligence. We take advantage of the fact that we see things more quickly and clearly than anyone else by translating that visibility into intelligence to stop more threats.

Our Talos threat intelligence team examines more diverse sets of data, from more sources than anyone for a full 360-degree view of the threat landscape. Sources like threats and malware, web traffic, email, DNS, network intrusions and endpoint intelligence. We even cull insights about attacker's infrastructures. And we pull together not just our data, but data from other trusted sources and open source communities from around the world.

We stop more threats since we've become good at turning what we see into usable threat intelligence across files, DNS, web, email and network traffic. We connect the dots of the data and telemetry we see and convert that into insights. The things we

see that may appear benign are suddenly revealed for what they are – threats that need to be stopped.

Talos then coordinates threat protections so all products are seamlessly in sync to block threats – a fast, synchronised response across our entire portfolio, with no effort needed by the end user.

Open.

Security is an arms race that continues to intensify – in a threat landscape too big for any single vendor to confront. If the solutions don't work together, the result is chaos. But to get to security that is automated, with solutions working together, we must start with products that are built with openness in mind. Yes, products that intentionally play nicely with others in the security stack.

Automated.

As we make products that are more open that can then integrate, we must also offer automation. It is crystal clear that we need to dramatically reduce our time to detect and respond to threats. This starts with products that are automated in their own right or fit together for automated security across integrated parts of the architecture.

Simple.

The final principal is the hardest to achieve and in many ways it's a sum total of all the other parts of the puzzle. Security may be automated, open but unless it's also simple from an operations perspective while remaining effective, it fails to deliver. Security solutions should be effective from a threat-defence perspective, for example, blocking more malicious files, but shouldn't be too complex to deploy, scale, or manage and use. We must abstract what's complex to offer simpler yet exceedingly effective security experiences to customers.



Are next-gen technologies putting service provider profits at risk?

There is no doubt that technology has helped to put the consumer into the driving seat, allowing users to influence the way in which organisations conduct business today. In fact, according to Forrester's "2017 Predictions: Dynamics That Will Shape The Future In The Age Of The Customer", almost all competitive markets are on the move.

"Banks try to innovate before digital banks become formidable competitors; big-branded retailers confront the digital threat with store closings and amped-up omnichannel and mobile efforts; manufacturers get serious about their digital business; relationship-driven investment firms try to adapt to the encroachment of tech titans; and utility companies – yes, utility companies – launch customer experience (CX) initiatives to influence consumption habits and change their operations," the paper states.

It continues to say that empowered customers are more than prepared to move on should their experience not be pleasing. "Forty percent of consumers have a high willingness and ability to shift spend, with an additional 25 percent building that mindset. Today's customers reward or punish companies based on a single experience – a single moment in time."

Chris Pretorius, Cisco business unit manager at Datacentrix, explains that one sector feeling the impact of this profound shift is the Internet Service Provider (ISP). "Historically ISPs were able to strong-arm individuals and businesses into long term contracts that were binding, whatever the level of service received.

"Today, innovations such as software-defined WAN (SD-WAN) technologies, allow the consumer to select the best combination of providers and connectivity for them. The secure system automatically routes network traffic based on the best path for optimum application performance at the time, meaning that customers are now able to drive improved service delivery and ROI.



Chris Pretorius, Cisco business unit manager at Datacentrix

"Previously, local ISPs have commanded connectivity, but SD-WAN solutions have now placed the control back into the user's hands, allowing them to redefine contracts based on consumption, a real consumer-driven service evolution."

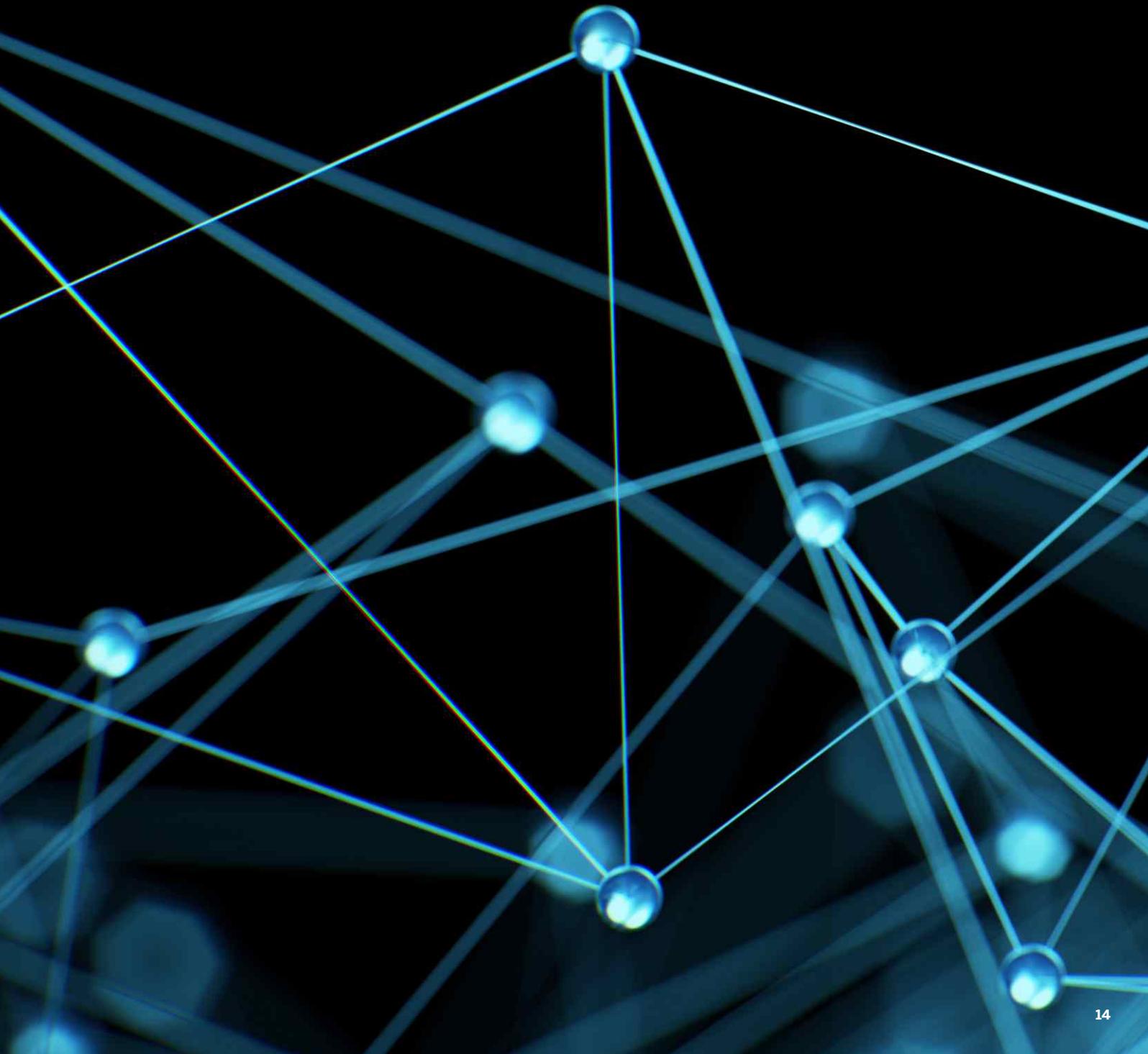
Datacentrix focuses strongly on its delivery of ISP-agnostic technology and solutions that are ready for the new, consumer-driven age.

"From SD-WAN and multichannel collaboration capabilities, to the delivery of a business' digital transformation at branch level, Datacentrix is able to meet the growing demands for cloud and Software as a Service (SaaS) applications, rich media like teleconferencing and high-definition video, and the increased use of mobile and Internet of Things (IoT) devices; essentially anything that will provide today's business with everything needed to expedite its digital journey and help improve customer engagement." Comments Chris.

Datacentrix is an experienced Cisco Tier One Gold Certified partner, a Cisco Gold Channel Partner, and an Advanced Technology Partner (ATP) in Video Telepresence, Identity Services Engine and Advanced Collaboration. The company is acknowledged for its technical expertise and received a Cisco Partner Summit Africa award for Commercial Partner of the Year for its outstanding achievement as a Cisco channel partner in Africa in 2016.



**Shaping the future of business
through innovation.**



The reality of singularity

Alan Browning,
hyper-converged leader
data centre group
Middle East Africa



As one wrestles with this subject it becomes increasingly obvious that for the singularity to become a viable reality, a number of basic challenges need to be overcome. One of the major challenges would be that the rate of technological innovation has not only ceased to rise, but is actually now declining.

Evidence of this decline is demonstrated in the fact that the rise in computer clock rates is slowing, while Moore's prediction of exponentially increasing circuit density continues to hold, due to excessive heat build-up from the chip, and the fact that this cannot be dissipated quickly enough to prevent the chip from melting when operating at higher speeds. As a result, advancements in speed may be possible in the future, however this will be by virtue of more power-efficient CPU designs and multi-cell processors.

The world of computing has greatly shifted and the legacy of deploying and managing archaic three tier architectures alongside the adoption of hyper-converged infrastructures needs to become more of a reality in terms of how we architect data centres to cater for these unique changes in the IT infrastructure landscape.

Hyper-converged infrastructure, especially with the introduction of all flash arrays, shows a move in the right direction as it collapses three tier architecture into a single tier, thereby greatly simplifying the management of the systems and changing the paradigm of companies investing heavily in skills to manage the complex IT infrastructure and allowing them to reinvest in skills that will make singularity a reality.

Hyper-converged infrastructure also introduces the concept of the software layer controlling the hardware, which means that the software operates agnostically versus the underlying hardware.



The world of computing has greatly shifted and the legacy of deploying and managing archaic three tier architectures alongside the adoption of hyper-converged infrastructures needs to become more of a reality in terms of how we architect data centres.



This allows the software to almost take on a personality of its own as the software essentially introduces the concept of being a self-healing independent being. The adoption of a unique personality can therefore be the first step in allowing the software to become more and more human like and start making independent, choice-like decisions.

However this is just the first step and many more steps are required for computers to start having true artificial intelligence and this is the greatest of all problems to solve. It is debatable whether this will ever happen in our lifetime, but nothing is impossible and perhaps with the rise of a younger generation with access to information in an "always on" and highly-available environment, the result will mean that the net can be cast even further and, via crowd sourcing techniques, allow for more effective collaboration and perhaps technological singularity could then become a reality.



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Why memory-driven computing will catapult us into a new industrial era

The rate of digital change is quickening at an alarming rate. Over the coming years, it's likely that almost every aspect of our work (and many aspects of our lives in general) will be reshaped by converging, accelerating technologies.

Artificial intelligence and machine learning are colliding with trends like high-speed connectivity, sensors and smart devices, ultra-realistic virtual realms, autonomous vehicles, and boundless strides in biophysical printing. And this is just a handful of the breakthrough technology domains set to enter our lives in the coming years.

The volumes of data we're creating are exploding. Electronics company, Hitachi, predicts that the connected car of the near-future will create 25 gigabytes of data every hour¹. The Great Karoo's Square Kilometre Array, the world's most ambitious telescope project, generates so much data in one day that it would take nearly two million years to play back on an iPod².

And of course we haven't even touched on the realms of realistic virtual worlds or advanced telemedicine-based surgery. What about the plans to form a new colony on Mars? We can only imagine how much data would need to be streamed!

Within the enterprise, we're yearning for optimised, next-generation application landscapes. We're trying to achieve the hallowed 'anytime, anywhere' organisation that infuses intelligent process automation, machine learning and hyper-scalable cloud platforms into our company's very DNA.

As competition heats up, we're looking to compete in modern digital ecosystems, new international markets, and emerging customer segments.

Hard barrier

With all this in-play, the coming years are likely to be very exciting for technologists. But there's one physical, fundamental limitation that's preventing us from bringing this exciting future into reality:

We need to entirely rethink our approach to the essentials of processing and energy management.

The problem is quite easy to understand (we can only make components so small, since atoms themselves have a fixed size), but finding a solution will be immensely complex.

Hewlett Packard Enterprise (HPE) believes it's made some early inroads, with its proof-of-concept prototype known as 'The Machine'. HPE says The Machine represents a paradigm shift, away from the fundamental architecture on which all computers have been built for the past 60 years and towards something entirely new.

Known as memory-driven computing, it radically enhances computing power by putting memory (and not the processor) at the centre of the computing architecture. Put differently, The Machine collapses memory and storage into one vast pool – with memory and processing nodes that are connected by advanced photonic fabric. By replacing energy-hungry electronic transistors with photonic circuits, this essentially means that data is processed by light, and not by traditional methods of electrical signals. It enables us to access any area of the computer's universal memory pool with far less data consumption than previously possible – making it possible to manipulate massive data sets in ways that are impossible using today's technology.

Energy crisis

There are other, highly urgent reasons, why our computing and processing needs a complete re-boot. As our current computers become faster and more powerful, they tend to gulp increasing amounts of energy. Modern processor chips require more internal circuitry, so heat and efficiency start to become a problem.

Overall, the total size of public cloud infrastructure now uses more energy than the worldwide airline industry. In fact, if it were a country, our cloud-based computers would be the

fifth largest energy consumer – after China, the US, Russia and India.

In the realm of memory-driven computing, the processor chips become 'memoristas': a type of non-volatile chip that can be made very small, enabling tremendous memory capacity in a very small space. When applied to computation requirements, memoristas use significantly less energy than other kinds of chips.

It's for this reason that many believe memory-driven computing and memoristas could be the answer to our looming energy crisis, as the world becomes a massive network of powerful supercomputers.

New ecosystems

From an industrial engineering perspective, memory-driven computing could completely alter the face of hardware and software development.

In fact, it's already been over a year since HPE launched a Hortonworks/Spark collaboration to grow a new ecosystem and bring software built for memory-driven computing to market. It has released code packages on Github to help developers get used to programming on memory-driven computing architecture.

But the implications of memory-driven computing extend far further than just new engineering techniques. It could open the door to a new, entirely digital world. Ultra-realistic augmented and virtual reality experiences will unfold before our eyes, powered by the limitless scalability of memory-driven computing.

As business leaders we'll start seeing the possibilities to move beyond simply digitising existing customer journeys – to completely reinventing them in new, immersive realms. And the opportunities extend further: Imagine classrooms in rural South African schools that could use virtual reality to transport learners to other regions in the world, opening up new horizons and dramatically enriching the learning experience.

Where memory-driven computing will take us

Clearly, there's an urgent need to embrace the future, a brave new world powered by memory-driven computing and other next-generation technological advancements. But once we've set the foundation, just where will it take us? We believe there are a few revolutionary shifts awaiting us:

- **The 'human-machine' relationship will be altered.** Leaders will manage workforces that are part human, part machine – pulling in the very best of human creativity and intuition and combining it with the raw analytical power of artificial intelligence and machine learning.
- **The boundaries between real and virtual worlds will blur.** With ultra-realistic interfaces, our interactions with each other will increasingly take place in a virtual setting. Most tellingly, we'll stop distinguishing between the physical and the virtual, as the experiences become remarkably similar.
- **Security will take centre stage.** In the age of smart machines in constant communication, security cannot simply be a bolt-on afterthought. In the memory-driven future, our approach to security will resemble continually-

“

Artificial intelligence and machine learning are colliding with trends like high-speed connectivity, sensors and smart devices, ultra-realistic virtual realms, autonomous vehicles, and boundless strides in biophysical printing.

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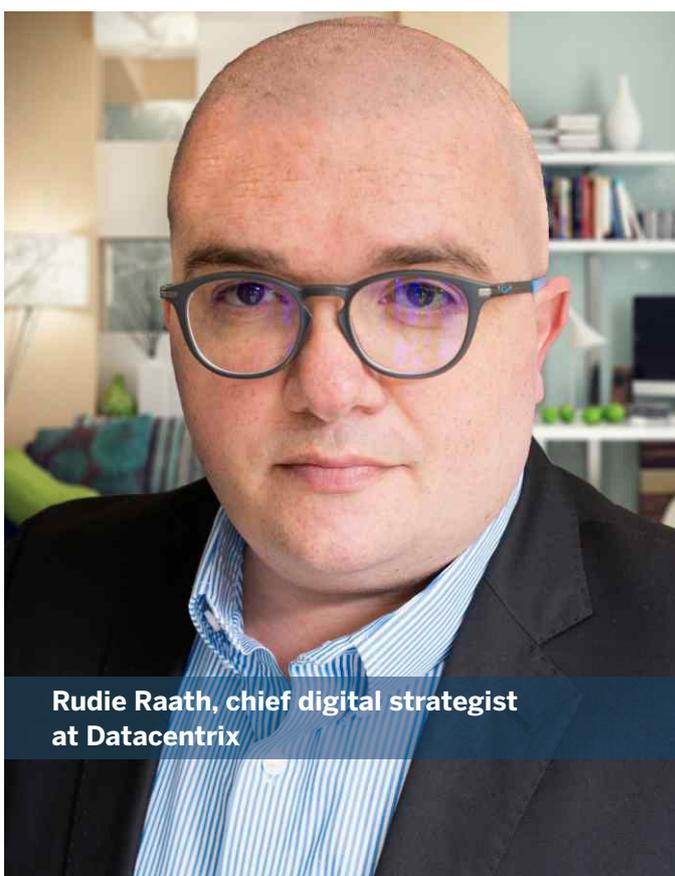
adaptive biological immune systems, rather than static walled fortresses.

- **Mass customisation.** With manufacturing increasingly being enabled by the likes of 3D printing, advanced analytics and the Internet of Things (IoT), manufacturers will move towards bespoke products made in smaller, local hubs, in collaboration with local designers (rather than massive production centres).

An exciting, memory-driven future awaits...

¹ <https://qz.com/344466/connected-cars-will-send-25-gigabytes-of-data-to-the-cloud-every-hour/>

² <https://skatelescope.org/amazingfacts/>



Rudie Raath, chief digital strategist at Datacentrix

A look at the future of storage

By Mike Styer, business unit manager, Dell EMC at Datacentrix

When it comes to looking at the short-term future of storage, there are several strong trends emerging – with software-defined storage (SDS), greater cloud adoption, and the exponential growth in flash leading the pack.

SDS products and the hyper-converged appliances that are supported by them are fast increasing in popularity. In fact, the SDS market is expected to grow 36.7 percent – from USD 4.72 billion in 2016 to USD 22.56 billion by 2021 – fuelled by the need to optimise the management of massive volumes of data, as well as higher storage availability requirements. This is according to the report “Software-Defined Storage Market” by Component [Platforms/Solutions (Software-Defined Server, Data Security & Compliance, Controller, Data Management, and Hypervisor), Usage, Organisation Size, Application Area – Global Forecast to 2021.

Packaging has also become key within the storage market. We're seeing hyper-converged systems combined into a single storage and compute stack, bundled in one, small form factor machine in a rigid layer. This removes the “build” requirement from the user and requires application management alone, which is ideal in the case of an inmate management system at a prison for example, which must be rigid and robust. It also allows for real computing capability to be pushed out to a corporate's branch offices.

Cloud technology too has been packaged for easier consumption, although perhaps “repackaged” would be the more correct word to use in this instance. The outsourcing of storage has been a fixture within this sector for the past decade, and cloud technology could be better described as outsourcing.

When it comes to cloud adoption, companies need to ask themselves whether IT is a core function of the business and

whether it is critical that it is managed internally. If not, the smarter option is outsourcing or cloud technology. The data explosion has shone a spotlight on how companies store their data, and in many cases cloud provision makes sense as it can provide capacity at a good price.

In South Africa, while the cost to store is fairly low, we are hampered by speed, meaning that the cost to get data to where it needs to be can be high. A solution to this dilemma is fibre, particularly in the case of small businesses, which stand to benefit from higher speed at a fixed monthly cost.

The real disrupter, however, within the storage sector currently is flash technology; and this is where the future of storage lies. Flash adoption has been instrumental in driving down manufacturing numbers on disk drives, and while it may seem expensive initially, you can do twice as much with half the flash – and at super speed.

A local insurance company provides a real-world example of the efficiency of flash, where “reporting runs” that were started at midnight would still be running at midday the next day. With the implementation of flash, the same process can now be completed within an hour to an hour and a half.

Realistically though, companies need to investigate deeper storage methods, looking at where content should be kept and how to use these methods to transform business processes. This will involve asking questions such as: what data can be put into a cloud environment, will you retain mission-critical data in-house, where will your older data reside, how much flash do you need to start off with, and how do you evolve from spinning disk to flash?

These are the type of issues that will shape the movement of the storage industry and how companies embrace these technologies for the next four to five years.



Creating business certainty in times of changes

It is amazing how quickly the world around us is changing. But perhaps more staggering is how swiftly we adopted these new norms. The smartphone may be scarcely a decade old, yet today our social and business lives would seem stunted without it.

How did that come to be? For the answer, look no further than the explosive strides technology has been making over the past several decades. We are seeing this world advancing at an exponential pace, changing everything about how we work and live.

Many have called this the fourth industrial revolution, a description that is very fitting. First proposed by the World Economic Forum, it is also referred to as Industry 4.0. In this vision, the world has already undergone three tectonic shifts to how it operates. The first was mechanisation and steam, the second mass production and the third represented computers and automation.

It is a common misconception that Industry 4.0 is about computers. Instead it represents how the lines between digital technology and the real world are blurring. It's about how we are able to draw new information, create new interactions and open new frontiers by blending technology and the world around us.

"Everything is becoming connected, changing our reality as a result," said Greg McDonald, Sales Engineering Senior Manager at Dell EMC ISG. "Embracing this change is what will bring rich opportunities to those who see the potential."

Examples are already plentiful. One could cite Netflix, Tesla and AirBnB as companies using Industry 4.0 concepts to create new business models. Every organisation today faces an imperative to transform or risk becoming obsolete.

Each year computational power grows faster, complimented by more storage and bandwidth, says McDonald: "We are entering the era of commoditised technology, where 'how much' is not as important as 'what do we do with it?'. In a few years, your car will drive itself and your medical profile will be screened by decoding your genome in a second. Those are made possible by the Fourth Industrial Revolution. The future is almost unbelievable. But believe it, because it is already here."

To grasp this opportunity, businesses need to scrutinise and evolve their IT systems. This is not a matter of buying new equipment. There is much more to it, driven by the vision and goals of the business. New systems, such as cloud-native applications, are creating vast competitive advantages. The



**Greg McDonald, sales engineering
senior manager, Dell EMC**

challenge is bringing the business and digital landscape together in ways that makes sense for your company.

At Dell EMC, we focus on Industry 4.0 by aligning the following areas to business:

- IT Transformation: How can we deliver Hybrid Cloud through modern infrastructure and architecture, the automation of service delivery management, and transforming IT operations?
- Workforce transformation: Is the end-user experience sufficient, empowering employees with new disruptive technologies and the next generation of data-insight apps?
- Security transformation: How can analytics and security be honed into a single threat system, allowing the business context such as revenues and margins to be reflected in potential threats?

The merger between Dell and EMC has not only created the world's largest private technology company. It also formed the perfect mix of skills, products and services to help customers address the above areas. From the infrastructure hidden in the back to the devices end-users deploy to get the job done, Dell EMC and its partners cover the entire scope of transformational technologies that are ushering in the Fourth Industrial Revolution. Through a federation of sector leaders such as VMware, Secureworks, RSA, Virtustream and Pivotal, all recognised in the magic quadrants of Gartner and IDC, our experience and insights are without peer.

Visit the Dell EMC stand and put us to the test with your business transformation questions.

Adaptive architectures – critical for improved threat protection

As an industry, the security sector has much work to do. So says Wayne Olsen, security business unit manager at Datacentrix, who states that vendors within this space have not traditionally been adaptive enough to keep up with the speed at which the threat landscape is changing.

“Although it is probably more fair to say that it is actually the infrastructure that is non-adaptive to ever increasing numbers of threats,” he continues.

And there's no doubt that breaches are on the rise. In fact, Forrester Research, in its 'Predictions 2017: Cybersecurity Risks Intensify' study, forecasts that this year in excess of 500,000 Internet of Things (IoT) devices will suffer a compromise, a Fortune 1000 company will fail due to a cyber-breach, and that President Trump will face a cyber-crisis within the first 100 days of his term.

“This type of statement begs the question: If you saw it coming, why didn't you stop it?”

Security has been within the top three concerns for the CIO worldwide for the past decade and there's good reason for this. In fact, the Society for Information Management's (SIM) recently released trends analysis for 2017 noted that 36 percent of IT leaders saw security as their number one concern.

“One of the major challenges within this space is that, while companies are aware of the importance of safeguarding themselves and are frantically introducing new security technologies, these solutions are siloed and as such operate in isolation,” Wayne explains.

The solution to this dilemma? Getting the foundation right by deploying architectures that customers can lean on to deploy new technologies that will work effectively together, he says.

“This is of particular importance when it comes to cloud-enabled capabilities and applications. Without the correct architecture in place, adding layer upon layer of technology is



Wayne Olsen, security business unit manager at Datacentrix

900,000 new virus variants each day

4,900 new android malware samples each day

99% of all PCs are vulnerable to exploit kits

Estimated 70% of companies have had a successful cyber attack

1 208 new security start ups in the last 5 years

like building a brick wall on mud, it's just going to fall over at some point.

“There is no silver bullet when it comes to security,” adds Wayne. “It is inevitable that an organisation will be attacked at some point; what's important is how the severity of the attack is mitigated. Going back to basics by ensuring that it has an adaptable architecture in place and ongoing staff education, as well as the correct, regularly reviewed policies and the technologies needed to enforce these policies will stand a company in good stead.”

FORTINET.

Comprehensive integrated Fortinet Security Fabric, the next step in network security evolution

The network security approaches of recent years are simply not fast or comprehensive enough to deal with the evolving threat landscape, says Paul Williams, country manager, southern Africa at Fortinet.

1. What are the primary threats facing networks today? Why is it important to secure your network if you already have data protection solutions in place?

The threat environment is constantly evolving. Attackers are increasingly sophisticated and they are collaborating more often from various bases around the world.

The frequency and speed of attacks have increased too. Now, you may find sub-hour or even sub-second attacks. Time to response has become crucial, and traditional network security approaches are simply not fast enough. Organisations today need to integrate and orchestrate their security network off a single pane of glass. They need full visibility and manageability across the network to allow them to analyse the attack, clamp down and mitigate the attack as quickly as possible, and afterwards run comprehensive reporting and mitigation exercises.

2. Given that everyone is connected to the Internet, is it actually feasible to have a secure network? What, in brief, are some of the solutions aimed at protecting networks?

Last year, Fortinet pioneered a new, comprehensive and intelligent approach for securing the network. We expect this approach, which we have branded Fortinet Security Fabric, will become the benchmark for effective network security for the foreseeable future. It is no longer good enough to run a firewall from Vendor A and a security solution from Vendor B in silos: all the security systems must integrate and communicate with each other within an intelligent ecosystem, and they must be able to communicate and work together to combat attacks within sub-seconds. Traditional network security approaches don't support this.

3. Is it better to have hardware or software network protection solutions, or a hybrid approach? Why?

There is a case to be made for both hardware and software, but typically the most comprehensive approach is a hybrid one, with all solutions connected within an intelligent security fabric. The right architecture for each organisation depends on its size, budget, number of users, throughput, the sector it operates in and its long-term business goals. For most organisations, it is important to partner with expert security systems integrators to



Paul Williams
country manager,
SADC for Fortinet

assess the current network, risk profile and security needs, to architect an appropriate solution.

4. What solutions do you provide to assist organisations in protecting their networks?

Fortinet offers security solutions across the board, covering every inch of the infrastructure, including wired and wireless networks, end user and IoT devices, access layers, public to hybrid cloud models, software-defined networks, and virtualisation. We employ advanced technologies like hardware-accelerating FortiASIC processors and security embedded network appliances, including virtual and cloud instances, ensuring that a network's function, performance, and scalability are not compromised by the solutions securing it.

Our Fortinet Security Fabric brings traditionally autonomous systems together into a single, aware architecture, designed with three critical and interdependent attributes – broad, powerful and automated. Operating as a single entity, the Fabric delivers complete awareness across devices, users, content, and data flowing into and out of the network, as well as insight into traffic patterns. Acting as a single pane of glass for Fortinet's Security Fabric is the world's most deployed security operating system, FortiOS. Technologies like Fortinet's Advanced Threat Protection Framework conduct deep inspection of traffic, dynamically generating local threat intelligence and transmitting data to FortiGuard Labs to automatically propagate real-time updates to the entire system. This breadth of intelligence coupled with sophisticated, scalable, and rapid analytics, provides actionable security architecture with the capability to rapidly detect and mitigate threats wherever they occur, says Paul Williams.

Stellenbosch University reaps managed print services rewards with Datacentrix

Stellenbosch University (SU) has solved its printing environment woes, including a lack of proactive management, device downtime and billing related challenges, with the rollout of a managed print and document solution across its campus by Datacentrix.

Datacentrix' competitive offering won the university's recent managed print services (MPS) tender, seeing the two companies embark on an implementation that needed to be achieved within a tight timeframe.

"Printing plays a critical role within the academic environment," states Hein Swanepoel, Director: Commercial Services at SU. "Thus, our most important objective for this implementation was to quickly get the new print environment up and running to provide a consistent level of product service and consumable delivery to users."

"From a deployment point of view, Datacentrix came on board as a valued partner and integration expert, directly engaging with users (students) to better understand their requirements," explains Michael Horn, branch manager for the Datacentrix Western Cape business. "A fleet of 130 devices – from printers to multi-functional devices (MFDs) – was rolled out to replace the previous equipment that had reached end-of-life," he states.

At the same time, Datacentrix set up the MPS side to help the university to overcome previous challenges, including time delays in the management of consumables and spares. The new machines are now proactively managed by Datacentrix' Western Cape office in Century City, ensuring that SU is never in need of toner or spare parts.

Says Hein: "Datacentrix' total fleet management has been a great value add to this project, and the company must be complimented here."



Our most important objective for this implementation was to quickly get the new print environment up and running to provide a consistent level of product service and consumable delivery to users.



Looking into the future, SU is in discussions with Datacentrix to digitise other processes, such as creating workflows as well as leveraging information analytics that will allow the university to work smarter and faster. "Providing SU with transparent information and allowing for a better understanding of business processes and their impact will help empower the university to make informed business decisions," states Michael.

Subsequent to its SU tender win, Datacentrix has also been appointed as managed print and document solution provider to the Cape Peninsula University of Technology (CPUT) and continues to provide a fully outsourced service to Pearson Education at its camp.

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- Create your own design, prototyping and education-specific software with the included Zvr Developer Kit.



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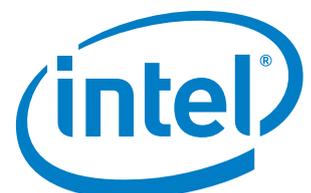
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Equra Health selects Datacentrix for specialist networking services

Equra Health, the leading provider of radiation therapy facility services in South Africa, has chosen eNetworks as its key technology partner to enable better efficiencies throughout the company's IT network infrastructure.

Operating from its headquarters in Cape Town, Equra Health is part of a network of 26 radiation therapy oncology centres across the country. Two new facilities are currently under construction in Lenasia [Soweto] and Kimberley. The company's focus is to expand its footprint in South Africa to afford cancer care to more South Africans. Equra Health is an accredited and endorsed partner of the Independent Clinical Oncology Network [ICON].

Equra Health is strategically positioned to offer radiation therapy services to the wider sub-Saharan African population and is a partner for private and public third party funders of clinical care in oncology.

Remaining on the cusp of cancer diagnosis and treatment services means integrating the latest specialist medical technology into Equra's operations. With a new range of multi-million rand Linac Accelerators designed for the treatment of cancer cells in the body, Equra needed exceptional network performance and the ability to connect securely to its datacentres.

"Our oncology devices have very specific and demanding network requirements," explains Equra's CIO, Rod Russell. "They are extremely sensitive to any latency or instability. Even the slightest drop in performance normally means we need to start the imaging session from scratch."

These units send large volumes of data back to the datacentre, where sophisticated planning tools match the treatment with the appropriate radiation therapy treatment.

Rod adds that: "Our network requirements also entail a significant degree of customisation on top of the standard features, to cater for Equra's unique business applications and business processes."

Equra selected eNetworks, due to its established reputation as a provider of high-performance and tailored network solutions.

It was a challenge that Wayne Crocker, business development manager at eNetworks, says carried a huge weight of responsibility:

"We quickly recognised the emotional aspects of this. Considering the nature of Equra's work, patients are often in a distressed or highly anxious state. It's essential for Equra to offer professional service at every step of the way – and the idea of having to interrupt the treatment process needed to be avoided."

eNetworks chose a consolidated set of technology solutions, enabled by the eNetworks backbone. "We facilitate and manage the entire network," Wayne notes, "with a very stringent service level agreement of 99.9 percent."

With policy-based routing, the network design is ever-changing, which Rod explains is critical to Equra's future growth and innovation: "We needed a solution that can dynamically change on a quarterly or even a monthly basis. So now, we can adapt

Wayne Crocker, business development manager at eNetworks; Rod Russell, Equra CIO and Jaap Scholten, COO at eNetworks



the technology that's delivered to each of our practices, and bring new practices on-stream more easily than before.

"Our business requirements are now dictating how the network evolves, rather than us being constrained by the limitations of technology. We're able to send information around the network – from new services and new practices – without affecting our core mission-critical systems."

Based on the success of the networking solution, Equra asked eNetworks to host its associated computing requirements.

Wayne says this involved migrating Equra's computing environment to eNetwork's datacentre at Teraco, with state-of-the-art storage and disaster recovery services. Both the primary and the secondary datacentre sites have redundant connectivity, through different service providers, to enable load balancing and full redundancy.

"With seamless policy-based routing between the primary datacentre and the disaster recovery site, the whole environment is now monitored and managed by the Datacentrix enterprise solutions team – with high levels of security".

Another workstream quickly kicked-off, where Datacentrix was asked to provide end user support for Equra's nationwide footprint of radiation therapy facilities, from a managed service desk.

Rod says that consolidating so many IT services within one key technology partner has enabled better efficiencies. As the burden of daily IT management is increasingly passed off to

eNetworks and Datacentrix, Russell's internal team can focus on business transformation: "We're now able to spend more time partnering with business stakeholders, exploring breakthrough oncology technology, such as 3D imaging, and ensuring that patients are comforted by high levels of care during what is often a very difficult time."



Our business requirements are now dictating how the network evolves, rather than us being constrained by the limitations of technology. We're able to send information around the network – from new services and new practices – without affecting our core mission-critical systems.



Bringing datacentre accreditation in line with global standards

Datacentrix has added an Uptime Institute Accredited Tier Designer (ATD) designation to its arsenal, with the professional certification of Bennett Naidoo, business development manager: Infrasol at Datacentrix, allowing him to design, construct and assess datacentres more efficiently, for accreditation and ranking purposes.

An independent advisory organisation, Uptime Institute is focused on improving the performance, efficiency, and reliability of the business critical infrastructure that underlies today's global information economy. The company certifies datacentres in terms of its globally recognised Site Infrastructure Tier Standards:

- Tier I – Basic Site Infrastructure;
- Tier II - Redundant Site Infrastructure Capacity Components;
- Tier III – Concurrently Maintainable Site Infrastructure; and
- Tier IV – Fault Tolerant Site Infrastructure.

In South Africa, 11 datacentres have achieved Tier Certification of Design Documents certification, helping to ensure that before breaking ground, plans are configured to meet uptime goals and provide the sustainable business critical infrastructure an organisation requires. Two datacentres have achieved Tier Certification of Constructed Facility, confirming the facility has been constructed as designed, with verification that it is capable of meeting the defined availability requirements. The majority of these companies are telcos, financial services companies and Internet Service Providers (ISPs).

Says Bennett: "Local organisations are becoming increasingly aware that there are a number of competitive advantages to be gained by optimising their datacentres in line with global good practices. In fact, merely designing and constructing non-standardised datacentres according to current and immediate client needs, and not for longevity, will soon be seen as bad practice."

With the ATD accreditation of Naidoo, Datacentrix is able to assist organisations in expediting the datacentre accreditation process through its capability to design datacentres in accordance to the Uptime Institute topology standards. The design documents can then be submitted to Uptime Institute for independent certification, verifying that the datacentre has been designed to Uptime Institute topology standards.

In addition, Datacentrix can analyse and revisit existing datacentres (within both public and private sectors), and make recommendations on intelligent enhancements and fault tolerance as well as to improve redundancy and maintainability.

"Revenue loss as a result of infrastructure failure within the datacentre is a reality, and both datacentre owners and IT managers are becoming more motivated to increase the levels of performance, efficiency, scalability, agility and reliability within this infrastructure level. Add to this the actuality that regulatory bodies are slowly increasing the pressure on local business to conform to best practice, and it makes more and more sense to design and build an accredited datacentre," concludes Bennett.

IoT computation and connectivity: Building the nervous system of the “Singularity”

By David Randolph Hoelscher, director of IoT marketing at Huawei International Ltd

“The Singularity is Coming” and other books and media have served to increase the awareness of AI and the potential for it to exceed human intelligence, in the “not too distant – but as yet unclear” time frame. Whether this is good, bad, or indifferent is an issue for social sciences, but there are certain areas that are progressing forward in science and industry. These include ubiquitous connections for all devices, big data analytics, and the forward march of Moore’s law and Metcalfe’s law.

Moore’s law and computation power – Singularity

Moore’s law, simply stated, says that the computation ability becomes 2X more powerful and 2X less costly for each “generation” of technology, with each technology being roughly 2 years. Conversely, biology moves at a very low linear rate of change. This is the power of Moore’s law, and how when applied to AI, Moore’s law leads to the Singularity, where human intelligence is left behind by ever exponentially increasing AI.

Metcalfe’s law and connectivity – Singularity

Just as Moore’s law describes advances in processing, there is a less well known, but equally important law that describes advances in connectivity: Metcalfe’s law. Simply stated, Metcalfe’s law states that the value of a network increases as to the square of the number of connections. As an example, in the world around us, comparing the density of telecom connections in 1960s versus today’s always-on, always-connected, ubiquitous coverage IP networked mobile phone, we can see Metcalfe’s law in practice.

How does IoT relate to the Singularity

IoT is one of the latest developments in both connectivity and computation. The idea is to connect everything from several billion human connections (mobile phones), to hundreds of billions of connections to all types of devices that can be monitored, controlled and managed.

Connectivity and digital representation, areas driven by Metcalfe’s law, could be considered as the nervous system of global Singularity, allowing the Singularity to become ubiquitous: connected to everything, everywhere, all the time. Whereas areas driven by Moore’s law such as processing and areas of research such as quantum computing, machine learning, etc. could be

considered as the higher level consciousness of the Singularity, allowing it to solve deeper levels of problems, soon surpassing human intellect.

Huawei leadership in IoT (LPWA, 5G)

There are several key technologies that are being developed by Huawei that are already enabling the Internet of Things. An important new area in connectivity is the development of “Low Power Wide Area” networks or LPWA. LPWAs are similar to capillaries in the human body in that they provide very low data rate connections to each end terminal. LPWAs are designed to trade off throughput capacity to increase the number of connections, and the “penetration” capability of the signal to reach previously un-connectable devices.

Huawei is a leader in the industrial standardisation and deployment of LPWA by GSMA’s 3GPP. NB-IoT is targeted at stationary, low data rate devices like water meters. eMTC (enhanced Machine Type Communication) is targeted toward mid-rate devices, and can support voice services and full mobility. Ultimately, by 2020, these LPWAs will be evolved into part of 5G, which will support very high-bandwidth, low-latency type applications such as factory robotics automation, self-driving cars, etc.

Huawei leadership in IoT (platform, data analytics)

Another important area that Huawei is leading is IoT platform and data analytics. Once billions of devices are connected, with the appropriate level of bandwidth, it becomes necessary to collect, harmonise and analyse the data. The platform can handle connections to devices via LPWA, 2G/3G/4G, WiFi, or other specialised access networks such as BlueTooth, Zigbee, Z-wave, specially designed for smart home, smart building, metering, or other vertical industries within IoT.

**For more information,
please visit our stand
and speak to one of our
consultants.**



SITA Aero upgrades endpoint security environment for SAA worldwide with Datacentrix

SITA Aero, the world's leading air transport IT and communications specialist, now provides centralised endpoint security, simplified solution management and improved related reporting to SAA. This is thanks to the rollout of a new security solution to sites spanning 100 locations worldwide, with the assistance of Datacentrix.

Airlines, airports, aircraft, ground handlers, governments, air cargo, aerospace, air navigation service providers and international organisations all rely on SITA Aero's expertise within information and communication technology (ICT) solutions to keep the wheels of the industry in motion.

According to Lizelle Joubert, manager: service and infrastructure operations at SITA Aero, the organisation needed to replace several disparate legacy security solutions to improve security measures around its end points, proxy servers and workstation servers. "Ninety five percent of all international destinations are covered by the SITA network. For this project, this equated to approximately 5,000 devices across the globe that needed to be managed and protected.

"In line with the cost saving drive of SITA Aero partner, South African Airways (SAA), one of the most important benefits delivered over the six months since this project was rolled out has been a holistic reduction in costs," she explains. "Aside from this, we have seen vastly improved solution management, with a centralised view of all devices. We also now have a single point of contact for the new solution, with our implementation partner, Datacentrix."

Lizelle explains that, through Datacentrix, the project ran extremely smoothly, with a seamless integration between solutions and no system downtime.

"SITA Aero has partnered successfully in the past with Datacentrix and we were confident that this project would follow the same trend, which it certainly did. The company's close partnership as a platinum partner of Intel Security, the provider of our selected solution, and in-depth understanding both of the solution and our operating environment were also key factors in our decision.

"Datacentrix is always willing to help. Its after sales support has always been very good, and the skills transfer to our internal operations team has been fantastic, ensuring that there is a complete, in-depth understanding of the solution installed."



The new solution is protecting SITA Aero's worldwide network of endpoint devices from persistent threats, rootkits, targeted web and e-mail attacks, providing real-time visibility along with unified management.



Critical to the success of this implementation, says Lizelle, was the close collaboration between the four parties involved in this project – SITA Aero, SAA, Intel Security and Datacentrix. "This strong alliance between the different entities ensured that our technology partners gained a deep comprehension of our unique environment and central security roadmap. It also meant that we were able to design a solution that not only met SITA Aero's needs but was in keeping with SAA's policy of closely aligning technology solutions with its business strategy. This teamwork really made the implementation a standout success.

"The assistance in particular of Bruce Croza, HOD – ITS Operations at SAA, was critical in this project, as his continued focus on optimisation, consolidation and improving on efficiencies within the IT department was instrumental in helping to drive this project to completion.

Says Ahmed Mahomed, CEO at Datacentrix: "The solution designed for SITA Aero has provided more advanced endpoint security and greater functionality for the organisation than ever before. Easy to deploy and collaborative, the new solution is protecting SITA Aero's worldwide network of endpoint devices from persistent threats, rootkits, targeted web and e-mail attacks, providing real-time visibility along with unified management."

A brand new McAfee commits to building a safer future

McAfee, the globally trusted security provider, announced that it has begun operating as a new standalone company. As a standalone business, McAfee is one of the world's largest pure-play cybersecurity firms. Built on the belief that "Together is Power," the new McAfee will expand upon its leading security solutions platform to better enable customers to effectively identify and orchestrate responses to cyber threats.

The launch of McAfee marks the closing of the previously announced investment by TPG and Intel Corporation (INTC) to establish a pure-play cybersecurity company with access to significant capital, operational and technology resources. Additionally, McAfee announced that leading private equity investment firm Thoma Bravo has joined, as a minority investor in the Company, through an agreement with TPG. As previously announced, Intel is retaining a 49 percent equity stake in the new entity.

With the help of its new investment partners, McAfee will apply greater market focus, build its platform and target new financial, operational and technology investments to better address the cybersecurity market's significant global growth opportunity. Intel senior vice president and general manager, Chris Young, will lead the new McAfee as chief executive officer. TPG partner Bryan Taylor has been named chairman of the board.

"Cybersecurity is the greatest challenge of the connected age, weighing heavily on the minds of parents, executives and world leaders alike," said Christopher Young, CEO of McAfee. "As a standalone company with a clear purpose, McAfee gains the agility to unite people, technology and organisations against our common adversaries and ensure our technology-driven future is safe."

"We offer Chris Young and the McAfee team our full support as they establish themselves as one of the largest pure-play cybersecurity companies in the industry," said Brian Krzanich, Intel CEO. "Security remains important to Intel, and in addition to our equity position and ongoing collaboration with McAfee, Intel will continue to integrate industry-leading security and privacy capabilities in our products from the cloud to billions of smart, connected computing devices."

"Since its founding, McAfee has been dedicated to offering its customers industry-leading cybersecurity solutions," said Bryan Taylor, partner at TPG Capital and chairman of the board at McAfee. "Its ongoing commitment to product innovation, a rich



partner ecosystem, and superior customer service has created a trusted brand that will thrive as a standalone entity. We look forward to working with the company and our partners to accelerate growth and continue building a leading cybersecurity platform that serves to protect customers in today's changing environment."

"McAfee is a global organisation with a 30-year history and a brand known the world over for innovation, trust and collaboration. Given our years of focus on the security software sector, we see great opportunity for McAfee to continue to advance and innovate," said Seth Boro, a managing partner at Thoma Bravo. "Our deep sector knowledge and history of helping build successful businesses will be an asset to the company, and we look forward to working with the management team and our colleagues at TPG and Intel to guide McAfee through its next chapter of growth."

 **McAfee™**
Together is power.

Students of Datacentrix and OpenText training programme graduate with pride after year-long course

Datacentrix in partnership with OpenText, a global leader in Enterprise Information Management (EIM), offered a year-long programme for 10 hand-picked students to enhance local skills development within the technology industry.

Datacentrix is an OpenText Platinum Partner in southern Africa, as well as being a SAP Special Expertise Partner – EIM, SAP OpenText Competency Partner, Exclusive AllIM Training Partner in Africa.

Juane Peacock, MD for enterprise information management (EIM) and coastal region at Datacentrix, says, “The 10 graduates, who come from Gauteng, KwaZulu-Natal and Cape Town, absolutely excelled during the course. Datacentrix is exceptionally proud of their stellar performance.”

Juane says the graduate programme was recognised during the recent OpenText 'Digirruption Indaba', held at The Galleria in Sandton, Johannesburg. He explains, “Last year, Datacentrix selected these university graduates – all of whom had previously earned a BSc or equivalent degree and built skills across a number of programming languages – to embark on this year-long programme. The course included intensive training on OpenText solutions, as well as on softer business skills, such as business etiquette, administration and correspondence. The intention was to give the candidates a well-rounded course that would allow them to take their place within the employment space as confident professionals at all levels, both technical as well as on a more personal level.

“During the year, the graduates gained a solid understanding of OpenText's solutions. We have received excellent feedback from some of the clients to whom the graduates were exposed. This type of input, of course, justifies our faith both in the candidates as well as in the hand-selection process that we followed.”

Lenore Kerrigan, country sales director: Africa for OpenText and sponsor of the graduate programme, speaks with enthusiasm and passion about the achievements of the last 12 months. She says, “Recognising South Africa's need for local IT skills, we embarked on finding suitable university graduates to put through our in-depth business and technology learnership modules. The result has been phenomenal, with all candidates

passing with flying colours and now entering formal employment as OpenText content server consultant administrators and developers.

“Through sheer determination, the group achieved an astounding result with nine graduates achieving distinctions for their first task, and one missing the mark only by a minimal margin. The international trainer was flabbergasted, saying ordinarily out of a group this size perhaps only 20 percent of students would pass with distinction – and these would be people who already have years of experience in the work environment. One word comes to mind when summing up the group, and that is collaboration. It was incredible to see 10 people working so well together as a team.”

Sindisiwe Ntombela, one of the Durban-based graduates, says, “The Datacentrix/OpenText graduate programme provided me with the building blocks I need for my future. The programme introduced me to a lot of useful resources and gave me the opportunity to meet a variety of professionals in my field. By attending the boot camps and events, and interacting with professionals, I've learnt how to communicate in a professional environment.

“One of the highlights for me was that, in the space of a year, we were able to acquire three certifications, which is quite an achievement for graduates fresh from varsity. Within one year of progressive experience I've assisted in the successful completion of two client implementations. On both projects I performed different tasks, working variously as a junior software developer, software tester, user-acceptance testing facilitator and junior user support technician.”

Ndumiso Ngcobo, another graduate based in Gauteng, says, “Being on the course was an amazing experience, which gave me the opportunity to meet with content experts from across the globe and share ideas. Our training was provided in three different cities, which sometimes felt like being on a roller coaster where you were given new challenges from time to time!

“The completion of the course is already helping me a great deal, as I'm able to carry out challenging work activities and

DIGIRUPTION INDABA
JOHANNESBURG

ENABLING THE DIGITAL WORLD



reference the knowledge I gained from the training. I'm now client-based in Pretoria, working as a technical consultant implementing content server workflow apps and live reporting dashboards that enable businesses to process information efficiently."

Lenore adds, "OpenText provided the students with the knowledge, but it is at the customer sites where they will utilise their skills and gain experience. So far, the client feedback has been both positive and moving, with one in particular stating that more organisations should feel obliged to give graduates the much-needed practice to further their skills. I could not agree more. The success and desire to learn, the early mornings and late nights that these graduates insisted on to further themselves, has given us the motivation to launch this successful programme again this year."

"As a socially responsible company, Datacentrix embraces the upliftment of the youth of our country for the betterment of families and communities, with a number of skills development initiatives in place," explains Datacentrix CEO, Ahmed Mahomed. "The students are now certified OpenText consultants and all 10 have now been employed full-time at Datacentrix. We look forward to continuing our journey with them as they embark on the next stage of their careers, and are proud to have played our part in this programme. I would like to express my thanks to both OpenText and our EIM team for demonstrating Datacentrix' commitment to skills development and for portraying the human aspect of the business."



Recognising South Africa's need for local IT skills, we embarked on finding suitable university graduates to put through our in-depth business and technology learnership modules. The result has been phenomenal, with all candidates passing with flying colours and now entering formal employment as OpenText content server consultant administrators and developers.



Western Cape Government accelerates digitisation with 20,000-license EIM agreement

The Western Cape Government has confirmed a new three-year Enterprise Information Management (EIM) agreement with Datacentrix furthering its award-winning digitisation programme and enhancing service delivery to citizens in the province.

The agreement now spans dozens of different departments, covering over 20,000 end-users in total, and touching the lives of millions of South Africans.

Trish Dicks, Datacentrix' national strategy manager: EIM public sector Western Cape, says the timing of this agreement is significant: "Recent public addresses – by the President at the State of the Nation address, and the Finance Minister at the budget speech – reinforced the need for government and citizens to pull together as we face-up to our economic and social challenges.

"In the Western Cape, officials have used OpenText technology, delivered by Datacentrix, to enhance citizen engagement for the past 12 years. This latest iteration of the partnership brings EIM to more users, provides access to the full suite of functionality, and serves to reduce the license-cost per user.

From the province's Tygerberg Hospital, to the Department of Transport and Public Works, to the central finance functions, and numerous other instances, EIM has played an important role in Western Cape residents' lives.

In fact, one of the flagship departments – Transport and Public Works – has received numerous local and international awards since embracing EIM over a decade ago, including the prestigious 2015 Enterprise Champion Award from OpenText (for the most impactful OpenText rollout of any organisation across the globe).

The EIM solution provides the province's various departments with a fully integrated document management system, delivering all of the essential capabilities for running department operations, digitising processes, and enabling new government services to citizens through digital, self-service interfaces.

“

The agreement now spans dozens of different departments, covering over 20,000 end-users in total, and touching the lives of millions of South Africans.

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"The province now has access to OpenText Content Suite, Process Suite, Contract Management and Email Management products, providing a rich view of all data flowing through the organisation," explains Trish.

She adds that having access to the comprehensive portfolio of EIM and related services lays a strong foundation to spur innovation, operational efficiency and – in time – even integrate more advanced services like automation and artificial intelligence.

Trish adds that Datacentrix' long-term partnership with the province has enabled the rollout of deep change leadership programmes, which use the new technology as a catalyst for broader cultural reinvention within teams and individuals.

"Now that staff is empowered with new tools and enhanced digital processes, we spend a lot of time looking at how they can transform their own role – to become more strategic, more citizen-centric, and more aligned to their department's overarching goals," she concludes.

Enterprise Information Management Solutions

that support digital transformation across organisations

According to an IDC study, the amount of information we generate is growing at an annual rate of 60% and increasing. Of that 60%, 80% of the data is unstructured. The need to manage this unstructured content turns effective Enterprise Information Management (EIM) into a strategic enabler that puts you ahead of your competitors.

The majority of business processes in research and development, sourcing, production, sales, marketing, or services deals with large volumes of business content, including correspondence, documentation of any kind, contracts, production or service records and so on. This content must be captured, managed, stored, preserved and delivered to the right user, at the right place and at the right time.

OpenText Suite for SAP allows organisations to combine their structured and unstructured data to provide meaningful user experience by providing a platform to combine the content worlds across an organisation. With OpenText, it is possible that all elements of your enterprise information – structured SAP content and unstructured data – become available in context of your business processes, at any point in time, on any device.

There has never been a better time to start!

Lenore Kerrigan, country sales director: Africa for OpenText says “We’re giving customers the ability to create a better way to work, and at the same time, we’re supporting better engagement, productivity, control, innovation and insight. Not only do we support SAP deployments, but our solutions support core business needs.”

Customers can now enjoy responsive connectivity between multiple leading applications, while ensuring ease of use and adoption by all users. With built-in analytics capabilities, we’re empowering customers with an integrated information management backbone built on the foundation of SAP business applications that easily ties to other applications such as Microsoft SharePoint.

In addition, OpenText adds data and document archiving, imaging, document management, collaboration, certified

records management, and application-spanning virtual views of related information to SAP systems.

“We’re connecting the world of enterprise content and enterprise applications and enabling customers to deliver business outcomes by taking advantage of complete, enterprise grade Enterprise Content Management (ECM) solutions that uniquely integrate with SAP Business Suite,” adds Kerrigan.

- **Better engagement:** OpenText is accelerating cycle times by automating manual tasks, simplifying access and improving content-centred collaboration.
- **Better productivity:** Our solutions equip the digital workplace with a 360-degree view, providing access to both structured and unstructured business content in context.
- **Better innovation:** We’re transforming business models and digitising value chains based on an integrated EIM suite.
- **Better insight:** OpenText is delivering deeper insight into products, customers, suppliers and assets performance with integrated data and content analytics.
- **Better control:** We’re helping customers to mitigate legal and regulatory risks by controlling the entire content lifecycle and maintaining content integrity.

SAP Pinnacle Awards 2017 winner

OpenText is proud to be recognised by SAP® with two Pinnacle Awards: Solution Extension Partner and Database and Data Management Partner of the year. It is the 10th consecutive year we’ve won the Solution Extension award. Winning two awards this year is remarkable. SAP presents these awards to top partners who excel in partnering with SAP and helping customers run better.

“We’re giving customers the ability to create a better way to work, and at the same time, supporting better engagement, productivity, control, innovation and insight,” concludes Kerrigan.

Engage with us and find out more about how OpenText and SAP are supporting digital transformation across organisations by visiting our stand.



Integralis and Datacentrix launch local cloud password management service

Local identity and access management specialists, Integralis has partnered with Datacentrix to launch MyPass – a premium password management solution leveraging the local Datacentrix cloud.

MyPass centralises and simplifies the process of user password resetting, empowering organisations with a self-service tool that ensures the strongest security, compliance and governance standards are followed. Using flexible authentication options, which includes one-time PIN codes, challenge responses questions, code cards and more; MyPass allows users to reset their own passwords whenever and wherever they want to.

In the event that helpdesk support is required, the solution provides companies and managed service providers with the ability to provide quick assistance from one central point while ensuring that support agents have no visibility of user passwords, or any other confidential information.

MyPass smoothly integrates – without any need for custom development – with a vast range of business systems, including the likes of Oracle, all SAP environments, Microsoft, Novell, Linux, and more.

“Credential management is the foundation of information security within the organisation,” notes Almero Steyn, technical director at Integralis. “Ensuring that the right users have access to the right systems at the right time, is the starting point to achieving exceptional governance.”

MyPass is the cloud-based incarnation of the highly successful Danish software, FastPass – traditionally delivered on-premise. As exclusive partners of FastPass Corporation, Integralis saw the opportunities to team up with Datacentrix and provide local clients the choice of on-premise or cloud-based models.

Hosted within Datacentrix' highly-mature local cloud platform, which is scalable, self-service driven and operated on a pay-per-



Jacques Viljoen, solutions architect:
managed services at Datacentrix

use basis, MyPass provides this essential foundation. “It gives organisations great flexibility, access to a rich feature set, and the ability to extend the service to remote users, wherever they may be,” explains Jacques Viljoen, solutions architect: Managed Services at Datacentrix.

“Two key trends, the explosion of enterprise mobility and new software delivered as-a-service, are creating fresh challenges for organisations' identity and access management practices,” explains Jacques.

In fact, research indicates that as application landscapes broaden, and new systems are embedded into organisations, users are forgetting passwords between one and 10 times each year. Different systems often have different passwords, rules and policies.

“This places a massive burden on support staff, with an average of 25-35 percent of service desk incidents relating to password challenges” notes Almero. “MyPass addresses this – alleviating user frustration, increasing productivity, and enhancing the service levels delivered by the IT service desk.”

With MyPass, all access management activity is automatically logged for ease of auditing. South African firms operating in the financial services space, or those listed on the JSE, already have a range of local and global compliance and governance regulations to follow. MyPass has been developed to ensure compliance with all of these legislations and standards.

“Further to this, as a locally-hosted solution, data sovereignty considerations are addressed – so that firms of all sizes and in all industries get peace-of-mind that they're complying with legislation such as the Protection of Personal Information Act (PoPI),” adds Almero.

For more information about MyPass, please visit www.mypass.co.za.

Riverbed launches industry's most complete digital experience management solutions

With companies continuing to invest heavily in digital business initiatives, their ability to measure and control the quality of user experience remains a challenge. Riverbed SteelCentral now empowers customers to measure and troubleshoot all parts of the digital experience, from the user's experience on the device to the back-end network, infrastructure, cloud and application.

"Our customers are making big ticket, highly strategic investments in digital business transformation initiatives to drive customer intimacy and employee/partner productivity. Delivering a flawless digital experience couldn't be more critical to their success. But with the adoption of cloud and mobile technologies, they are finding that traditional tools are unable to holistically measure and manage a user's digital experience," said Mike Sargent, senior vice president and general manager of SteelCentral at Riverbed. "SteelCentral now delivers the most complete, modular and integrated digital experience management solution in the market, helping enterprises deliver a reliable and consistently high quality end user experience. With the breadth and depth of insight we now provide – down to the individual transaction level – we are taking visibility to a whole new level to help our customers achieve their strategic goals."

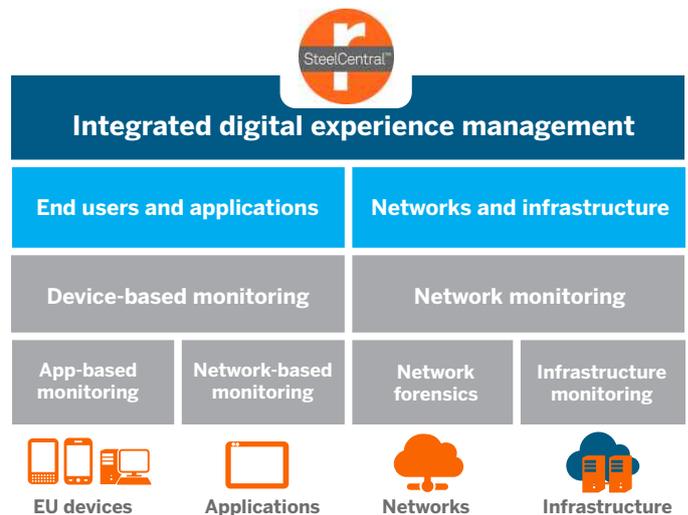
With increasing frequency companies are undertaking digital business to create differentiation with end users: employees, partners, and of course, customers. They seek to create value for the applications and service that are, quite literally, the face (and in some cases the body) of the business. With these initiatives, they differentiate on speed, features sets and, hopefully, overall experience.

SteelCentral's latest release provides the digital experience management capabilities to help companies succeed.

Enriched End-User Experience Monitoring and integrated visibility into digital experience

The new release features the integration between SteelCentral Portal, SteelCentral Aternity, and SteelCentral AppInternals. This means that SteelCentral users can now incorporate the device based view of end-user experience providing IT and business executives with a single-pane-of-glass view of IT performance and its impact on end users. In addition, the integrated workflow between SteelCentral Aternity End-User Experience Monitoring and AppInternals Application Performance Management provides an integrated monitoring system for the entire end user service and allows IT to rapidly troubleshoot business-critical applications across devices and applications. This results in a one-stop-shop for the variety of teams involved in Digital

To learn more about the Riverbed SteelCentral:
www.riverbed.com/za/products/steelcentral/



Experience Management, from end user services, to app developers and operations, to IT and business executives.

Reduce risk for application migration to the cloud

As companies continue to migrate applications to the cloud, understanding the impact on network performance is challenging. Network performance as it relates to the cloud, is a common blind spot for most enterprises. With this release, SteelCentral NetPlanner introduces application migration planning and prediction. It enables network planning and architecture teams to simulate and predict traffic behavior and impact on the network prior to application migrations – from data centre to data centre to cloud, and between cloud providers. As a result, companies are able to leverage data, not hunches, when planning cloud migrations for application.

Manage outcomes across the application lifecycle

SteelCentral AppInternals now enables IT teams to consume performance insights and diagnostics across the application lifecycle.

Leveraging new REST APIs, development and QA teams can add performance testing to their build tool chain. This will ensure that releases are optimised for production. Operations teams can consume alerts on popular collaboration tools like Slack and HipChat. And support teams can automatically open tickets on incidents management tools to log issues, their root causes and diagnoses. In addition, teams can use the API to extract metrics and enrich existing reports and tools.



Embracing the true value of the cloud

By Graham Beneke, technical pre-sales specialist at Datacentrix and Chairman of the Internet Service Providers' Association (ISPA)

The great migration is finally starting to happen. Beginning with early adopters a few years ago, the stampede is gathering momentum, and is certain to continue growing over the coming months and years.

We're talking, of course, about South African companies' migration to cloud-based enterprise technology.

But, while many organisations are shifting vast swathes of their IT estate to hosted environments, in many cases the thinking isn't stretching beyond merely re-housing assets in a new location.

Yes, organisations are gaining some immediate cost benefit by avoiding costly capex-based IT investments and moving towards smoother monthly opex models, but very few are capitalising on the true power of the cloud. Many are not taking advantage of the business dynamism that can be achieved by flexibly provisioning services, or processing capacity, as and when they are required.

Consider that cloud computing embodies the original founding principles of the Internet, at an enterprise level. In other words; it's available whenever you need it, it grows and shrinks as you require, it opens up new ideas and opportunities, it allows you to connect with others in interesting ways.

However, local organisations seem to be missing some of these tricks, as many they resolutely apply traditional principles of business and technology management to an entirely new, cloud-based, paradigm. The discussion has not yet evolved to areas like new-found business agility, more flexible collaboration, enhanced customer experiences, and new business models.

So, what will it take to make the leap of faith into "true cloud migration"?

Firstly, we have to overcome our resistance to the unknown. The relationship between IT and business has historically been

characterised by lengthy lead times, multiple approvals, policies, governance standards, budgeting frameworks, and so on.

Today, IT needs to "move at the speed of business", responding to business or customer needs, and provision new services on a rapid, continual basis. This could mean abandoning many of the frameworks in which we've previously found comfort, and embracing new approaches. IT teams need to get in front of the changing dynamics by remodelling their engagements with businesses.

Secondly, we need to relinquish our need to be "in control" of everything within the IT estate. Traditionally, organisations may have had higher levels of control with purely on-premise infrastructure sourced through the central channel of Group IT. The consequence of this though is that we shut ourselves off from the latest advancements in cloud architectures, software-as-a-service, and other tools that can be instantly brought into the organisation. Ultimately, the company will struggle to maintain pace with its faster-moving competitors.

And finally, we need to embrace our creative spirits – and ask the kinds of questions that could lead to true cloud benefit realisation: how could we dynamically scale resources to power a new digital marketing campaign? How could we tap into a new cloud platform to incubate a new innovation? How could we use application programme interfaces (APIs) to extend aspects of our cloud-based environment to build new partnerships with suppliers, partners, customers, or others in our business ecosystem?

Cloud computing stands out as one of the most pivotal advancements in enterprise IT over the past few years. And, as the technology has surged forward and become broadly available to companies large and small, it's now time for our thinking to catch up – to truly capitalise on the real value of the cloud.



The truth in information.

Why is modern data protection important?

Businesses are undergoing a dramatic digital transformation. Organisations must proactively adapt to remain profitable, competitive, and compliant – and to seize the competitive and cost advantages offered by virtualisation and cloud.

Data protection for the digital business

Digital business needs to respond to the increasing data management challenges in a multi-cloud and virtual world. Data is one of the most valuable assets the organisation possesses. It's time to think ahead. It's time for modernised data protection. Now is the tipping point where businesses must re-evaluate their information infrastructure as they move to digitalisation. Why? We're moving into the future, and in that future being able to capture data, turn it into information and manage it is absolutely key. Information is increasingly at the core of our customers' business.

Turn your data into a competitive asset for the multi-cloud world

Most of your IT infrastructure can now be outsourced to the cloud, but your information is the one asset you should own and exploit. But how do you take maximum advantage of the multi-cloud world without creating a new set of data silos, and incurring hidden storage costs, stalled developers and greater compliance risk? You need to take a 360° approach: all-round protection, availability and insight for your data, no matter where it travels.

Your data, multiple clouds, one 360° approach

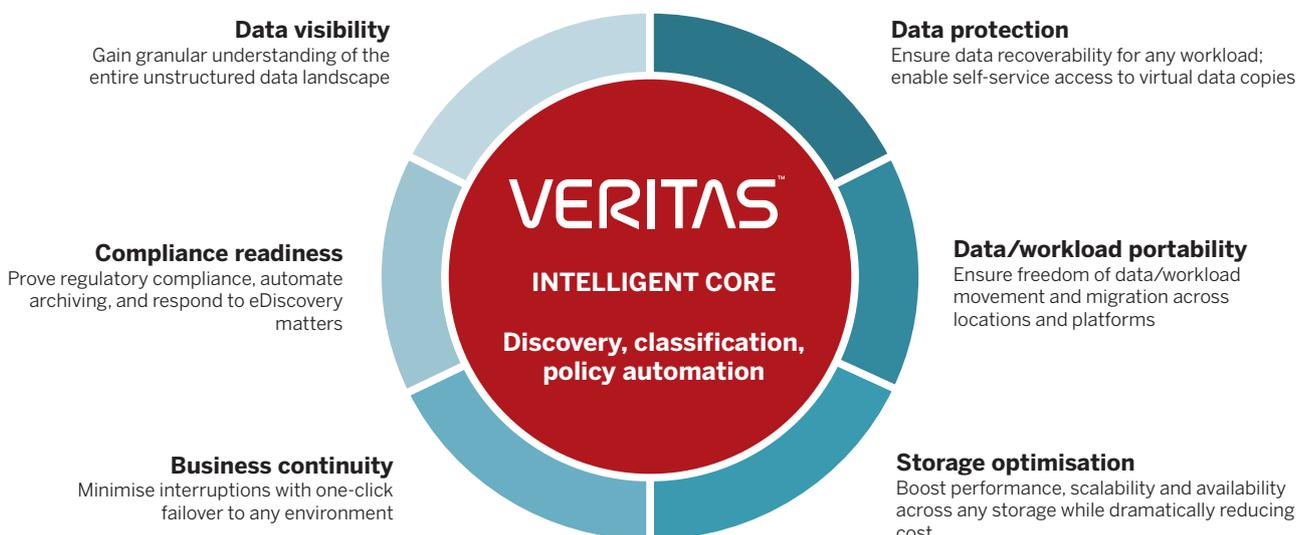
We work with the cloud providers you use today. Cloud services are a natural extension of your traditional data centre infrastructure. The same should be true for your data. You should be able to visualise, migrate, protect, and move your data and workloads no matter where they reside – even across multiple clouds. We work with all the leading cloud providers to give you choice, without compromising reliability

Why Veritas?

Veritas will accelerate your cloud migration and fast track your digital transformation. We provide visibility, protection, availability and portability for the multi-cloud.

- **Comprehensive solution:** Our 360 approach means you can address any data management challenge – from protection and availability to storage utilisation and compliance – more scalably and cost effectively than with a collection of single purpose tools that weren't designed to work together.
- **Enterprise proven:** There's a reason why 86% of the Global Fortune 500 enterprises trust Veritas with their most important asset. We have a proven track record of dependability in the most demanding environments in the world.
- **We've done this before:** We've helped customers manage their data through many IT transitions – from client server to virtualisation, open source and now to the multi-cloud. We have no infrastructure agenda, so we support your old and new worlds equally well, allowing you to evolve safely on your own terms.

360 Data Management



A hand on the left side of the frame points towards a digital wireframe hand on the right. The wireframe hand is composed of glowing blue and white lines, with binary code (0s and 1s) visible on its fingers. The background is dark with a blue and purple glow, featuring floating binary code and a grid of light points. The overall aesthetic is futuristic and digital.

datacentrix

Empowering organisations to leverage accelerating technologies on their digital journey.

From ugly duckling to swan: The metamorphosis of WAN to SD-WAN

The software-defined WAN (SD-WAN) is coming to the rescue of network managers by helping them to easily manage their network in disparate locations – from urban to rural – through a single interface. Best of all, the technology runs in the cloud as a software as a service (SaaS), which is of benefit to both organisation and users, as it perfectly prioritises critical business cloud-based applications while dramatically reducing the cost and workload of corporate IT.

“Once again the Internet is being used to address IT challenges and, very soon, life before SD-WAN will seem incomprehensible,” says Marc van der Poll, network and solutions architect at Datacentrix. “SD-WAN has certainly become mainstream this year,” he exclaims.

Gartner estimates that revenue from SD-WAN vendors is growing at 59 percent annually and it's expected to become a USD1.3 billion market by 2020.

“SD-WAN is secure, reliable and quick,” continues Van der Poll. “A further advantage of SD-WAN is the potential to provide visibility and the ability to manage Azure and AWS, and other cloud providers, as nodes on your network through the same console, with the resulting benefits.”

Indeed, SD-WAN has the potential to offer faster application performance, better network agility and greater cost efficiency. This is enabled by adding multiple broadband access suppliers to existing MPLS and reducing, or replacing MPLS providers.

“IT budgets are under massive pressure and the very real and big saving potential of SD-WAN is boosting the technology's adoption,” notes Van der Poll.

What makes the current WAN both costly and intricate to manage is its complex infrastructure; that is, the routers, WAN path controllers and optimisers, firewalls as well as a host of other IT constituents run by an organisation's branch offices. “Just think of retailers and financial institutions that have a number of branch offices both within our borders and beyond. Now imagine being able to manage issues that come up, shape the bandwidth, configure or boost the network from a central interface, deploy new applications faster, all while reducing costs – that's SD-WAN,” says Van der Poll.

As Gartner analyst Andrew Lerner says: “SD-WAN has basically lobotomised traditional branch routers. Most enterprises just need a small subset of functionality. SD-WAN vendors package up the four or five most important features – path selection, low cost – and bundle it together. It's a smart car compared to an SUV.”

Van der Poll highlights that cost savings between 60 percent and 90 percent can be achieved by an SD-WAN implementation. “Also of significance is the rise of applications in the cloud. With SD-WAN these often business critical apps run much faster, making the business case for customers considering an SD-WAN pretty straightforward,” adds Van der Poll.

In its *Market Guide for Software-Defined WAN*, Gartner states that SD-WAN has four characteristics: it must support multiple connection types, such as MPLS, Internet, LTE and more; can do dynamic path selection, that is it allows for load sharing across WAN connections; provides a simple interface for managing WAN – it must support zero-touch provisioning at a branch and should be as easy to set up as a home WiFi router; and must support VPNs as well as other third-party services, such as WAN optimisation controllers, firewalls, web gateways and more.

“It all sounds as good as it is,” says Van der Poll. “When it comes to selecting the right SD-WAN for you, pedigree is important. Has it just been brought in or matured, for example? Also, look at the entire solution – is it right for your business or does it need to be tweaked.”

He recommends the following three traits to look out for when buying into a SD-WAN:

1. **Ease of deployment**, it should be zero-touch deployment for the branch devices and not require a specialist skill, but rather someone internally with the basic understanding to install.
2. **A single dashboard** for easy administration by head office IT professionals, resulting in minimum to no effort by branch technicians.
3. **An automated control plane** to actively and intelligently manage and route network traffic according to business priorities.

Van der Poll concludes that in accordance with best company practices, the SD-WAN solution should also follow a business policy framework, including cost measures, primary applications, the user experience, security and, of course, quality of service.



Datacentrix helps 1,000 SNG staff enjoy enhanced collaboration, security and mobility, saves company R2 million on tech

Craig Dawson, AMD country manager and Kelvin Mjema, SNG's IT manager

Datacentrix recently completed the swift rollout of over 1,000 AMD PRO-based Hewlett Packard notebooks, to South Africa's fifth largest accounting, audit, advisory and forensics firm: SizweNtsalubaGobodo (SNG), helping to company to realise R2 million in savings through the use of these cost effective, yet high performance processors.

With over 90 percent of SNG's workforce being highly remote, spending their days visiting clients across the country, the organisation's brief to Datacentrix was to deploy an end-user computing solution that enhanced the levels of mobility, convenience and collaboration.

Elmari Keyser, Datacentrix' end user computing specialist for commercial, explains that the rapid evolution of the AMD PRO chipset has meant that powerful computing solutions are available, at scale, and at a very reasonable cost.

"From a fundamental capex perspective, the solution has generated huge annual savings for SNG," she reports. "But layered over this is a value-based discussion, harder to quantify, but incredibly valuable: SNG's data is strongly protected, staff are more empowered with better tools, and collaboration levels are on the rise."

Elmari says that the new notebooks feature advanced encryption and other embedded security, as well as biometric access on sign-in. So, SNG staff is able to access highly sensitive client information, stored in secure data warehouses, from wherever they may be.

Kelvin Mjema, SNG's IT manager, adds that the fast-growing firm cannot take any chances with sensitive client data: "Our technology must be as secure as possible in the event the computer is no longer in the hands of our employees. The new notebooks come with a range of security features – such as the integrated fingerprint reader or the AMD PRO Secure processor, with SSB as another layer of security," he continues. "The hard drive encryption locks the machine in the event of loss or theft; and we can remotely track where it was last used."

Kelvin says that overall, the rollout was flawlessly executed: "I've never had such a successful rollout in my career. It's been smooth sailing," he comments.

He adds that there's been a noticeable spike in the use of SNG's collaboration tools (in comparison with previous-generation solutions). The notebooks rolled out support superior voice and video conferencing with Bang & Olufsen audio equipment and specialised noise reduction software.

Long battery life means that SNG staff don't have to continually look for power points at client boardrooms and other locations while 'on the road', taking them to new heights in terms of productivity and uptime.

Elmari adds that the successful programme has helped to solidify the partnership between SNG and Datacentrix, giving the team an opportunity to showcase their skills and giving the client a hassle-free experience from beginning to end.



Maintaining global standards for best practices and legal compliance

Infrasol, a business unit of Datacentrix has successfully maintained its certification accreditations for ISO 14001-2004, specifying requirements for an environmental management system, and OHSAS 18001 2007, an occupational health and safety standard. Infrasol has additionally upheld its ISO 9001-2008 certification, an international standard based on quality management principles.

Riaz Omar, SHEQ Manager at Datacentrix, explains: "These global certifications convey that Infrasol has the requisite policies and procedures in place to ensure quality is maintained, and proves that it cares for the environment in line with requirements from a local government and municipal point of

view. It also confirms that the company looks after its staff, contractors and public ensuring health and safety at all times.

"The benefits of adherence to these standards include a consistency of processes and procedures, the legal compliance of records, and proof of the fact that Infrasol is undergoing continual improvement. It also substantiates the organisation's established roles, responsibilities and accountability, a strong customer focus and solid relationships with suppliers and contractors," he says.

2017 will see Datacentrix make its transition to the more recently published ISO 9001: 2015 and 14001: 2015 standards, as well as a move to ISO 45001 for occupational health and safety in 2018.

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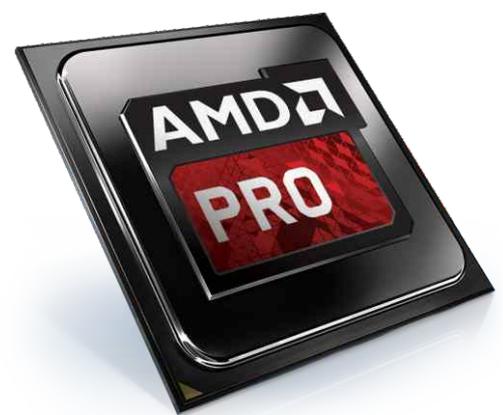
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Cost saving
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The world's top companies depend on AMD. AMD powers everything from Microsoft® Xbox One™ and the Sony PlayStation 4, Windows 10-based laptops and desktops, 5K displays, iMacs, the MacBook Pro and beyond.





The future of work: people-centric and secure

At Citrix, we believe that the future of work means being able to have it all: saying “yes” to the freedom, flexibility and seamless productivity that employees have been asking for, without giving an inch on security.

In fact, Citrix Workspace solutions make it possible to improve security in tandem with user experience, so organisations become more secure and more productive, while users and IT become more successful and satisfied. It's a high standard to meet, but after all, we didn't go into business to solve the easy problems.

With Citrix Workspace, we're making it possible for IT to say “YES” to just about everything a user could want: access to the applications that help them to be productive – Windows, SaaS, web, mobile – as well as the desktops and data that their work depends on, delivered to any device they choose to use, anywhere they need to work. A consistent, seamless, and convenient experience across platforms and networks. Single sign-on that follows users across apps and identity systems, so that they don't have to keep re-authenticating. And contextual access and performance capabilities that deliver the best experience in every scenario, from corporate HQ to coffee shop to home office, tailored to the user's identity, current device, and the work they're trying to get done.

While we're at it, we're also enabling experiences beyond what most users have even dreamed to ask for, like Citrix Smart Spaces solutions for work environments that respond proactively to the technology needs and preferences of the people within them.

People-centric innovations like these add up over the course of a day. They get friction and frustration out of the way so that people can get more done, more easily, and gain the mental space needed to do their best work. That's as good for the business as it is for employees.

Of course, IT are people too – and IT professionals have their own wish list for better ways to get things done. Nobody wants to spend all day saying “no” or “I can't make that happen.” The Citrix vision for a unified digital workspace masks complexity and lets IT onboard, deliver, and manage all of the apps in the organisation – on-premise, public or hybrid cloud, any platform – simply and holistically. The new app layering capability in Citrix Cloud lets admin simplify image management so that you can update and patch each OS, app or service individually instead of having to rebuild the entire image every time any one of its elements need to change.

So far, so people-centric – but is it secure? Every time an IT person says yes – to SaaS, mobile, cloud, BYOD – a hair on his or her head turns grey. It's a jungle out there, and it's IT's job to put a barbed-wire fence around that jungle – but the network you now have to secure as an enterprise goes way beyond the boundaries of your buildings and your branches. The security mandate now extends to clouds, mobile devices, third-party networks, and IoT.

To make the future of work as secure as it is productive, Citrix is enabling IT to take a broader, more software-defined view of the network perimeter to ensure security without getting in the way of users.

There are two components of this approach. First, we're up-leveling security policy from individual platforms and silos to a single, uniform policy that can be applied centrally and consistently across every element of the digital workspace. The contextual awareness woven into the fabric of our solutions lets IT provide just the right balance of security and flexibility for any situation. Second, we're making it possible to enforce these policies wherever and however the user works, over any network. This combination of centralised policy and decentralised enforcement is the essence of the software-defined perimeter, and it's the key to saying “yes” to the people-centric experiences employees are asking for.

As security threats become more sophisticated and dynamic, we're empowering IT with deeper intelligence and insight to maintain control and protection. The new Citrix Analytics Service gathers comprehensive data on user behaviour from all the services we operate globally, including the applications and networks people access and use, and uses machine learning to find the anomalies that can signal an impending breach.

Of course, security is nothing new for Citrix – it's been central to our value proposition throughout our history. Now, we're building security into the next generation of enterprise technologies to ensure that people-centric innovation never puts the organisation at risk. Because the future of work begins with the word “yes.”

CITRIX[®]

Forcepoint enables better decision-making and more efficient security

Forcepoint is transforming cybersecurity by focusing on what matters most: understanding people's behaviours and intent as they interact with critical data and IP wherever it resides. Our uncompromising systems enable companies to empower employees with unobstructed access to data while protecting intellectual property and simplifying compliance.

Forcepoint was formed in 2016 as a result of the combination of the Raytheon Cyber Products, Websense and Stonesoft organisations, integrating the user protection, data security and cloud expertise of Websense with the insider threat and analytics technology of Raytheon, along with the next-generation network protection capabilities of Stonesoft. The three businesses brought together decades of front-line experience across many domains of cybersecurity, from Fortune 100 enterprises to mid-sized businesses in every industry, to the world's most highly secure defence, intelligence and law enforcement agencies. Cloud application protection and visibility was also enabled in 2017 with Forcepoint's acquisition of Skyfence CASB (cloud application security broker).

More than 20,000 organisations around the world rely on Forcepoint to enable better decision making and more efficient security.

Our uncompromising systems enable companies to empower employees with unobstructed access to data while protecting intellectual property and simplifying compliance.



Cognitive computing - spearheading the African digital transformation

Cognitive computing ushers in a new enterprise technology paradigm for Africa's business and government leaders. This comes at a time when rapid urbanisation has increased demand for key services and has opened an opportunity for the continent to leap-frog legacy systems into the future. The ICT infrastructure of any aspiring organisation today must be able to deliver extreme performance to execute real-time analytics on large volumes of big data. The availability of high-performance computing and cloud infrastructure can be tailored for cognitive workloads — including servers with hardware accelerators, low-latency flash storage, and intelligent workload management — that can help business set the pace for innovation by cutting hours of data analysis to milliseconds as well as making the ability to take action on data in real-time a reality. The demand is now building up for infrastructure systems choices that are capable of delivering cognitive workloads. However, the demands of different industries or government entities vary, and there is no one-size fits all.

Welcome to the Cognitive Era.

**A new era of technology.
A new era of business.
A new era of thinking.**

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Empowering our customers to change the world with data



In a world where technology is changing our everyday lives, digital transformation tops the strategic agenda in most organisations. To successfully transform, data is becoming the lifeblood of an organisation, seamlessly flowing through, enabling new customer touchpoints through technology, creating innovative business opportunities and optimising operations.

Leaders are under tremendous pressure to harness today's wealth of data and apply it to create new value across the entire organisation – all with limited time, skills, and budget. Building a data-centric organisation is no small undertaking. No longer is data locked away on devices hidden behind firewalls. Instead, it is becoming distributed, dynamic, and diverse, creating an overwhelming amount of data that is incredibly difficult to manage. Thriving in this environment requires a holistic approach to managing data that is secure, efficient, future-proof and provides freedom of choice.

Delivering a Data Fabric built for the data-centric world

The NetApp Data Fabric simplifies and integrates data management across cloud and on-premise to accelerate digital transformation. The NetApp Data Fabric delivers consistent and integrated hybrid cloud data services for data visibility and insights, data access and control, and data protection and security.

Unleash the power of data to achieve a new competitive advantage.



Secure your business with Palo Alto Networks

Palo Alto Networks is the next-generation security company, leading a new era in cybersecurity by safely enabling applications and preventing cyber breaches for tens of thousands of organisations worldwide. Built with an innovative approach and highly differentiated cyberthreat prevention capabilities, our game-changing security platform delivers security far superior to legacy or point products, safely enables daily business operations, and protects an organisation's most valuable assets.

Introducing our security platform

Palo Alto Networks has combined network, cloud and endpoint security into a tightly integrated platform that delivers automated prevention against cyberattacks.

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- Reduce the threat footprint;
- Prevent known and unknown attacks;
- Tie policies to users; and
- Reduce TCO with a platform approach.

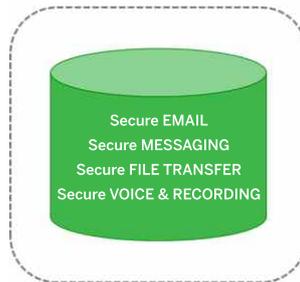
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Sharp announces next-gen colour MFPs, now available from Pinnacle Business Solutions

Sharp Corporation has announced a new series of next-generation colour MFPs offered in two distinct model types: the Advanced Colour Model and the Essential Colour Model.

Sharp's next-generation colour MFPs feature state-of-the-art technologies that add new value to office workflow. The MFPs have a user-friendly design that includes a new easy UI mode. This allows a wide variety of users to access advanced functions easily and intuitively.

For today's businesses, colour MFPs are no longer merely colour output devices. Sharp's new MFP models include a number of high-end features for the modern office. While increasing the efficiency of office workflow, these features deliver high environmental performance, provide robust security, ensure stable image quality, and support third-party solutions.

"Simply reliable" is a core message for Sharp's next-generation colour MFPs. These new machines were designed to contribute to business growth by providing customers with solutions to simplify their workflow processes, resulting in better business performance.

Same consumables, same spares, same drivers — simplicity all the way.



Advanced Colour Model:
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MX-3560N/3060N



Essential Colour Model:
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Enterprise security

Symantec protects the cloud generation through our integrated cyber defence platform, the industry's most complete portfolio for securing cloud and on-premise environments. We support 15,000 enterprises in taking full advantage of cloud computing without compromising the security of the people, data, applications and infrastructure that drive their business. Our advanced technology portfolio is powered by the world's largest civilian threat intelligence network, enabling us to see and protect against the most advanced threats.

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Our Norton-branded solutions provide multi-layer security for desktops, mobile operating systems, and home networks, defending against increasingly complex online threats to individuals, families and small businesses. With the acquisition of LifeLock, we strive to protect all aspects of peoples' digital identities.

As 650 million people globally were cyber-crime victims in 2016, we trust in the digital safety platform to secure consumers' digital lives – now and well into the future. For more information visit www.symantec.com.



Security is our entire focus, and it shows

For nearly 30 years, Trend Micro's unwavering vision has been to make the world safe for exchanging digital information. Security is our entire focus, and it shows. This single-minded passion has inspired our innovations that keep up with the bad guys despite a changing IT landscape, riskier user behaviour, and constantly evolving threats. The depth of our experience remains unmatched. From the endpoint to the network to the cloud, we've got you covered with a connected threat defence recognised by analysts, customers and industry gurus of all kinds.

What we believe

With success after success, we have grown to become the strong, global company we are today – with more than a billion dollars in revenue every year and over 5,000 employees focused solely on information security. Despite our size, we have remained highly innovative – keeping pace with technological change to consistently deliver advanced threat intelligence and protection that you can count on.

Our award-winning technology

We have been named a leader in endpoint security, cloud security, and server security, and are highly recommended for breach detection and intrusion prevention systems. We also have the most advanced threat intelligence network in the world – our Trend Micro Smart Protection Network, which is continually enhanced by big data analytics and machine learning, and is bolstered by hundreds of Trend Micro security experts and the Zero Day Initiative (ZDI).

155 million
endpoints

500,000+
companies worldwide

One
security software
company



ARISTA

Arista Networks was founded to pioneer and deliver software-driven cloud networking solutions for large data centre and high performance computing environments. Arista's platforms, ranging in Ethernet speeds from 10 to 100Gbps, redefine scalability, agility and resilience.

With a prestigious set of customers, including leading global technology companies in financials, enterprise and cloud/service providers, Arista builds public and private clouds.

Arista has pioneered the networking industry with its software-defined cloud networking approach built on top of Arista's Extensible Operating System (EOS®), the most advanced network operating system to enable open third party development. Arista's EOS is built upon a stable, open source Linux core that makes EOS inherently self-healing, in-service upgradeable and extremely robust.

CloudVision® extends the same architectural approach across the network with a state-based view of the network. CloudVision is a network-wide approach for workload orchestration, workflow automation and real-time telemetry.

The proliferation of cloud architectures and principles are transforming the Internet routing landscape. The foundation of Arista's routing solutions is to apply the cloud principles of 'scale-out, simplify, software-driven networking' to routing. Customers can leverage these platforms for high performance routing, combined with high port density and deep buffers, integrated DWDM and cloud automation.

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BLACK is designed by South Africans for South Africans and specialises in lifestyle computer luggage, bags, backpacks and accessories.

At BLACK, we strive to enhance the mobile lifestyle of our customers by offering a number of all-in-one carry solutions that combine technology and everyday life to set you free from your desk and let you take what you need with you.

By capitalising on future trends and actively considering the connected consumer's needs, BLACK has established the name as an undisputed innovator when it comes to manufacturing lifestyle computer luggage, bags, backpacks and accessories in South Africa.

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F5 Networks provides solutions for an application world. F5 helps organisations seamlessly scale cloud, data centre, and software-defined networking (SDN) deployments to successfully deliver applications to anyone, anywhere, at any time. F5 solutions broaden the reach of IT through an open, extensible framework and a rich partner ecosystem of leading technology and data centre orchestration vendors. This approach lets customers pursue the infrastructure model that best fits their needs over time. The world's largest businesses, service providers, government entities, and consumer brands rely on F5 to stay ahead of cloud, security and mobility trends.

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Micro Focus believes businesses don't need to eliminate the past to make way for the future. Everything we do is based on a simple idea: the fastest way to get results from new technology investments is to build on what you have.

We promise our customers that they will be in the best position to navigate the challenges of business and IT change. From cloud to mobile, from the data centre to Internet of Things, Micro Focus solutions enable customers to innovate faster with less risk, embrace new business models, seize market opportunities and derive competitive advantage.

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- Mobile media application

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TRIPLEPLAY



VEEAM

Veeam® recognises the new challenges that companies across the globe face in enabling the Always-On Enterprise™, a business that must operate 24.7.365. To address this, Veeam has pioneered a new market of Availability for the Always-On Enterprise™ by helping organisations meet recovery time and point objectives (RTPO™) of less than 15 minutes for all applications and data, through a fundamentally new kind of solution that delivers high-speed recovery, data loss avoidance, verified recoverability, leveraged data and complete visibility.

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To learn more, visit www.veeam.com

VMware, a global leader in cloud infrastructure and digital workspace technology, accelerates digital transformation by enabling freedom and flexibility in how customers build and evolve IT environments. With VMware solutions, organisations are improving business agility by modernising data centres and integrating public clouds, driving innovation with modern apps, creating exceptional experiences by empowering the digital workspace, and safeguarding customer trust by transforming security.

- **Pillars of modern IT:** Creating software-defined approaches for the modern enterprise to foster digital transformation, promote cross-cloud approaches and enable the digital workspace.
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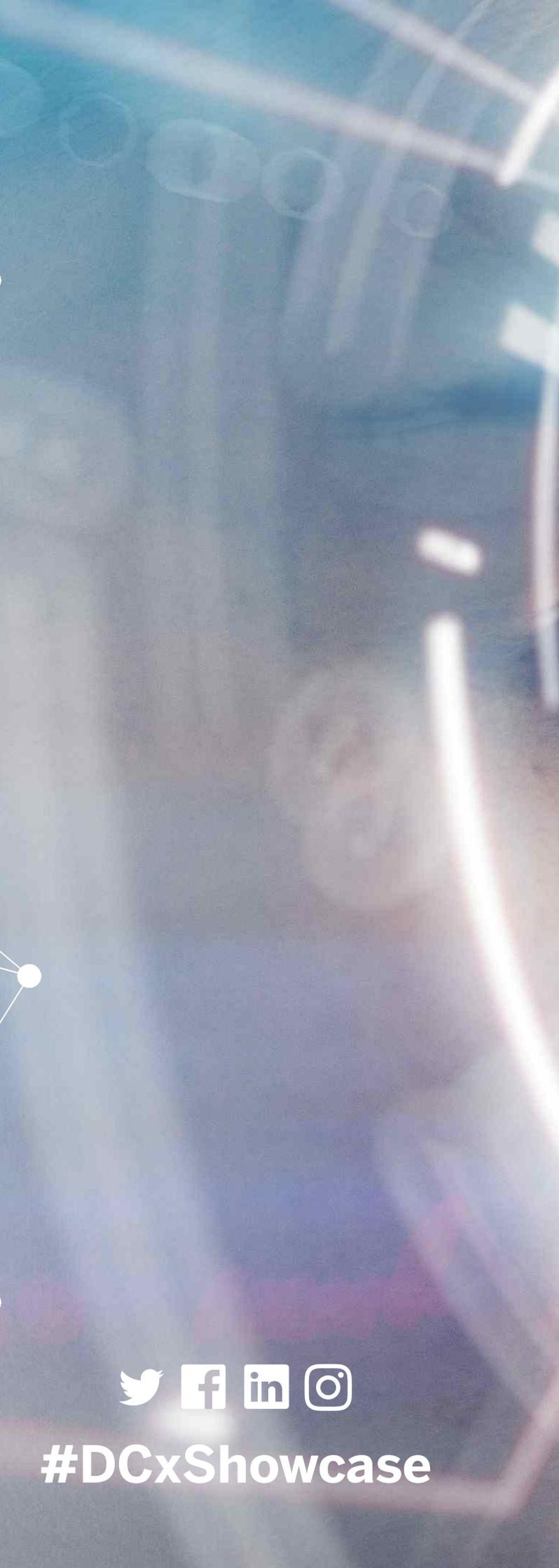
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