

# infocentrix

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## Datacentrix announces interim financial results

Datacentrix has announced its interim financial results for the six months ended 31 August 2012. The Group showed 7% organic revenue growth from R913 million to R977 million. Earnings declined from R52.2 million to R37.5 million. Operating margin deteriorated from 7.6% to 5%. **Headline earnings per share (HEPS) decreased from 26.8 cents to 19.2 cents.**

Datacentrix maintained sound financial and operational disciplines, with cash generated from operating activities amounting to R52.7 million, reflecting a closing cash balance of R288 million, with no interest-bearing debt.

Datacentrix CEO, Ahmed Mahomed explains that the combination of a constrained economic environment and the Group's organic growth strategy has impacted short-term performance.



**The Group has seen a significant improvement in trading conditions during the second quarter of the fiscal year after a particularly constrained first quarter. Revenue was stronger in the commercial sector, whilst performance in the public sector deteriorated further. Furthermore, Datacentrix has made considerable investments in growing competencies and capabilities organically, bearing a significant portion of the investment costs during the reporting period.**

"The Group's business mix has changed over this reporting period with Managed Services now contributing 44% to group earnings. The Infrastructure division contributed 40%, while the Business Solutions division contributed 16%."

The Managed Services and Business Solutions divisions generated margins of 11.1% and 12.3% respectively.

Revenue in the Infrastructure division showed marginal growth, and earnings was impacted by competitive market forces.

Revenue in the commercial segment of the market showed growth, albeit with tighter margins. The Group is experiencing continued decline in public sector revenue with little prospect for an upturn in the fiscal year.

Sizeable tenders have been submitted in the public sector. The public sector is no longer a significant contributor to Datacentrix' revenue or profitability. The revenue and profitability in this division is primarily from the private sector.

Significant investment in the technical capabilities of the Infrastructure division has been made to take the division up the value curve, away from the commoditised end of the market.

"We have confidence that our investments in this division will begin to contribute to profitability and operational effectiveness."

"The strategic shift in the Infrastructure division from being largely a transactional commodity player to a solutions provider is ongoing. It continues to be a leading supplier of total, integrated IT solutions and related services, from consulting, designing, provisioning, deployment, through to maintenance and support."

The Business Solutions division, which comprises the Enterprise Resource Planning (ERP), Business Intelligence (BI) and Enterprise Content Management (ECM) business units, achieved revenue growth of 40%. Earnings in the ECM segment were under margin pressure as new entrants joined this market. The ECM business is making inroads in providing specialised solutions to the government healthcare industry.

The Group believes its organic growth strategy and consequent investments have positioned it well to compete effectively in the selected areas of growth. As and when new opportunities for growth arise, the Group will consider acquisitions to complement its growth strategy.

"Datacentrix is now rated a Level Two (AAA) B-BBEE Contributor, with 125% procurement recognition, to become one of only two JSE-listed IT companies to reach this position. Our exceptional performance, with particular reference to the areas of skills development, preferential procurement and enterprise development, were aptly reflected by the updated scorecard."

The Datacentrix board is pleased to announce the appointment of Antony Ball and Peter Backwell as independent, non-executive directors. Both individuals bring a wealth of experience and their appointment is expected to complement the skills and experience base of the board.

The company has declared an interim gross cash dividend of 11.25 cents for the six months ended 31 August 2012, in line with the dividend policy of two times cover on HEPS.

## CONTRIBUTION TO GROUP EARNINGS

**Managed Services: 44%**

**Infrastructure: 40%**

**Business Solutions: 16%**

## Ernst & Young rolls out Lenovo laptops to all partners with Datacentrix

Ernst & Young, a global leader in assurance, taxation, transaction and advisory services, has rolled out more than 450 Lenovo X220 and T420 devices in a project that is set to continue for the remainder of the year. The hardware is being supplied by Datacentrix.

According to Leon van Schalkwyk, Senior Account Manager at Datacentrix, Ernst & Young, which has representation in more than 30 African countries, opted to partner with Datacentrix for South Africa on the Lenovo route, due to its service and support representation. "Up until now, Ernst & Young has found support offerings in Africa to be slim, and hopes to capture this market as well. The company believes that the combination of Datacentrix' expertise and Lenovo's quality will be the answer moving forward for its on-ground partners."

Says Ernst & Young, OSS Sub-area Lead, Bernard Drotskie: "Lenovo has recently increased competition within the marketplace with the introduction of some exciting new products. We believe that these solutions are ideally positioned to add diversity to our existing footprint."

"Furthermore, we have selected Datacentrix as our preferred Lenovo service partner due to its versatility and solution expertise."

Datacentrix is one of three Tier 1 value added resellers for Lenovo in South Africa and can import and resell the entire



Vanessa Naidoo: Global Account Manager, Lenovo South Africa; Esai Nadasen: IT Assistant Manager - Africa On Site Services at Ernst & Young; Bernard Drotskie: IT On-Site Services Lead Manager for Africa at Ernst & Young and Leon van Schalkwyk: Senior Account Manager Datacentrix

range of Lenovo ThinkPad mobile products and ThinkCentre desktop PC products. The company is a fully certified authorised warranty services provider, which means that it is recognised as having the skills and infrastructure to perform warranty repairs on all Lenovo products.



Megan Hopkins: Datacentrix Project Manager; Rudie Bronkhorst: Datacentrix ECM Account Manager; Sytze Visser: Datacentrix ECM Business Unit Manager; Azelle Roux: Datacentrix Services Manager; Quinton Johnson: Unisa ECM Programme Manager; Ahmed Mahomed: Datacentrix CEO and Juane Peacock: Datacentrix Managing Director: Coastal

## Unisa appoints Datacentrix to implement three-year ECM project

The largest university in South Africa and one of the biggest distance education institutions in the world, the University of South Africa (Unisa), has appointed Datacentrix to roll out an Enterprise Content Management (ECM) solution, in a project that will extend over three years.

The implementation will span the entire organisation of Unisa internally, as well as delivering capabilities to external stakeholders.

According to Rudie Bronkhorst, ECM Account Manager at Datacentrix, Unisa is a diverse organisation that creates, receives and uses recorded information in a wide variety of formats.

"The increased emphasis on good governance and accountability outlined by the Promotion of Access to Information Act and other compliance legislation, requires that the university manages its information effectively, which led to Unisa opting for the provision of an ECM solution," he explains.

Unisa awarded the contract to Datacentrix as a specialised services provider, having satisfied all the requirements as specified in the procurement policy.

**ECM SOLUTION**  
Securely manage and share information and intellectual property to improve service delivery.

## Datacentrix wins top IBM awards

Datacentrix prevailed at the annual IBM Business Partner Executive Interlock and Recognition dinner held recently at the Saxon Hotel in Sandton, winning four prestigious awards.

According to Abrie Peens, IBM Business Unit Manager at Datacentrix, the company was named as the solution provider with the highest revenue growth of all local IBM business partners for the 2011 fiscal year.

"We also won the title of the top growth contributor for IBM maintenance services in 2011, for bringing in the highest revenue growth for this part of IBM's business over 2011."

In addition, Datacentrix was specially recognised for excellence due to its depth of knowledge and skills development in terms of both IBM storage and in the area of System z, more commonly known as the mainframe.

Says Peens: "IBM is a highly strategic and valued partner of Datacentrix and it is gratifying to see our hard work pay off with this type of recognition. We will continue to grow our competencies in this space to meet our clients' technology requirements through these best-in-class solutions."

**RECOGNITION**  
Solution provider with the highest revenue growth of all local IBM business partners for 2011.



Gary Carrol: IBM Executive responsible for the IBM Systems and Technology Group for South Africa and Abrie Peens: Datacentrix IBM Business Unit Manager

“

The project, which kicked off at the beginning of April this year, involves the rollout of OpenText's ECM Suite, which will deliver capabilities including document and records management, scanning and imaging, and workflow and web experience management, delivering portal and web content management capabilities."

"This ECM solution will provide Unisa with the means to securely manage and share information and intellectual property to improve service delivery and contain the costs associated with managing content," Bronkhorst concludes.

## Datacentrix invests in state-of-the-art monitoring and control centre

Datacentrix has invested in a multimillion rand monitoring and control centre, to further improve client satisfaction and availability on 24x7 basis. The centre has allowed the company to centralise all support offerings at its Samrand-based offices, underpinned by shared world class facilities and sophisticated monitoring and control tools.

Geoff Chandler, Business Unit Manager: Outsourcing at Datacentrix says that the organisation wanted to take more of a predictive and proactive management approach to recognising and resolving issues to enhance availability at client sites.



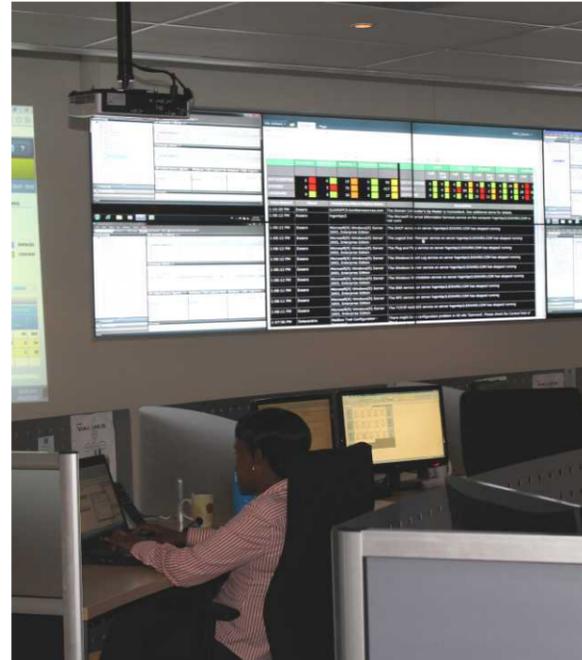
**We have identified a number of needs within the local marketplace, based on our engagement with clients and knowledge of IT trends. Not only is high availability of critical importance to address business service availability, risk and compliance regulations, but there is also a definite requirement for more proactive monitoring of services and quick fault resolution.**

“To attain high IT service availability, companies are looking at moving their services from internal or traditional hosting to the cloud. In addition to this, they are requesting on-demand availability of IT resources without incurring the cost and risk associated with the required infrastructure. There is also greater demand for automation as part of continual service improvement.

“Based on these requirements, it has become clear that a support environment that is adaptable, flexible and robust is vital to address the ever-changing needs of our clients.”

Datacentrix’ monitoring and control centre uses integrated tools for automatic call and problem logging, preventative and proactive remote monitoring and control, as well as auto fault correction. It is supported by an ITIL and business service availability aligned organisational structure.

The monitoring team consists of First Line (FL), Second Line (SL) and Third Line (TL) support staff, offering different levels



of support, ranging from monitoring to reactive, proactive and preventative or predictive support.

“The new centre offers a plethora of benefits,” Chandler explains. “Not only are we able to reduce reactive support calls, increase efficiency and production through auto-healing, we can also drastically improve service level reporting and client satisfaction, delivering the same quality of service for both day and night shifts.”

He adds that the 24x7 nature of this offering is critical to meet the requirements of end-to-end service availability. “This type of highly available solution more than meets clients’ requirements to support their demanding business needs.”

Aside from always-available services, Datacentrix can also provide on-demand provisioning, risk and compliance management facilities, statutory compliance for availability, disaster recovery and information security, and end-to-end service monitoring and reporting.

All monitoring and control centre personnel are situated adjacent to the Datacentrix service desk to provide a single view of the managed service environment.

Tools are managed through an integration technology that allows for a consolidated view using a big display to monitor performance matrix of the ICT services per client (outsource or non-outsource) and per technology area such as HP, IBM, Microsoft, Cisco and so on. The design is such that it is easy to incorporate additional focused specialists, such as an IBM mainframe team, while providing first line support using the general specialists who will be monitoring all environments.

“With the launch of our monitoring and control centre, Datacentrix has committed to providing world class IT services to support the ever changing business needs of our clients, business competitiveness and leadership in the IT service management space,” Chandler concludes.

## Department of Cultural Affairs and Sport, Western Cape Archives and Records Service leads the way in ECM

The Western Cape Archives and Records Service of the Western Cape Government's Department of Cultural Affairs and Sport (DCAS) is increasing the efficiency and effectiveness of its records management with the assistance of Datacentrix.



Shaheen Petersen: Governance Manager ECM, at Datacentrix Western Cape; Jolanda Hogg: Department of Cultural Affairs & Sport, Western Cape Archives and Records Service, Western Cape Government and Trish Dicks: National Strategy Manager, Public Sector at Datacentrix

Says Jolanda Hogg, Head of Western Cape Archives and Records Service: “As the custodians of our heritage, the Western Cape Archives and Records Service is the regulatory body for managing the records of the Western Cape and, in addition, provides a records management advisory service to all local departments.

“As such, we have taken the step to set the standard in electronic records management by appointing Datacentrix to implement an enterprise content management (ECM) system, using the OpenText ECM suite.”

This implementation has, as its starting point, a baseline installation of the ECM solution, with a file plan for the capture, storage and management of corporate content within the Western Cape Archives and Records Service.

As a first step in setting these standards, it is working closely with Datacentrix to create the capacity to convert its paper records into digital images for the facilitation of safe storage, quick retrieval and proper records management throughout the document’s life cycle.

**ACCESS TO INFORMATION**  
will be controlled to include only authorised people.

According to Trish Dicks, National Strategy Manager: ECM public sector at Datacentrix, an OpenText global alliance partner, all processes within the Western Cape Archives and Records Service are being mapped, so that each one can be aligned to the relevant area of the file plan and appropriate taxonomies created, based on these processes.

“In addition, a permissions model has been drawn up providing a framework on how access to information will be controlled to include only authorised people,” she explains.



**The implementation aims to facilitate the capturing of electronic content and make retrieval as easy as entering a key word and clicking a button. In this way, users will be able to retrieve content at their desks and multiple users will have access to the content at the same time, all while permissions set up within the system ensure that information security is maintained.**

Datacentrix is currently working closely with various members of the Western Cape archives team to successfully implement this project. This includes ensuring that all those involved are fully equipped and trained to exceed the needs of its clients, making use of the ECM solution’s functionality and electronic storage and retrieval of documentation.

For further information on Datacentrix’ ECM solution go to [www.datacentrix.co.za/solutions\\_ecm.html](http://www.datacentrix.co.za/solutions_ecm.html)

## Datacentrix unveils cloud offering for local market

Datacentrix has officially introduced its cloud computing offering, aimed at assisting enterprise-level clients in meeting their off-premise outsourcing needs.

Says Jan Dry, CTO and Head of Consulting at Datacentrix: "Cloud computing isn't a 'silver bullet' that will address all of a business' IT challenges. However, it can certainly solve a host of problems if delivered in a strategically and technologically sound manner.



**The main issues that cloud computing can help solve are: the inefficient use of internal computing resources that is linked to wasted IT investments; the operational overheads associated with managing applications and related platforms; the spiralling costs of power and space; the sometimes paralysing effect of strategic decisions; and a lack of the agility needed to modify technology to support changing organisational needs."**

A four-year total cost of ownership (TCO) study comparing cloud and on-premise business application deployment was conducted by CIO Index between 2006 and 2010. Key findings included that TCO for cloud-based solutions is 55% lower, IT infrastructure costs are non-existent for cloud computing, and spending for application implementation and support is 3.5 times more for on-premise deployment.

Dry explains that Datacentrix has developed a complete set of mature services that deliver value at each stage of the cloud computing lifecycle.

"These services are delivered by skilled resources that utilise dynamic tools while applying a proven transition management methodology. Our broad footprint of technology services has positioned us to satisfy every aspect of an organisation's cloud computing requirements, including end user devices, connectivity, hosting and support services."

The tangible and measurable benefits of Datacentrix' cloud service offering include:

- A structured costing model that allows different service types to be billed out on a 'pay as you use' type basis;
- The stringent monitoring of all cloud services to allow for reporting on utilisation, availability, performance, capacity and demand;
- Simpler strategic planning through detailed analyses of current and future requirements;
- Customised service level agreements (SLAs) that are managed in accordance with service catalogues, service levels and performance indicators;
- An advanced service delivery framework that provides for end-to-end support, including a contact centre, mature service desk, advanced IT service management system, monitoring tools, certified and experienced skills and proven processes.

*Continues on page 07*



**The Cloud team at Datacentrix**  
From left to right:  
Pierre du Plessis: Enterprise Architect;  
Timothy Lothering: Technical Architect;  
Jacques Viljoen: Solutions Architect;  
Laubscher Calitz: Technical Architect;  
Jan Dry: Head of Consulting and Cloud Services  
and Chris Antonakis: Technical Architect

## Strate broadens monitoring services contract with Datacentrix

Datacentrix has expanded its monitoring and operations services contract with Strate, the licensed Central Securities Depository (CSD) for the electronic settlement of financial instruments in South Africa and one of the organisation's key clients, to include specialised IBM mainframe support services.

According to Abrie Peens, Datacentrix' IBM Business Unit Manager, Datacentrix has invested heavily in its multimillion rand monitoring and control centre to ensure that clients, like Strate, can leverage its significant execution capabilities and, mitigate the associated technology risks within a complex environment.

"Through our new contract, Strate has access to highly specialised expertise at Datacentrix, in the form of our IBM mainframe team that numbers among the top skills in the country. Our monitoring and control centre also allows for centralised monitoring and technical support. Here accountability resides with Datacentrix to help improve availability, while increasing efficiencies and, ultimately, business competitiveness."

Strate's core purpose is to mitigate risk, bring efficiencies to the South African financial markets and improve its profile as an investment destination. The organisation handles the settlement of a number of securities, including equities and bonds for JSE Limited as well as a range of derivative products

*Continued from page 06*

"Datacentrix' highly customisable offering can be delivered via the three primary cloud service platforms – Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS) – and any combination thereof," Dry continues. "We have made a serious investment in our Tier 3 data centre and will continue to improve on its redundancy, fault tolerance, high availability and performance capabilities."

In addition to the three primary cloud architectures, Datacentrix also caters for both types of cloud service models, 'private' and 'public' clouds. The organisation's security operations centre (SOC), one of the first of its type deployed within the southern hemisphere, provides clients with access to a host of dynamic security services deliverable via its specialised IT security division.



Abrie Peens: Datacentrix Business Unit Manager: IBM and Rudi Steenkamp: Strate Head of IT

**MONITORING & CONTROL CENTRE**  
Technology environment is risk-free and accountability lies with Datacentrix.

such as warrants, exchange traded funds (ETFs), retail notes, tracker funds and money market securities.

Says Peens: "As a company that already operates within the high risk financial sector, Strate needs the reassurance of knowing that its technology environment is risk-free, something that can easily be achieved through Datacentrix' monitoring and control centre."



"Companies looking to solve a simple security challenge, or striving to improve management, governance and control of security would do well to consider the cloud route," Dry concludes.

# Datacentrix' client satisfaction level scores +98%

Datacentrix' support and maintenance (traditional business) business unit has received an unprecedented 98.8% client satisfaction level on its recently conducted client satisfaction survey that also highlights that 97.15% of service level agreements (SLAs) are being met.

The support and maintenance business unit provides lifecycle services for desktop, laptop and server equipment from procurement to end-of-life decommissioning, and is an authorised service provider for IBM, Lenovo and HP products.

Says Herman le Roux, Business Unit Manager: Traditional Business Services at Datacentrix: "The SLA-driven support and maintenance (break-fix) business unit takes away the time consuming and stressful management requirement that should not fall under the active responsibility of senior IT people within an organisation. It is one of the simplest, most straight forward IT services to procure from Datacentrix.



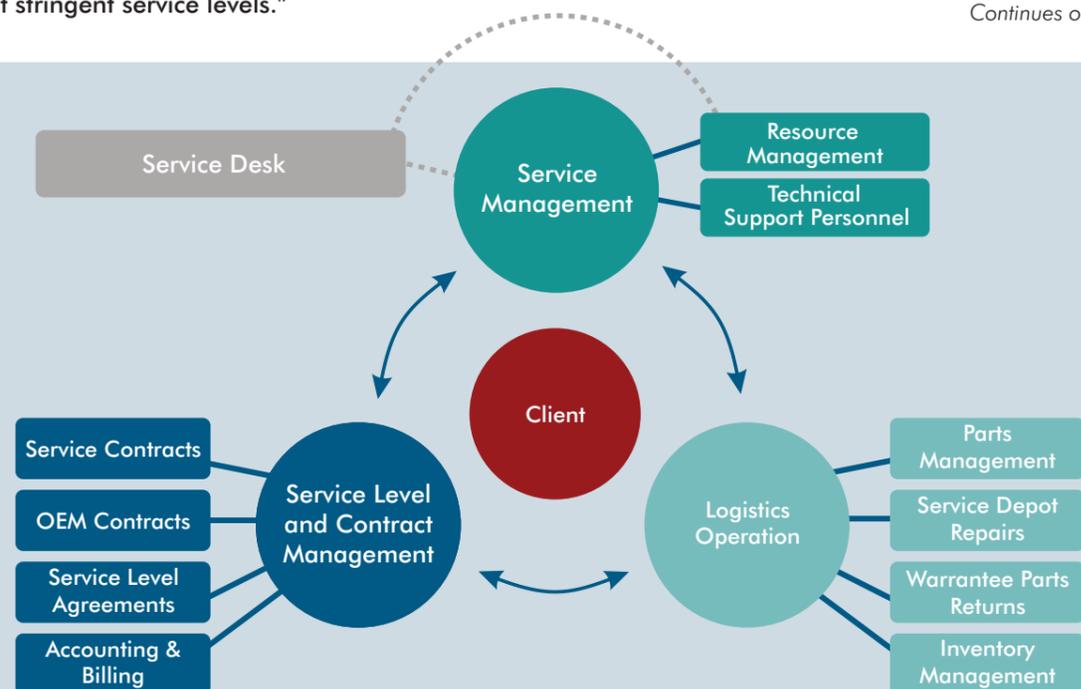
**By their very nature, these infrastructure-aligned services are process-driven and repeatable. Datacentrix has therefore applied industrial engineering style process logic to the architecture of these service procedures and the result is an efficient and cost effective operational model that deploys, manages and maintains a company's computing hardware infrastructure – ensuring the availability against stringent service levels."**

Le Roux maintains that there are a number of differentiators that has allowed this business unit to maintain its high standards in implementing SLA-driven support and maintenance solutions. These include:

- End-to-end hardware procurement and deployment services;
- Complete staging, configuration and integration with full system testing – down to image revision management;
- Faster desktop, laptop and server deployment;
- Access to requisitely skilled service engineers resulting in reduced downtime;
- Fewer onsite interruptions to the existing IT environment;
- Greater confidence that new system implementations will be fully coordinated, installed, and configured;
- Flexibility to accommodate a business' unique business and technical requirements; and
- Reduced-risk, higher-quality installation and implementation of new systems.

"Critical to Datacentrix' delivery is also our national footprint," Le Roux explains. "Datacentrix operates from regional branch offices in Midrand, Samrand, Cape Town, Port Elizabeth, East London and Durban, with service centres in George, Bloemfontein, Polokwane and Witbank and a total of 400 points of presence around South Africa.

*Continues on page 09*



# Datacentrix focuses on skilling up local youth through learnership programme

Datacentrix has provided more than 100 learners from Gauteng, the Western Cape and KwaZulu-Natal with a year of both practical and theoretical training, in a bid to provide previously disadvantaged students with a solid IT qualification as well as experience in the marketplace.

Rejoice Mamphitha, Datacentrix' Head of HR, explains that the organisation has targeted school leavers, and learners that have undergone basic IT training, to help improve the quality of life of the local workforce, and, at the same time, diminish the IT skills shortage in South Africa.

"During the 12-month training period, learners undergo theoretical training through Datacentrix' training partner, TorqueIT, and also shadow subject matter experts within Datacentrix for 'on the job' work experience," she explains.

"The end result is a Microsoft Certified IT Professional (MCITP) qualification that certifies that our learners are capable of deploying, building, designing, optimising and operating technologies and can make the design and technology decisions necessary to ensure successful technology implementation projects.

"This type of exposure is certainly assisting to bring more 'marketable' skills into the local sector," Mamphitha adds. "Our learnerships are moderated and approved by the MICT SETA and are registered with the South African Qualifications Authority (SAQA)."

*Continued from page 08*

"We have the ability to scale our technical resource pool to handle any national requirement," he continues. "The resource pool's technical ability - together with sound project management and international standards of IT Service Delivery (ITIL) - results in efficient and cost effective projects," he adds.

A long-term Datacentrix client, Deloitte, attests to the standard of the organisation's services. "Throughout my time of engagement with Datacentrix, there has been a good base from which to work as well as the continuous demonstration of improvement," says Avi Padayachee, Manager: Woodlands end user computing at Deloitte.

"The SLA and service manager that manages the Deloitte account understands our business and always finds ways in which to improve the service with which we are provided. The team accepts our feedback and always responds to our queries with solutions. It is a pleasure to work with Datacentrix."



The Datacentrix learners

Says Samkelisiwe Masengemi, one of the programme's learners: "The Datacentrix learnership programme has given me an opportunity to pursue my career path and has given me exposure to the corporate world. In addition, it has allowed me to build my individual growth, preparing and moulding me, while enabling me to enhance my strength and knowledge within the business environment. I have learnt how to work with a number of different individuals, and look forward to gaining even greater knowledge and moving along with the vision and mission of the company."

"Being part of the Datacentrix learnership programme has been a dream come true because the company is one of the most successful IT companies in South Africa," adds Refilwe Bloem, who is a learner in Datacentrix' Infrastructure division.

"The teams that we work with are always happy to assist us when we need help, you could say we are more like a family. Most importantly, I would like to thank Datacentrix for affording us such an opportunity."

The organisation is currently in the process of opening a fully-fledged training centre that will allow for both current and future learners and other internal employees to study further and broaden their scope.

**12-MONTH TRAINING**  
Learners undergo theoretical training and shadow subject matter experts within Datacentrix for 'on the job' work experience.

## Big data analytics - deriving value from big data

The drive by most organisations to better understand their business performance has led to "big data" becoming a much-debated topic. Discussions range from what big data actually is, to identifying who can help organisations to understand and address this evolving business scenario.

Charl Joubert, Datacentrix Managing Director: Business Solutions, explains that if you really want the lowdown on what's happening in your business, you need large volumes of highly detailed data.

"If you truly want to see something you've never seen before, it helps to access data that's never been tapped for business intelligence (BI) or analytics," he explains. "Some of the unused data, from sensors, devices, third parties, Web applications and social media, will be foreign to you. Some big data sources feed data unceasingly in real time.



Put all of that together, and it becomes clear that big data is not just about giant data volumes; it's also about an extraordinary diversity of data types, delivered at various speeds and frequencies. This is better known as the three Vs - volume, velocity and variety. Some research companies, like Gartner, have added another dimension, called complexity."

Andrew Graham a Senior Analyst for AllIM corroborates with this view, saying: "By combining analytics with massive aggregations of unstructured and structured information, insights and value can be unearthed that will create innovate opportunities for businesses."

Joubert explains that big data is either the problem or the mechanism that CIOs are using to address more fundamental challenges. "Management is asking how it can help an organisation become analytics-driven to reduce costs, increase revenues and improve competitiveness. Or more simply, how do they extract value from all this information that is accumulating?"

"It has become obvious that data managers, analysts and line of business users all need to work together to leverage big data insights that can make a real difference increasing aspects like revenue and client satisfaction."



Charl Joubert, Datacentrix Managing Director:  
Business Solutions

He states that Datacentrix finds itself in a distinctive position of having the partnerships, the hardware, the software and, finally, the people to address all aspects of big data with its clients.

"Datacentrix has solid working relationships with the companies that are at the forefront of big data analytics. We are leveraging these partnerships, specifically those with Microsoft, HP and AllIM, to put together an event that will help local clients understand what big data is, and further, give them access and exposure to the experts and industry analysts.

"Datacentrix is one of our committed partners that have invested time and money in developing the data management business with us. We are very excited about this new aspect of our service offering as it allows us to give our clients practical assistance in utilising our appliances effectively to address their big data issues, innovation and planning," says Eugene de Souza, HP-Microsoft Infra2Apps Portfolio Country Lead at HP South Africa.

"Big data is a reality that is becoming a hot topic for our clients and it excites us that a partner like Datacentrix has invested to be a front runner in this space. With the latest version of Microsoft SQL Server just released, you can already see Microsoft's alignment to addressing a number of the big data dimensions," says Frikkie Bosch Product Marketing Manager – Application Platform at Microsoft South Africa.

For more information please contact  
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+27 (0) 72 143 7289 or visit  
[http://www.datacentrix.co.za/solutions\\_bi.html](http://www.datacentrix.co.za/solutions_bi.html)

## Western Cape Government named as finalist in esteemed 2012 OpenText GlobalStar Enterprise awards

The Western Cape Government (WCG), Department of Health (DOH) has been selected as a finalist in the 2012 OpenText GlobalStar Enterprise Awards, recognising clients across the globe for their outstanding efforts in deriving business value from innovative and successful OpenText deployments. OpenText global alliance partner, Datacentrix, nominated the department for the awards.

The GlobalStar Enterprise Awards are handed out each year at the annual Enterprise World user conference, and Ian de Vega, Director of Information Management, as a representative of Department of Health, will be travelling to Orlando, Florida for the ceremony in November this year.

The award categories are mapped to the business value drivers of Enterprise Information Management (EIM). EIM intensifies business insights, business impact and process velocity, without compromising information governance and information security.

### ENTERPRISE INFORMATION MANAGEMENT

Intensifies business insights, business impact and process velocity, without compromising information governance and information security.

All GlobalStar Enterprise Awards entries are reviewed based on a need/value/benefit analysis and the judges have considered which solutions enable the greatest benefits to end-users, provide for improved productivity levels, demonstrate functionality and innovation and ensure potential for future growth.

According to Trish Dicks, National Strategy Manager: ECM public sector at Datacentrix, the new Khayelitsha Hospital in the Western Cape has implemented OpenText EIM as part of the drive to ensure that it can deliver a world class patient centric clinical service.



Trish Dicks: National Strategy Manager, Public Sector at Datacentrix; Ian de Vega: Director of Information Management, representative of Department of Health and Helene Swart: Business Unit Manager, ECM at Datacentrix

"This project, which was implemented by Datacentrix, has created and delivered the capacity for Khayelitsha Hospital to convert its paper patient records into electronic format, thereby significantly reducing patient waiting time. In addition, doctors are now accessing these files electronically amongst numerous other benefits.



The ECM project at Khayelitsha Hospital has been a resounding success," adds Dicks. "Datacentrix is pleased to have been able to assist the hospital in improving the efficiency of its record-keeping, an issue with which many hospitals struggle. We certainly believe that, through this project, the Department of Health is a worthy contender for a GlobalStar award."

## The key to more effective onsite resource management

Concerns around the treatment of employees, particularly contract staff, raised by the recent labour broker controversy, have highlighted the need for resourcing companies to seriously improve the way in which they operate.



The Datacentrix Resourcing team

So says Arlene Boing, Resourcing Business Unit Manager at Datacentrix, who believes that local businesses needing access to quality technical skills and those IT resources seeking employment alike, need to ensure that they partner with a reputable resourcing company that can add value to all stakeholders.

“Organisations, in particular, really need to question whether their IT resource vendors are adding value to their business’ bottom line,” she explains. Boing maintains that to ensure the most effective management of resources, the service provider must form a tri-alliance, between itself, the client and the resource. By remaining actively involved with both the resource onsite, and the client company, you can ensure that both parties are meeting all requirements.

“From a resourcing perspective, this means that resources are remunerated both at a market related level and on a timeous basis, receive the benefits to which they are entitled, as per the Basic Conditions of Employment Act (BCEA), and are imbued with a sense of belonging to the company at which they are placed. This type of hands-on approach helps eliminate some of the serious resourcing issues, including high absenteeism levels and low productivity.”

### ONSITE RESOURCING

The service provider must form a tri-alliance between itself, the client and the resource.

From a business perspective, a frequent complaint is that resources are not properly vetted. “Each candidate must be properly screened, calling for face-to-face meetings, in-depth reference checks, ‘stay’ and ‘exit’ interviews, as well as regular discussions and meetings to check on resource satisfaction.

“As a provider of IT resources, Datacentrix facilitates regular interactions with both the client and the resource, and also conducts frequent face-to-face meetings and sets bi-annual key performance indicators.

Communication to this degree is the only way to ensure that performance matches with the long-term expectations of both the client and the resource. “A happy workforce means that companies are more likely to retain top talent and become ultimately more competitive,” she adds.

## Datacentrix launches new Symantec backup appliance

Datacentrix, a Symantec platinum partner, has announced the local availability of Symantec’s new NetBackup 5220, an all-in-one, scalable backup appliance for mid- to enterprise-sized businesses.

According to John Dewar, Storage Solutions Business Unit Manager at Datacentrix, the NetBackup 5220 will assist these organisations, as well as remote offices and data centres, to update their backup infrastructures and accelerate virtualisation initiatives faster and with greater reliability.

“Symantec has a reputation of understanding the shifting needs of the data centre and offers the NetBackup appliances as an ideal solution for clients looking for turnkey solutions. The appliances enable efficient, storage-optimised data protection for the data centre, remote office and virtual environments,” he explains.

## Datacentrix reaffirms service model with investment in software services

Datacentrix is reinforcing its long-term strategy to build and invest in its services business, gearing up its Infrastructure Software business unit to become one of the largest and best software services operations in South Africa.

Says Datacentrix CEO, Ahmed Mahomed: “By investing in new leadership, technical and delivery skills for the business unit, as well as expanding and refocusing our vendor partnerships within this space, the focus of the Infrastructure Software business unit is on creating the best possible value for existing and potential clients.

“From a technology perspective, this is underpinned by our newly launched cloud computing offering and state-of-the-art monitoring and control centre.”

The recently appointed Annelee Le Grange is heading up the revamped Infrastructure Software business unit as Business Unit Manager. “Operating within the local IT and business sectors for the past 25 years, Annelee has many years of experience at a senior management level and has built a number of strong, cohesive teams over this time,” Mahomed adds.



Her understanding of strategic planning and direction, proven leadership skills and experience in both client and partner relationship management have certainly made her a valuable addition to the Datacentrix management team.”



Annelee Le Grange: Business Unit Manager, Infrastructure Software

From a partnership perspective, the business unit will continue to leverage its critical Microsoft and HP relationships, while also focusing on Citrix and Adobe.

“With over a hundred existing certified Microsoft resources already within Datacentrix, we will continue to focus strongly on building our competencies, specifically with continued investment in the Lync, System Center, Infrastructure Optimisation, cloud and mobile sectors.

As a Level Two B-BBEE Contributor, we also firmly believe that Datacentrix is the right company to take these offerings and solutions to the public sector.”

Le Grange states that the business unit has additional plans in place to include further software solutions to its offering over the next year.

“The new 5220 appliance installs within minutes with expandable storage starting at 4TB and expandable up to 64TB, and will allow companies to protect information, in physical or virtual environments. It also allows for the improvement of efficiency, while reducing costs, through the deduplication of data.”

In fact, Symantec states that its content-aware deduplication can decrease backup storage up to 50 times and bandwidth consumption up to 99%, eliminating backup window problems and enabling the cost-effective replication of data to other sites for business continuity.

“Touted as ‘the modern approach to backup’, the NetBackup 5220 appliance is enabled by V-Ray technology and thus breaks down virtual versus physical silos. It delivers simple, yet comprehensive backup and recovery. This unification allows



for more standardisation and consistent policies, reduced duplication of effort, eliminates redundant storage pools and lowers licensing, training and operational costs,” states Dewar.

## The truth about Branch Office consolidation

The secret is out about the benefits of virtualisation and server consolidation, and many organisations have completed IT projects that have resulted in real capital savings. A smaller IT footprint can mean reduced power and cooling expenses and lowered maintenance costs. Yet remote office operations are often not considered as part of the consolidation conversation.

Many companies have geographically dispersed offices, making the technology installed in those locations a management challenge. Emerging approaches to remote office consolidation can go a long way to save money and improve the level of service provided to remote workers.

As a prerequisite, it's advisable to invest appropriately in your wide area network (WAN), and consider WAN optimisation technologies that help shrink the distance between the branch office and the data centre. If your branch offices are dependent on centralised services for critical functions (e.g., access to customer data) then the WAN link needs to be reliable.

This is not just a matter of how much bandwidth you have. You also need to consider issues like latency introduced by distance. WAN optimisation reduces the amount of data and network chatter that passes back and forth to accomplish a given task, such as downloading a file or posting a ledger entry. Organisations that deploy WAN optimisation typically experience 10-50X faster application performance and reduce the traffic on their WANs by as much as 95%.

Even with WAN optimisation some servers are needed at the remote location to provide services such as print, network address management, anti-virus and Active Directory. These services are usually kept in the remote office in case of a WAN outage.

Customised or write-intensive applications are also typically kept in the branch because they don't always benefit from WAN optimisation. Organisations have also had to deploy local storage solutions to serve the needs of these essential branch-based applications. This storage needs to be managed and maintained, and the data backed up and secured.

### WAN OPTIMISATION

If your branch offices are dependent on centralised services for critical functions, then the WAN link needs to be reliable.

But the benefits of centralising storage and data in the branch office to the data centre are becoming too great to ignore for certain cases and can now eclipse the benefits of keeping it local. The data centre can provide greater security, more rapid and reliable backup, and easier and cheaper management.

The idea of a server-less branch office is no longer imaginary or elusive. As a first step, virtualising multiple standalone servers onto a WAN optimisation appliance itself can yield major savings.

As a complement to WAN optimisation a new architectural approach from Riverbed Technology, called edge virtual server infrastructure (edge-VSI), allows storage to be decoupled from its server over thousands of miles of distance yet still work as if the storage were local to the server. This allows applications, such as custom and write-intensive apps, to be centralised whilst users experience LAN speeds.

Server consolidation in the data centre is already a success in many organisations. But the sequel may be even better. If your company has a sprawling branch network then the time to start consolidating it confidently has finally arrived.

## Western Cape Forensic Pathology Service sees improved efficiency with OpenText ECM

The Western Cape Government, Department of Health – Forensic Pathology Service (FPS) is using an enterprise content management (ECM) solution, implemented by Datacentrix, to successfully save time and money while improving service delivery.

The department has been working with Datacentrix since 2009, when it implemented the OpenText ECM Livelihood solution. Says Trish Dicks, National Strategy Manager: ECM public sector at Datacentrix: "The system went fully live across all FPS facilities in April 2010 and, since this time, has become increasingly advantageous to the department."

Omar Galant from the Department of Forensic Medicine explains: "The department has to deal with thousands of photographs per month, which previously needed to be printed out and sent to the relevant doctors. To do this, the digital images were saved onto desktops, then copied and pasted into Word documents to be printed and finally filed."

Of the approximately 250 cases dealt with per month, each has around seven photos, with only two or three fitting on to a page. This meant that for every case, three pages of images needed to be printed in colour, resulting in a monthly expense to cover the cost of the paper as well as the colour ink cartridges.

"Now, we can just send the doctors a link to the specific photos that they need. This process is saving time, money and physical labour," says Galant.

Now, the images are loaded directly into OpenText ECM Livelihood and links to the content are sent to the forensic officers working on the cases, making viewing them much more efficient.

"Another added advantage is that OpenText ECM is accessible via 3G, so doctors are able to view photos on



Forensic Pathology Service team

### ECM LIVELINK

This process is now saving time, money and physical labour.

demand, making this process less time consuming, more convenient and easily accessible," Galant adds.

"OpenText ECM continues to increase the efficiency and effectiveness of the FPS department, thus driving improved service delivery."

### OUR BUSINESS

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

### OUR MISSION

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

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For further information on Riverbed's Solutions please contact  
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Email: xxxxxxxxxxxxxxxx

# Datacentrix and Cannon team up to provide green data centre solutions for today's modern enterprise

Datacentrix has partnered with Cannon Technologies, an international provider of data cabinets and metal enclosure systems, to bring its state-of-the-art, energy saving Tier 4 data centre solution to the local market.

"Today's modern enterprise demands a data centre solution that can be rapidly deployed, without sacrificing any of the core design principles of a Tier 4 capable data centre, including high availability, adaptability, security, energy efficiency and redundancy," explains Brian Lendrum, Business Development Manager of Datacentrix' Infrastructure Optimisation Solutions business unit.

"Datacentrix has identified infrastructure optimisation solutions as one of its core strategic initiatives, and, based on this focus, established a partnership with Cannon Technologies. Through this affiliation, we are able to help drive down the costs of operating a data centre by providing modular, yet highly robust and secure Tier 4 data centre solutions that can decrease energy costs while maximising precious floor space."

In fact, the Cannon offering was recently lauded by business research and consulting firm, Frost & Sullivan, stating that its offering is strongly positioned to garner market share as the trend is currently moving towards racks integrated with active components, added security and cooling.

The Cannon Smart Space cabinet was mentioned in particular, in terms of its security features, planning and cost advantages, easier data centre management, improved cable access and enhanced work practice in the data centre.

The modular Cannon solution allows for the maximisation of data centre space by being adaptable to the amount of space available, is highly customisable and can be expanded on a 'just in time' basis as and when required. It is delivered in a flat pack format that allows for rapid deployment - within a matter of weeks, rather than the months needed for traditional brick and mortar solutions.

In addition, it utilises the CannonCool data centre cooling solution, which includes passive climate control, rack cooling or liquid chilling of high performance equipment, and can be designed to meet precise requirements.

The CannonPower range of power solutions enables temperature and environment monitoring, which provides for real-time measurement and control, with alarms and pre-programmed actions based on temperature and humidity measurement at multiple points within each rack, plus measurement of electricity usage at the per-equipment level within each rack. This reporting is all made possible through



Furthermore, the Tier 4 mini data centre solution delivers a complete data centre in a single rack, containing everything from an uninterruptible power supply (UPS), security, cooling and patching, to environmental monitoring and the full version of Cannon's Data Centre Manager DCIM implementation."

Datacentrix is also able to supply Cannon T4 Data Centre PODs, which feature complete "cocooning" solutions for aisle-containment, and the more efficient management of cooling and PUE (power usage effectiveness).

"We are even able to accommodate a retrofit aisle cocooning solution for existing racks and cabinets, irrespective of the type of cabinets or racks being used within existing legacy data centres, where the per-rack heating load has increased far beyond those cabinets' heat management capabilities," he adds. "This approach can lead to huge savings without having to go through the disruption by avoiding wholesale rack change outs."

the Cannon T4 Data Centre Manager (T4 DCM) software suite.

The Cannon Technologies solution makes use of a complete range of racks and accessories, including Smart Cab, a preconfigured intelligent cabinet, ServerSmart Cab, Smart Net, mini cabinets, Cannon patching frames catering for high density patching frames for both copper and fibre plus multi-media, as well as wall-mounted 19 inch cabinets.

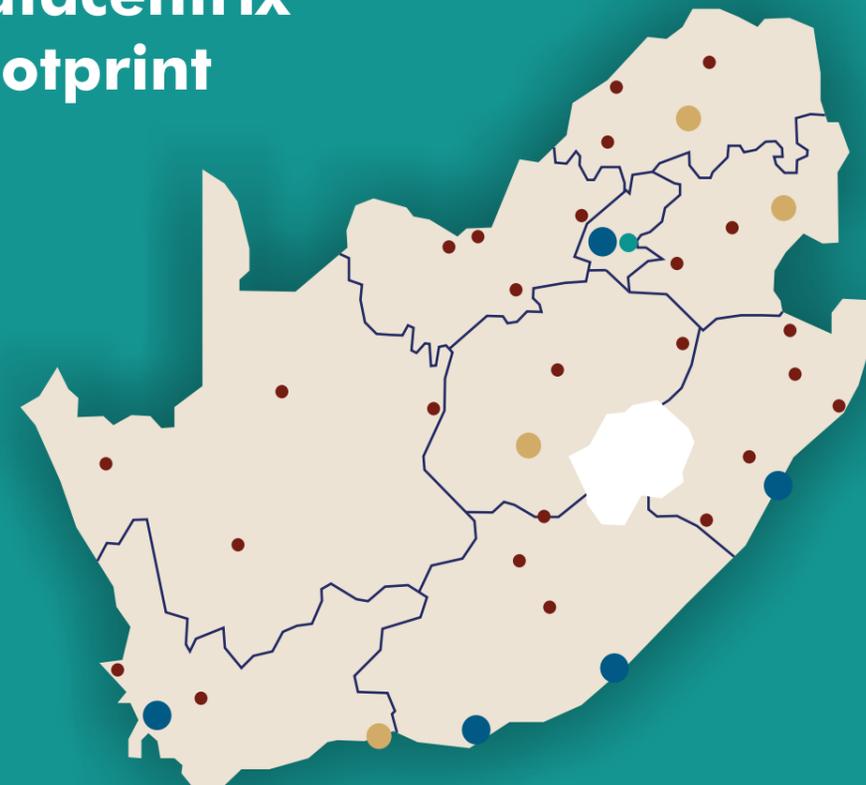
From a security perspective, CannonGuard offers the remote and local management of security at rack level, including fingerprint, palmprint and iris scanning.

"Our clients confirmed the grey/white rack colour has reduced data centre lighting by up to 40% when compared to traditional black racks. This means that, in effect, grey/white is the new green," explains Lendrum. "From a Tier 4 data centre perspective, we can provide complete, ready-to-use ISO-container based data centres, catering for high density loads (temporary or permanent) and mobile applications such as disaster recovery.

## TIER 4 CORE DESIGN PRINCIPLES

Availability, adaptability, security, energy efficiency and redundancy.

## Datacentrix Footprint



### Where we operate

- Datacentrix Offices
- Service Centres
- Logistics Centre
- SME Partners