SOFTWARE TESTING:
Time to take charge.
If you’re in the IT channel, you’re probably used to the fact that IT has its own language, and we’re not talking Cobol here.

For you, the words ‘mouse’, ‘tablets’ and ‘cloud’ have different meanings than for most of the population. In your world, a ‘security consultant’ is someone who understands firewalls, not a doorman at Teazers. And a ‘vendor’ isn’t someone who’s trying to sell you sunglasses at the robot.

Whether you work at a vendor, distributor, systems integrator, value-added reseller, managed services provider, technology consultancy or run a computer shop, you need to know what’s going on in the fast-paced ICT world.

Written exclusively for the South African channel with an independent focus, The Margin is designed to provide you with insight into technology trends, sales opportunities, tips on how to grow your business and ultimately provide you with the information you need to improve your margins.

If you want a fresh voice and different conversation about what’s happening in the channel, The Margin speaks your language.

To subscribe to receive The Margin magazine in print for free, visit www.themargin.co.za today. You can also download digital versions (PDF, or for iPad and Android).
In 2016, many companies will look to tighten their grip on technology and, as is to be expected within a struggling economy, will want be more strategic with resource application. Agility will be the name of the game this year. It is rather surprising to note from the ITWeb/DVT Software Testing Survey on Page 8 that while many companies rate software test automation as a priority, few have it under control.

Moreover 83% of respondents have stated their organisation is not outsourcing this responsibility. And, of the number of those who are, 50% are outsourcing locally.

This reluctance to outsource is contributing to the issue of control, along with skills availability and cost of tools.

In this edition we also delve into education (and get insight into why Mark Clarke from Jumping Bean feels there is a crisis), the governance of data management and why the app economy is fuelling innovation.

Enjoy the read!

Chris Tredger
Editor
2015: The year of the fall

This year’s viral social media sensations were all about falling.

It all started with Bob Mugabe. After addressing his supporters, the Zimbabwean president tripped at the bottom of a flight of stairs while leaving Harare Airport. It was the fall that would launch a thousand memes.

Accompanied by the hashtag #MugabeFalls, images of the 90-year-old’s footwork faux pas went viral. Just a handful of these saw Mugabe riding a broomstick, surfing, running away from wild animals and busting a move on the dance floor.

Bob’s little stumble was just one of many falls that got us talking, tweeting and tapping the share button in 2015.

Plummeting from their pedestals

Locally, the year of the fall began in March when students at UCT rallied together to have a statue commemorating British coloniser Cecil John Rhodes removed from the university’s campus.

Not only was the protest movement – dubbed #RhodesMustFall – looking to have the statue taken down, but they were also keen to highlight issues such as transformation, imperialism and inequality within SA’s higher education institutions.

And Rhodes did fall. About a month after the furore began, a UCT council voted to have it relocated.

Several months later, students across the country joined forces once again; this time to protest against drastic increases in university fees. The #FeesMustFall movement brought learning to a standstill and saw students marching to Parliament and the Union Buildings.

Again, their voices were heard and government announced a 0% increase in student fees for the 2016 academic year.

But old Rhodes wasn’t the only one who fell from grace this year. In June, civil rights activist Rachel Dolezal was in the news after it emerged that in her many years working to empower black communities across America, she had in fact been lying about her race. Yip, she’d been pretending to be black, when actually she was white. Awkward.

Around the middle of the year, sexual assault allegations against Bill Cosby – which had been whispered about for years – made headlines when close to 40 women officially came forward and accused the US stand-up comedian and actor of assault.

In a less scandalous, albeit decidedly dangerous, incident, professional surfer Mick Fanning’s fall from his surfboard during the World Surf League Championship Tour in Jeffreys Bay got everyone talking. The reason being that the Aussie was pretty much yanked off his board during a rather close encounter with a shark. Luckily, he escaped unharmed.

A city falls to its knees

2015 was a tough year for Paris. In January, three gunmen entered the offices of satirical magazine Charlie Hebdo, killing 10 journalists and two policemen. And as the year drew to a close, the French capital was attacked yet again.

As is expected, there were more than a few WTF moments in 2015 that caused quite a bit of online hysteria.

“"
This time, the city fell victim to a series of co-ordinated acts of violence. The mass shootings and suicide bombings at various locations across Paris left 130 people dead and roughly 368 people injured.

In the wake of the attacks, Parisians and global citizens turned to social media to show their support for those who were affected by the violence. Facebook allowed users to “check in” as safe following the attacks. This was the first time the feature was utilised for a situation other than a natural disaster; a move that was met with a mixed response.

Similarly, Twitter users living in Paris employed the hashtag #PorteOuverte (meaning open doors) as a means to offer refuge to those in need.

**Society’s stumbling sanity**

As is expected, there were more than a few WTF moments in 2015 that caused quite a bit of online hysteria. In February, the cause of this hysteria was a dress. But not just any dress – a dress that appeared gold and white to some and black and blue to others. I believe the whole thing has something to do with our genes and resultant differing retinas, but frankly, I’m glad we’ve stopped debating it.

If it was possible for political figures to fall any further in our esteem, it happened this year. Our ever-dwindling faith in the fact that politicians have our best interests at heart took a further dive on the night of the 2015 State of the Nation address.

Local journalists were hamstrung during president Jacob Zuma’s speech, when cellphone reception in Parliament was jammed, preventing them from filing their stories.

Come June, global politics was greeted with a new player, when Donald Trump announced his candidacy for president of the United States. Yes, the same guy who wants to build a wall to keep Mexicans out of the US and once championed global warming because some cities are just too darn cold is now vying for a seat in the oval office. Oy vey.

From fashion to fakes, politics to protests – 2015 has certainly seen a number of things taking a tumble. Perhaps 2016 will be the year we pick things back up? ⚽
Business

BT-SA joins Aruba PartnerEdge Program
Local systems integrator BT-SA has partnered with Aruba, a Hewlett Packard Enterprise company and global leader in wireless communication solutions. As a member of Aruba’s PartnerEdge Program, which is a global community of qualified solution providers who design, resell, and deliver Aruba’s innovative access management, network infrastructure and mobility application products and services, BT-SA can now deliver enterprise WLAN solutions for remote offices, guest or hotspot access, and high-density venues, regardless of the type of user device or location. Aruba gives businesses a single infrastructure solution that links their campus and remote environments with secure mobile access to corporate resources.

www.bt-sa.co.za

MobileData part of SA’s nation builder community
MobileData, an established technology service provider focused on payment facilitation and prepaid electronic value distribution, has confirmed its membership to the South African Nation Builder initiative. Nation Builder is a Muthobi initiative bringing together key stakeholders, including government, business and society, to affect positive change through social investment. The focus is on utilising business as a primary vehicle for change in society by harnessing talent, business acumen and resources to create sustainable social leadership. As a member, MobileData is empowered with resources, including electronic newsletters, access to blogs and specialist publications, that will help it make decisions that not only lead to increased profit, but also to greater purpose.

www.mobile-data.co.za

Infobip crowned best A2P SMS provider
Leading messaging and mobile services provider Infobip announced it has won the Best A2P SMS Provider award at the Capacity Messaging and SMS World Awards. From a group of the most established SMS providers, Infobip was selected as a result of its industry standing, its fresh approach to operator partnerships through the business as a service model, and upcoming innovative products.

www.infobip.co.za

First Distribution launches Cloud Catalyst Programme
Leader in cloud technology distribution, First Distribution, has launched its aptly named Cloud Catalyst Programme in January 2016. Aimed at assisting partners in their journey to the cloud through four key areas, the Cloud Catalyst Programme enables partners to benefit from this programme regardless of their current level of cloud involvement.

www.firstdistribution.co.za

Ready for digital transformation?
Change is inevitable! The world is constantly changing and those that are ready to accept the change will continue to survive. According to IDC, in 2016, the biggest issues in IT leadership will centre on business needs, capabilities and availability related to digital transformation. Businesses will need to stay focused on agility, rapid growth and scale in order to stay competitive. Today, traditional business models are being threatened and overtaken by digitally transformed business models. Digital disruption has happened. CHM Vuwani, together with BMC Software, believes it has the necessary technology tools and resources to transform your business.

www.chmvuwani.co.za

M-Files recognised in 2015 Magic Quadrant
M-Files, a provider of solutions that dramatically improve how enterprises manage documents and other information, announced the company has been included by Gartner in the 2015 Magic Quadrant for Enterprise Content Management.

www.deltalink.co.za

Ericsson enables change-makers
At AfricaCom 2015, Ericsson demonstrated its commitment to enabling innovators in the Networked Society, as well as the impact its latest technologies and services can have in unlocking new business opportunities for its customers, businesses and society in general. Visitors to the Ericsson AHUB had the opportunity to engage with Ericsson experts, who demonstrated a range of innovative solutions that are designed to enable change-makers in areas such as mobility, broadband and the cloud, creating the foundation for new ecosystems and transformation across industries such as transportation, education and even entertainment.

www.ericsson.com
**Celebrations at IITPSA President’s Awards**

Engen’s Peter du Plooy walked away with the Visionary CIO title for 2015, and Vumatel’s Niel Schoeman scooped the coveted IT Personality award at last year’s IITPSA President’s Awards competition. The winners were announced at the Institute of Information Technology Professionals South Africa (IITPSA) President’s Awards, held at the Hilton Hotel, in Sandton, on 12 November. Both awards are presented by the IITPSA, in association with ITWeb, the Gordon Institute of Business Science, and Gartner Africa. In his welcome address, Tony Parry, CEO of the IITPSA, said the IITPSA is celebrating 58 years of proudly South African service to its members.  

www.itweb.co.za

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**Ucs provides Tank to Bank solutions**

Ucs Technology Services is the leading service provider to fuel retailers in southern Africa. Its Tank to Bank offering addresses the complete forecourt environment and convenience store environment through a wide range of solutions and services. The South African fuel environment is complex and competitive: demands on the fuel retailers to introduce new services and offer faster service places a strong requirement on integrated automation throughout the site. This is true for large corporates, independent fuel retailers, and multi-site owners. Consumers demand convenience and speedy service.

www.ucsts.com

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**iMbasa unleashes hidden potential**

Today’s IT environments have become so complex that in most enterprises the biggest chunk of IT budget is spent just keeping the lights on. The average company spends about three-quarters (75%) of its IT budget on integration, maintenance, and routine tasks, which are often outsourced from different companies. iMbasa IT helps companies shift that spending balance by helping them simplify their IT environment so they can free up time, money and resources to invest in innovation and career development.

www.imbasa.co.za

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**Kyocera clinches Service Award**

Kyocera Document Solutions South Africa (KDZA), a country level subsidiary of a world-leading document solutions company, Kyocera Document Solutions, has brought home the gold in the eighth annual Kyocera Service Awards. “Out of 1 134 participants from nine countries across Europe, Gideon Fraser, of KDZA’s Mpumalanga Copiers, was awarded first place in this year’s Kyocera Service Awards,” says Paul Wendlandt, CSSD manager at Kyocera Document Solutions SA. “Fraser, a service engineer for Mpumalanga Copiers, one of KDZA’s channel partners, is dedicated to offering quality service and support on all Kyocera devices, and so this award is both fitting and well-deserved.”

www.kyoceradocumentssolutions.co.za

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**Next-generation courier service app on global scale**

On-demand local shipping start-up FastVan just made its services accessible to a much wider audience by launching its app on the Apple App Store and on Android via the Google Play Store. It plans to revolutionise and reinvent the industry of logistics in SA by moving the entire system online.

www.fastvan.com

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**Yealink, Mind announce co-operation**

Yealink, the global leading unified communication (UC) terminal solution provider, and Mind, one of the leading Russian developers of video collaboration software, have announced that Yealink’s video collaboration offerings, including the VC400 room system for head offices and the VCI20 for branch office as well as the SIP VP–T49G desktop video phone, are now fully compatible with Mind’s Soft MCU. The interoperability announcement marks the successful beginning of cooperation between Yealink and Mind. Founded in 2010, Mind offers multifunctional, easy-to-use and highly customisable videoconferencing solutions for customers in Russia and beyond.

www.yealink.com

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**Noise – the not-so-silent productivity killer**

Workplace noise is a serious issue and should not be taken lightly. The World Health Organisation Europe’s 2011 report: “Burden of disease from environmental noise”, analyses the relationship between environmental noise and health. The estimated cost of noise in Europe alone was $30.8 billion a year after calculating cost of lost workdays, healthcare treatment, impaired learning and decreased productivity due to noise. To back up this staggering figure, a recent survey commissioned by Plantronics revealed 89% of British office workers stated office noise has an adverse effect on the quality of their work. They are not alone – 96.5% agreed in Germany and 93.5% in France.

www.plantronics.com

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**Avaya, Plantronics expand strategic partnership**

Avaya and Plantronics have announced a new co-development initiative to address the growing need for simplified communications in contact centre and unified communications (UC) environments. The first initiative under this expanded relationship is focused on ensuring compatibility and tight integration between select Plantronics headsets and Avaya’s Chrome-based contact centre apps, including Avaya Agent for Chrome and Customer Engagement OnAvaya – Google Cloud Platform. With this powerful combination in play, contact centre agents will enjoy seamless voice and non-voice interactions with customers, including chat, e-mail and SMS.

www.plantronics.com

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**COMPANY NEWS**

**TIBCO positioned as leader in Master Data Management**

TIBCO Software, a global leader in integration, analytics, and event processing, has been positioned for the third year in a row as a leader by Gartner, in both the “Magic Quadrant for Master Data Management (MDM) of Customer Data Solutions” and “Magic Quadrant for Master Data Management of Product Data Solutions” reports. According to both reports, Magic Quadrant leaders “have strong results and strong delivery capabilities, and they will continue to have them. They typically possess a large, satisfied customer base (relative to the size of the market) and enjoy high visibility in the market.”

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

**New hardware product manager for Kyocera SA**

Kyocera Document Solutions South Africa has appointed Brandon Zabielski as its new hardware product manager for A4 solutions. In his new role, Zabielski will drive the growth of the group’s A4 printing portfolio. Zabielski has extensive experience in the printing and document solutions market, encompassing business disciplines such as finance, marketing, and supply chain management.

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

**TomTom, House of the Future partner on #Cocreate**

TomTom Africa is proud to announce its association with the Embassy of the Kingdom of the Netherlands and House of the Future. House of the Future took place between 16 and 20 November 2015 at the Turbine Hall, in Johannesburg, where key thought leaders and industry stakeholders came together to generate solutions for shared challenges in the health, logistics, energy, agri-food and water sectors. The five-day festival of economic and cultural events revolved around the question: how can we *+CocreateSA? House of the Future also hosted high-profile events on education and entrepreneurship.

[www.tomtom.com](http://www.tomtom.com)

**StorTech changing the face of SA’s ICT sector**

StorTech as an enterprise is geared towards bringing more value to its end customers. It has been a level 2 B-BBEE company for some time now, but with the recent change in its shareholding, the company has become 53.7% black-owned, of which 32.9% are black women. This puts StorTech well above the larger ICT companies when it comes to preferential procurement points. StorTech clients will now receive almost four times more value in terms of procurement points, based on the new DTI codes. As a business, it has always been focused on serving its customers through innovation.

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

**Telkom Foundation facilitates job-hunting training**

The Telkom Foundation recently offered training to thousands of young people in Mamelodi, to assist in giving them the basic skills they need in order to access job opportunities. The Telkom Connected Youth project saw 300 staff volunteers from Telkom assisting young people, aged between 18 and 35, to write up CVs and set up free e-mail addresses. “We live in an increasingly digital society which offers great convenience in many areas of our lives but it’s also made it harder for jobseekers to access opportunities if they’re not online,” said Jacqui O’Sullivan, Managing Executive Group Communications and PR for Telkom.

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

**USAASA delivers on digital broadcasting mandate**

The Universal Services and Access Agency of South Africa (USAASA) has delivered direct-to-home (DTH) and digital terrestrial television (DTT) set-top boxes (STBs) to the people of the Northern Cape. The STBs were handed to the beneficiaries at the STB roll-out launch that was hosted on 17 December 2015 by the Minister of Communications, Faith Muthambi, in Keimoes, Northern Cape. On 4 August 2014, the Board of USAASA and USAF approved a procurement process of acquiring the services of an independent professional service provider to conduct the tender evaluation on the broadcasting digital migrations (BDM) project.

[www.usaasa.org.za](http://www.usaasa.org.za)

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**New hardware product manager for Kyocera SA**

**SA’s top innovators, entrepreneurs celebrated**

The best innovators and entrepreneurs across the country gathered at The Innovation Hub on Friday, 20 November 2015, for the Biotech Fundi and Gauteng Accelerator Programme (GAP) Innovation Competitions Awards. In its fourth year running, the GAP innovation competitions have attracted more than 1 000 entries across the province of Gauteng and also from the rest of South Africa.

[www.theinnovationhub.com](http://www.theinnovationhub.com)

**Danger of silo mentality**

Almost every business should know by now the danger of a silo mentality! How do multi-platform elements fall prey to silo processes? Either poor organisational or departmental leadership, resulting in inappropriate decisions around what tools the business really needs, which then becomes the catalyst for the second cause, the fundamental misuse of the infrastructure library (ITIL). As Sintrex’s Emile Biagio explains, “It’s so easy to add elements to networks and platforms because they’ve been sold as ‘convenient’ or potentially ‘essential’, but after closer inspection, these tools usually turn out to be totally irrelevant and/or unnecessary in the process management or actual business needs of the organisation.”

[www.sintrex.com](http://www.sintrex.com)

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**The Innovation Hub recognises South Africa’s talent.**
**BUSINESS & SOFTWARE**

**Telkom mobile revenue, cost efficiencies spur half-year earnings**

Telkom’s interim results for the six months ended 30 September 2015 reflected the company’s continued efforts to transform itself and stabilise revenue. Operating revenue increased by 5.5% compared to the same period in 2014, spurred on by the continuing growth in the mobile business. Mobile service and subscription revenue increased by 41%, which included excellent growth in mobile data revenue of 69%.

“We are pleased with the improved performance of our mobile business and our multi-year cost efficiency programme, and will continue with these initiatives to bring about further improvements,” said Telkom CEO Sipho Maseko.

www.telkom.co.za

**Gauteng Premier engages innovators, business community**

On 10 December 2015 Gauteng Premier David Makhura, together with members of the Executive Council, engaged innovation incubates and the business community at The Innovation Hub. The aim of the event was to facilitate engagement between government, technology companies based at the science park as well as the business community on the role of innovation in business. The event formed part of the province’s vision to realise the transformation, modernisation and reindustrialisation of Gauteng. This initiative falls closely within the transformation pillar of the vision.

www.theinnovationhub.com

**Gen2 Enterprise Software SA’s new partnership**

Gen2 Enterprise Software SA, authorised reseller for Computron Enterprise Financial Software in SA and Africa, has announced the company has signed up with TrendLight Procure-to-Pay (P2P) as a partner/reseller for its comprehensive, Web-based P2P solution that manages the entire procurement cycle from requisition to payment. Gen2 Enterprise Software is a provider of recognised solutions in enterprise financials, reporting, budgeting and analysis software with complete flexibility in delivery, including on-premises, hosted, and pure SaaS solutions. In recent years, a shift in the focus on spend control and the demands on today’s procurement departments, has made securing a proficient procurement management system a top priority.

www.gen2enterpriseservices.co.za

**Use social media to boost customer relationships**

Social media is redefining how organisations engage with their customers and vice versa. Jennifer Mbesa, HR manager at RDB Consulting, a database and operating systems outsourcing company, says outsourcers need to take advantage of the success and impact of business-oriented social media platforms like LinkedIn and Twitter to differentiate themselves from the competition. “Customer data and feedback provides companies with the enhanced ability to analyse upcoming trends and to innovate,” says Mbesa. “In addition, real-time customer engagement allows for deeper relationships to be built, and for companies to share valuable information and insights with their customers.”

www.rdbconsulting.com

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**Company News**

**Smarter communications for Childline thanks to Plantronics**

Audio technology company, Plantronics, has partnered with Childline South Africa to donate 49 headset devices to all the crisis line counsellors in Childline’s call centres across the provinces. “Instead of focusing our Corporate Social Investment efforts on a small group of beneficiaries only, we decided to invest in an organisation like Childline, which, through its nationwide footprint, is able to help many more children than we could have ever tried to reach on our own,” says Duncan Barnes, Plantronics Lead: sub-Saharan Africa. “We believe that our children are the future of South Africa, and it is important for us to do everything we can to protect their rights and keep them safe.”

www.plantronics.com

**Smart home pioneer digitalSTROM makes IOTA final**

Smart home provider digitalSTROM was one of three finalists in the Internet of Things Awards (IOTA) Smart Home category, organised by the publisher of Total Telecom, according to TIBCO Software, a global leader in integration, analytics, and event processing. Swiss-German company digitalSTROM, which is pioneering a new era in intelligent living, joined industry giants Orange and Nest on the shortlist for Smart Home Initiative, which recognises the solutions that are driving innovation and sustainability in this space and making a significant impact.

www.tibco.co.za

**Total control with Tyco’s exacqVision 7.4**

Exacq Technologies, part of the Security Products business unit of Tyco, introduces a native integration with DSC PowerSeries Neo intrusion system. exacqVision version 7.4 video management system (VMS) software also includes new health set-up indicators, filtering, Camera Links in Exacq Mobile and enhanced server management in Enterprise System Manager (ESM), a health monitoring program for use with exacqVision Enterprise network video recorders (NVRs). The new DSC PowerSeries Neo integration combines intrusion into the exacqVision VMS software for seamless operation and simplified security management. With the existing Kantech access control integration introduced in exacqVision 7.2, exacqVision users can manage and control their complete security system.

www.tycosecurityproducts.com

**HARDWARE**

**Communication tools that think**

Long gone are the days when we shut down our computers or send calls to voicemail when the clock strikes five. Our work and private life is one big melting pot. We take client calls from the car, consult with the boss while on the treadmill at the gym and socialise at work through social media channels. Plantronics expanded its portfolio of wireless headsets for unified communications (UC) with a new smart headset: the Voyager Focus UC. The message? Unwanted noise is a real problem and we need to use appropriate audio communication tools that equip us for an enjoyable and efficient working day.

www.plantronics.com
Test automation scores high despite challenges

Lack of skills, high cost of tools, reluctance to outsource are the key issues for local businesses when it comes to software test automation.

While most companies rate software test automation as high priority, few have it under control. This was one of the key findings of the recent software testing survey, which was carried out among ITWeb readers in partnership with software development house DVT.

Mario Matthee, head of Global Testing Centre & SQA Professional Services (Western Cape) at DVT, says the survey results are insightful in understanding software test automation as a practice in South Africa.

“Test automation is very important especially when software is developed using an agile methodology. Developers are geared to deliver code faster, and the testers still need to cover all potential risk areas from a regression testing perspective. Without automation the likelihood of finding regression defects in production will increase. The cost of automation is not only based on the tool licenses, but also the salaries of the automation team, and the effort to maintain the scripts should changes be made to the application under test,” Matthee explains.

Then there is also the cost of losing and replacing domain knowledge where an organisation had a key man dependency. In these cases, Matthee believes that automation loses momentum and can ultimately fail due to the lack of attention to the project.

The case for outsourcing

It is not surprising that only a small percentage (7%) of respondents said test automation is not adding real value. Finding test automation skilled staff emerged as the top challenge (37%).

A large majority of respondents (83%) indicated their organisation is currently not outsourcing test automation. Of those who are, 50% are outsourcing to a local vendor at their premises.

Matthee believes there are many benefits to be derived from outsourcing software testing to South African companies, including job creation for South Africans, no issues with time zones, and no issues with communication/language/cultural barriers.

“Providers should be tool agnostic and solutions focussed,” says Matthee. “Selling of tool licences is not an automation solution. It is potentially part of a solution but not the whole solution. The following of good practices around automation is also very important. Hard coding of data is unacceptable. Providers must apply internal quality assurance to test automation. At DVT we have a 10 point quality check that all scripters must adhere to.”

Matthee also believes that a proven delivery methodology must be applied to test automation, such as, SCRUM.

“Having the capability to execute scripts in parallel increases in importance when the regression packs increase in size. Maintenance of scripts should not result in a complete refactor of the solution (subject to the changes in the system). Knowledge management is key to ensure the project continues even if the team composition changes. A provider should assign a single point of contact with clear escalation paths to senior management to ensure ease of communication,” he says.  

WHAT IS MOST IMPORTANT TO YOUR ORGANISATION WHEN IT COMES TO SOFTWARE TEST AUTOMATION?

The 2015 Software Testing Survey was run online on ITWeb for a period of two weeks in October to determine:

1. How important is software test automation to organisations;
2. Weather test automation is being outsourced;
3. What challenges organisations are facing in test automation.

WHO RESPONDED

A total of 183 respondents completed the survey.

Almost half (48%) are at middle management or executive management level, 32% are IT staff, while the rest of the sample is made up of IT consultants.

Sixteen percent are from large companies with between 1000 - 4999 employees, while 20% are from multinationals with over 5000 employees.
WHAT’S THE STATE OF SOFTWARE TEST AUTOMATION IN YOUR COMPANY?

- **41%** Have it but we face challenges
- **29%** Don’t have any but need it
- **16%** Have it well under control
- **8%** Don’t have any and don’t need it
- **6%** Tried it but it didn’t work

**MOS**

**T COMP**
**ANIES**
**NEED**
**TEST**
**AUTOMATION**
**CAPABILITY,**
**BUT**
**FEW**
**HAVE**
**IT UNDER CONTROL.**

HOW MUCH OF A PRIORITY IS SOFTWARE TEST AUTOMATION?

- **Critical** 13%
- **Low** 18%
- **High** 33%
- **Medium** 36%

46% OF RESPONDENTS RATE TEST AUTOMATION AS A HIGH OR CRITICAL PRIORITY.

WOULD YOU OUTSOURCE TEST AUTOMATION TO A SOUTH AFRICAN SPECIALIST PROVIDER?

- **Maybe** 36%
- **Yes, I would consider it** 30%
- **No** 28%
- **Already outsourced to an SA provider** 7%

MANY UNSURE AS TO WHETHER OR NOT TO OPT FOR OUTSOURCING TEST AUTOMATION IN SA.

ARE YOU CURRENTLY OUTSOURCING TEST AUTOMATION?

- **Yes** 17%
- **No** 83%

**WHY WOULD YOU NOT OUTSOURCE TO A SOUTH AFRICAN PROVIDER?**

- **Not appropriate for my company’s needs** 81%
- **They don’t have sufficient test automation skills or experience** 11%
- **They don’t have the necessary work ethic** 7%

THE MAIN REASON FOR NOT OUTSOURCING IS A LACK OF DIRECT RELEVANCE TO BUSINESS NEEDS.
WHAT CHALLENGES ARE YOU CURRENTLY FACING IN TEST AUTOMATION?

- Finding skilled staff: 37%
- Commercial tools too expensive: 29%
- Not sure how to approach test automation in Agile: 26%
- Vendors selling licenses and not solutions: 24%
- Open source tools too complex: 23%
- Test automation salaries too high: 16%
- Too many tools to pick from: 15%
- Our software cannot be automated: 13%
- Our automation solution is not scalable: 9%
- Test automation not adding real value: 7%

WHAT QUALITIES DO YOU LOOK FOR IN A SERVICE PROVIDER?

- Innovation in test automation: 25%
- Large pool of specialist automation skills: 24%
- Use of an Agile approach: 15%
- Better pricing than international providers: 11%
- Developing skills in Africa: 10%
- Other: 8%
- Work ethic: 8%

INNOVATION AND SKILLS ARE TOP OF MIND.
EVADE CYBER THREATS BY SECURING YOUR ORGANISATION FROM WITHIN

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LEGAL OPINION
John Giles, Michalsons; Mark Heyink, Mark Heyink Attorneys; Dave Loxton, ENS Africa; Craig Rosewarne, Wolfpack Information Risk; Sizwe Snail Snail Attorneys; Candice Sutherland, SHA Specialist Underwriters; Timo Goosen, OWASP; Francis Cronje, Francis Cronje Attorneys; Murry Hunter, Right2Know Campaign

AN INTERNATIONAL VIEWPOINT
Jenny Radcliffe Training
Google
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KEYNOTE SPEAKERS

CHRISTIAAN BRAND
Product manager; Security and Identity, Google

HAROON MEER
Founder, Thinkst Applied Research

JENNY RADCLIFFE
Social engineer, Jenny Radcliffe Training

http://www.itweb.co.za/event/itweb/security-summit-2016/

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WEC unites with Ericsson in Rwanda
Worldwide E-Learning Campus (WEC) in Rwanda has launched a partnership with Ericsson (NASDAQ: ERIC) to develop professional ICT competencies within the country. This programme started 1 November 2015, and targets more than 10 000 students from different academic institutions across Rwanda. It adopts a blended learning approach and aims to improve the skillsets of ICT professionals, increasing employability in the ICT industry and ensuring long-term capacity development in alignment with the SMART Rwanda digital education mandate. WEC is a progressive higher learning institution endorsed by the Workforce Development Authority (WDA), the Rwandan Ministry of Education’s agency responsible for providing a strategic response to the skills development challenges facing the country across all sectors of the economy.

www.ericsson.com

Yealink expands one-stop video conferencing solutions
Yealink, the global leading unified communication (UC) terminal solution provider, introduced three new additions to its one-stop video conferencing solutions: the VCI10 All-in-One Videoconferencing Endpoint, the SIP VP-T49G HD Touch Screen Video Phone and its VC Desktop software. With these new releases, Yealink’s one-stop video conferencing solution now covers full usage scenarios for businesses, including head office meeting rooms (the VC400), mid-sized and small meeting rooms of branch offices (the VC120 and the VC110), desktop video (the T49G) and mobile video (with its VC Desktop software). Yealink’s video conference offerings support on-premises deployment and are certified interoperable with multiple leading cloud-based platforms.

www.yealink.com

Telkom extends SmartBroadband offering
Telkom recently announced it will be extending its SmartBroadband Uncapped High Speed Wireless packages focusing on select LTE base stations across 520 sites in the Eastern Cape, Free State, Gauteng, KwaZulu-Natal, Limpopo, Mpumalanga, North West and Western Cape. This is an extension of the original phase and it will be available until 30 June 2016. Customers will be able to access this offer through Telkom’s online channels, at Telkom stores or via Telkom’s direct sales force, on a 24-month contract, at prices starting at R599. These packages are being rolled out to other areas in South Africa on the back of its success in Gauteng since its launch in June 2015.

www.telkom.co.za

Additional services to Instacom’s product suite
Instacom’s “Push to Suite” is setting the standard for world-class communication, management and tracking solutions. Quality information will empower your team to manage time more accurately and work more efficiently wherever they are. Instacom’s real-time mobile solutions work across multiple platforms and networks. Instacom’s “Push to Suite” facilitates effective, clear and secure communication across different media and is tailored to fit specific organisations. Instacom’s high-tech mobile workflow and tracking systems were developed to optimise business efficiency and eliminate redundant processes. Information is gathered, analysed and delivered instantly. Push to Talk, an instant message, is the only alternative to any two-way radio offering, breaking line of site boundaries and making costly infrastructure maintenance obsolete.

www.push totalk.co.za

T2 series IP phones certified, Yealink announces
Yealink, the global leading unified communication (UC) terminal solution provider, and Centile Telecom Applications, the leading European developer of unified communications and fixed-mobile convergence platforms for operators, have announced the certification of T2 series IP phones with ISTRA platform enabling service providers to deliver business-class unified communications solutions to business customers. The Yealink IP Phone T2 series represents the next generation of VOIP phones specifically designed for business users who need rich telephony features, a friendly user-interface and superb voice quality. The seamless integration with Centile ISTRA platform enables service providers to offer robust and cost-effective unified communications (UC) and fixed-mobile convergence (FMC) services to business customers.

www.yealink.com

FREESWITCH for Yealink
Leading unified communication (UC) terminal solution provider Yealink has announced its latest phone array for FreeSWITCH, a scalable open source cross-platform telephony platform (PS version 1.4.20-34~64bit). Yealink’s compatible phone offerings include selected models from its T4 series of ultra-elegant IP phones (the SIP-T42G, the SIP-T46G and the SIP-T48G), the entry-level phone SIP-T21P E2, and the W52P wireless DECT phone. As the world’s first cross-platform scalable free multi-protocol soft switch, FreeSWITCH is designed to route and interconnect popular communication protocols using audio, video, text, or any other form of media. Yealink and FreeSWITCH first announced their partnership in 2013.

www.yealink.com

USAASA, USAF chairperson resigns
At the beginning of December the Chairperson of the Boards of USAASA and USAF – Pumla Radebe – tendered her resignation to the Minister of Telecommunications and Postal Services. Radebe first chaired the boards of USAASA and USAF in September 2012, and was pivotal in turning around the ailing entity. Together with the boards she led, USAASA produced the first ICT access gap analysis, which has since informed the integrated broadband deployments the agency has undertaken in recent years. Of her resignation, Radebe says: “It has been a trying road I have travelled together with my former and current colleagues. We have stood our ground; we have stayed the course to get the entity to its current position.”

www.usaasa.org.za
**EET Europarts expands with CashPOS acquisition**

EET Europarts has in recent years built up a strong position within the POS and Auto ID business area, partly on the basis of acquisitions and partly through the formation of strategic distribution agreements with a number of leading brands and companies in the field. CashPOS Systems AS was founded in 2004 and has specialised in the sale of products and solutions for the POS (point of sales) market. “We have made great progress in our POS and Auto ID business in recent years, both in expansion of the product range and with the addition of many new brands,” says CEO John Thomas, EET Group.

**Yealink releases desktop phone portfolio**

Yealink, the global leading unified communication (UC) terminal solution provider, is pleased to announce the company’s desktop phone portfolio for Microsoft Skype for Business Online as part of Office 365 is in the final phase of development, and is planned to launch in the first quarter of 2016. As a certified Microsoft Gold Communications Competency Hardware Partner, Yealink works closely with Microsoft to deliver a phone portfolio with effortless deployment, easy usage and minimal learning costs. Yealink’s phones for Microsoft Office 365, including the T40P, T41P, T42G, T46G, T48G, and more, feature HD voice, a Modern Skype for Business interface and rich phone functions.

**Plantronics fine-tunes DECT wireless headsets**

Plantronics has announced a new capability that makes it simple for enterprise IT managers to audit and deploy security and compliance enhancements to DECT wireless headsets across an organisation. This industry-first capability of Plantronics Manager Pro makes it fast and easy for IT and network security managers to ensure compliance with the latest DECT security firmware enhancements. Instead of cumbersome, time-consuming processes that are typically involved, IT managers gain unprecedented simplicity, control and visibility of deployments with Plantronics Manager Pro, the company’s cloud-based device management platform.

**Smooth and effortless mobile POS**

In the African market, mobile technology reigns supreme. Now retailers across the continent can access mobile point of sale (POS) technology through Star’s all-in-one Bluetooth printer and cash drawer mobile point of purchase solution, available from the Printer Distribution Company (PDC). Frikkie Koegelenberg, CCO of PDC, says the mobile point of purchase solution provides outstanding connectivity and a compact design, while intuitive functionality and simple integration define Star’s unique solution – mPOP. The lightweight and portable solution is just 10cm high and 30cm wide, and the mPOP with front-feed receipting can easily be secured under the counter for enhanced space-saving.

**Datapath selects EET Europarts**

World-leading innovator of video graphics, video capture and display wall technology, Datapath has appointed EET Europarts as an official distributor of its products. The deal, which was effective 1 December 2015, encompasses most of Europe and parts of Africa. The distribution agreement is part of EET Europarts’ determined strategy to become a leading distributor of products and solutions for the Pro-AV & Digital Signage business. “Datapath is a world-leading innovator in the field of computer graphics and video wall display technology, and EET Europarts is a reputable multichannel distributor, so this agreement will prove beneficial to both parties,” says Claus Calmar, business manager, Pro-AV & Digital Signage at EET Group.

**Introducing Epson’s latest A3+ pro-photo printer**

Epson’s latest A3+ pro-photo printer combines a lightweight, stylish and compact design with many features for creating professional-quality prints on a range of media. Combining pigment inks and advanced connectivity features in one affordable package, the Epson SC-P400 printer is ideal for amateur photographers and photography enthusiasts alike. Vernon Mellors, LFP product manager of Epson SA, says: “Adding to our range of Sure-Color pro-photo desktop printers, the Epson SC-P400 is ideal for users who want to create professional results when using a range of media. As well as offering superior connectivity options and versatile media printing, it comes with the most affordable pigment ink-set on the market.”

**Tyco Security Products introduces iSTAR Ultra SE**

Tyco Security Products, part of Tyco, the world’s largest pure-play fire protection and security company, introduces iSTAR Ultra SE, a special edition iSTAR Ultra door controller that supports up to 32 readers, and combines iSTAR Ultra features with a ‘Pro mode’ that ensures flexibility and compatibility with all Software House systems.

**Easy digital receipting**

Retailers using the Star TSP100 printer driver now have access to Star Micronics’ digital receipting service, AllReceipts. Available in the African market through the Printer Distribution Company (PDC), AllReceipts offers retailers a free-of-charge, fast route to providing the customer with a digital copy of a print receipt as well as access to analytics, an in-store customer survey and device management tools. “Digital receipting eliminates the issues typically associated with e-mail receipting, including the time taken to record e-mail addresses and the potential problem that these could be taken down incorrectly,” explains Frikkie Koegelenberg, CCO of PDC.
Caught between spiralling costs and the mismatch between the output of educational institutions and industry requirements, education is in crisis. This is not just the case in SA, as evidenced by the #feesmustfall campaign, but the world over.

At educational conferences, concerned educators discuss the causes of the crisis and possible solutions with a growing sense of urgency. Although the problem is well known, no one has a solution and no one can provide a coherent explanation or narrative as to its causes.

There are plenty of knee-jerk solutions. For example, one of the favourite "challenges" identified is the generation gap. There’s the requirement to keep the attention of millennials and younger, who, it is said, are not tolerant of boring things. They need everything in 140 characters or two-minute YouTube video clips to remain engaged, like petulant children, and this is paramount. Education must become a Teletubbies episode or be gamified.

Reality bites
For a corporate trying to sell the next shiny gadget, perhaps this goldfish attention span is something that needs to be accepted and adapted to, and could even be encouraged to sell more things. However, educators should be wondering how they can prepare their students for the reality of adult life. The hope is that parents are doing their bit here too.

The crisis of education is resulting in many students opting for vocational training, and is placing increasing pressure on universities to become more "relevant". This usually means pressure to abandon their higher education goals, which would be a tragic mistake.

Despite high school leavers opting for vocational training in increasing numbers, the gap between business requirements and skills acquired remains. Some of the responsibility lies with the mismatch of the vocation training curriculum to the trade or vocation students are being trained for.

Dark Age schooling
In the IT sector, for example, it seems tertiary training institutions are completely unaware of the massive shifts that have occurred in the IT industry since 2003. It missed the open source revolution, which even has the likes of Microsoft – arch enemy of open source – on its knees asking for forgiveness for past transgressions. Now, it has completely ignored mobile and the cloud revolution. The Internet of things tidal wave will likely also go unnoticed.

It is no longer sufficient to cover Microsoft and Cisco certifications only. A well-prepared IT professional needs to know about Linux too. Linux is the power behind the cloud, open source and the Internet of things.

With the major cloud providers running Linux and with the vast majority of cloud instances being Linux images, not knowing Linux as an entry-level IT professional is a recipe for unemployment. It means graduates will battle to find a job or they will be woefully unprepared when they do, despite the fact that they’ve paid a lot of money for an IT qualification.

Corporates expect graduates to already have entry-level skills required for a job, much like being able to read and write; increasingly, these skills include Linux. Corporates are unwilling to train graduates in the basics, given their experiences of entry-level personnel job-hopping several times in the first 12-36 months of their careers.

The question remains: why are vocational training institutions so slow to change their curriculum to the demands of the market? Many schools, for example, offer Java training but focus on Java Standard Edition and Java Desktop application development, despite the fact that Java is predominantly a server-side technology.

I suspect one of the main contributors to curriculum irrelevance is the monumental task of having to constantly update course content, find qualified trainers to keep up with the fast-moving IT space, while maintaining some kind of standard.

If training institutions are not responsive to the needs of the economy, it is up to students themselves to be more diligent in choosing their courses and training institutions. Students should do their research into what is in demand in the marketplace, and carefully consider the curriculum content of training providers before selecting a school.
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Governance of data management is extremely important, not only to ensure the best state of data is available for effective corporate performance management. It also ensures data is being used optimally by those authorised to access the data, and that they, then, only do with the data what they are mandated to do.

**Spot the difference**

So, what is the difference between governance and management? Why does it feel like management responsibilities are pushed to the backburner, while governance is elevated to the top priority?

The CIO Magazine clearly distinguishes between management and governance: “Management is the decisions you make; governance is the structure for making them.”[1]

Therefore, governance is simply the process of intentionally deciding how to manage data, setting the rules and defining the mechanisms for management. Once the governance structure is defined, continue to actively manage the data, and govern (ie, monitor and evaluate) the managing practice regularly to ensure all management stays within the framework defined through the governance capability.

In light of this definition, the need for data governance is even more evident in all companies. In large companies with a diverse management team, each with their own style and interpretation on best practice, governance minimises uncertainty, ambiguity, and conflict through a standard framework for management to enable effective performance management across all functions.

In smaller companies that may have a higher turnover of managers, effective governance again provides continuity and protects the operational momentum of the company by preventing “going back to the drawing board” every time a new manager takes over.

**Clear and present data**

Data governance, in its simplest form, just aims to make the implicit rules – which already exist regarding data management – explicit, and ensure it aligns with basic conditions and legislation. It also promotes alignment with industry best practices according to the company’s appetite.

It seems overwhelming if one starts to research the idea of setting up a data governance programme, and discovering the sheer volume of frameworks, policies, procedures, standards, committees, etc, that has to be established. All of that paperwork sounds very academic, not adding any benefit to the company’s bottom line.

However, in my experience, implementing a data governance capability in a company need not be a mountain that cannot be summited. The most crucial thing is to understand the intent of data governance and then implement the framework and structures in a fashion that aligns with the existing corporate culture.

Effective data governance creates a sense of credibility and reliability in the data throughout the company and can even lead to business innovation that effectively puts data as an asset on the balance sheet where it belongs.

Finally, effective governance means effective data management, which results in a reputation as a trusted data processor in any industry, which will lead to customers being far more comfortable to engage and volunteer their data when the company’s reputation convinces them that their data is safe.
No matter how daunting it may seem, for any company to survive and thrive in the new application economy, it needs to become a technology company. That means every business is a digital business. From CEOs to CMOs, to the new roles of chief digital officer and chief experience officer, companies are refocusing and reorganising teams to modernise, optimise, and integrate digital touchpoints.

As companies change the way they view and manage IT from the traditional role of being a cost centre to that of a being competitive differentiator – the need for digital transformation strategies has arisen.

This is why DevOps is becoming one of the most valuable disciplines in every business to achieve this goal. DevOps focuses on improving the quality and speed of delivering new applications to the market.

What is DevOps?
Before deciding whether DevOps can be used, what it is and what it is not must be defined.

DevOps is not a product, or even a particular technology. It is a methodology that unites the often separate functions of software development (Dev) and operations (Ops) into a single, integrated and continuous process.

DevOps is about breaking down the barriers between Dev and Ops. It leverages people, processes and technology to stimulate collaboration and innovation across the software development and release process. It is important, however, to understand that any attempt to implement DevOps needs to be aligned to a digital transformation strategy, which includes executive buy-in. Select a strategic business initiative or customer-facing application to showcase the benefits of DevOps and drive adoption across the organisation.

Planting the seed
Improving education, collaboration and cross-skilling are key elements in any DevOps strategy. Continuous education is a simple way of starting the cultural change within a company. Teaching all involved parties is important in order to gain from the advantages of DevOps.

In traditional companies, developers tend to be focused on faster innovation and doing new things. But the mandate to operations is about: stability, control and predictability. Also, often Dev and Ops report to different areas within a company. It’s as though they are on two parallel train tracks, but no matter how fast they go, they never meet. Left to themselves, Dev and Ops will often struggle to talk to each other, much less collaborate, and will remain mired in manual processes.

The result is employees who don’t work well together, software that doesn’t work reliably, and customers who are thinking about moving to competitors.

Continuous education is a simple way of starting the cultural change within a company.

But addressing people and processes alone will not help, especially if systems are working at cross-purposes. Firstly, it is essential to ensure the systems that development, testing and operations use to manage their workflow and address problems are interoperable, so development has visibility into testing and operations. This can be done by integrating existing systems, but often it makes more sense to implement something that is designed purposely to create an integrated workflow across the entire process of development, test, and release.

It also makes sense to put testing environments in place that duplicate the conditions found in the production environment – such as service virtualisation, backed by the detailed performance scenarios uncovered by data mining the logs of the production environment. This guarantees testing is more predictive in terms of the application’s real-world performance.
Five ways to the cloud
Everyone knows the cloud is growing as a market. However, many companies still struggle with the concept or the reasons why it can benefit their business. For resellers, there are five key areas to consider when discussing the possibility of cloud solutions with customers, says Gary de Menezes, country manager southern Africa, NetApp.

www.netapp.com

SA must seize the (offshoring) moment
Brian Harding, MD of EOH MC Solutions, says there has never been a better time for South African development houses to step up and prove their capabilities on the global stage. “South Africa’s software development sector is world-class and mature, and is capable of significant innovation,” he says.

www.eohmc.co.za

Simplifying mobile marketing automation for FMCG, retail
“With big data, consumer journeys, and real-time rewards all top of mind these days, I still often see many businesses and brands overwhelmed by it all, scrambling around trying to figure out some way to package it and make it into something of value to their clients,” says Neil Hutchinson, commercial director of Grapevine Interactive.

www.grapevinegroup.co.za

VMware, First Distribution renew vCAN alliance
First Distribution, SA’s leading distributor for data centre, enterprise and cloud solutions, is proud to announce it has been successful in retaining VMware vCloud Air Network (vCAN) Aggregator status. First Distribution has built a successful cloud and hosting business, and the partnership with VMware reinforces First Distribution’s investment in its cloud business. The First Distribution cloud and vCAN business units are endeavouring to help partners take their hosted, networking and software services to the next level across SA and Africa. With key activities and set goals in place going into FY2016, both parties are looking forward to significant growth and success over the coming months.

www.firstdistribution.co.za

Noscotek exclusive distributor for Laserfiche
Noscotek, a provider of IT solutions that enables more efficient and paperless business operations, has been granted exclusive reseller distributorship for Laserfiche products in South Africa. As a certified Laserfiche distributor and experts in Enterprise Content Management (ECM), they are highly qualified to provide support for all your Laserfiche system requirements. Business Development Manager at Laserfiche International, Denise Choi has commented with her announcement on 23 December 2015 that “with Noscotek’s expertise and contribution to the ECM market in South Africa, we are confident that Noscotek will deliver excellent service and support to all Laserfiche customers”.

www.noscotek.co.za

iMbasa IT becomes Oracle Gold Partner
Welcome to the most comprehensive portfolio of specialised solutions for your business IT infrastructure and development needs. Small to big companies can now enjoy Oracle’s simplified IT solutions from iMbasa IT, since the company can now develop, implement and sell products and services across Oracle’s entire portfolio. iMbasa IT has gained recognition as a solutions provider, providing solutions that simplify IT to a client base of Oracle and non-Oracle users in both public and private sectors. With more than 15 years of collective work experience in the IT industry, iMbasa IT is a helping hand in an ever-changing technologically advanced world.

www.imbasa.co.za

Lexmark introduces next-level solution centre
Lexmark SA has launched its Solution Centre in Fourways, which is a fully functioning centre built to give sales teams and channel partners a platform to showcase Lexmark’s solutions. “We have built a centre that showcases Lexmark’s solutions by way of visual aids in ‘living form’, articulating our value in a more comprehensive manner,” said Nathan Nayagar, MD for Lexmark – SA and English-speaking Africa.

www.lexmark.com

First Distribution signs up with AirVM
First Distribution, SA’s leading distributor for data centre, enterprise and cloud solutions, has announced it has signed a distribution agreement to represent and sell AirVM across Africa. AirVM is a cloud management platform company empowering VMware vCloud Air Network (vCAN) service providers to bring their cloud services to market.

www.firstdistribution.co.za

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**NETWORKING**

**IS pilots SA’s first SDN**

Internet Solutions (IS) has implemented its elastic wide area network (e-WAN) infrastructure, based on software-defined network (SDN) architecture principles, which it is now trialling with a number of clients. By extending its network with an SDN-based architecture, IS will enhance operational efficiencies as well as enable fast and flexible service delivery to clients. “Internet Solutions is building its e-WAN network to accommodate the needs of businesses and consumers alike. The network will be able to adapt instantly to the increasing and seasonal requirements of clients. This means that the network must be perceived to have limitless capacity, be highly elastic and offer real-time service delivery,” said Greg Montjoie, executive, Connectivity, Internet Solutions. www.is.co.za

**Turrito Networks delivers true SME Business in a Box**

Turrito Networks, a MicroMega group company, has recently launched Business in a Box, a series of enterprise-grade fibre and wireless connectivity options, which all include Windows desktop bundles, designed for local SMEs. By combining uncapped broadband fibre, four line-speed options, and up to 100 inclusive CloudGateWindows computers, all on a 24-month subscription contract, Turrito Networks is aiming to simplify the connectivity and hardware purchasing decision for SMEs. Essentially, it bundles all the connectivity and computing hardware a small to medium business would ever need to run. www.turrito.com

**5G to go commercial by 2020**

The latest edition of the Ericsson Mobility Report provides insight into the future of 5G networks, including a forecast of 150 million 5G mobile subscriptions by 2021. 5G networks, based on standards that meet ITU IMT–2020 requirements, are expected to be deployed commercially from 2020. South Korea, Japan, China and the US are predicted to lead with the first, and fastest, 5G subscription uptake. 5G will connect new types of devices, enabling new use cases related to the Internet of things; the transition will open up new industries and verticals to ICT transformation. www.ericsson.com

**INTERNET**

**Are you driving business value?**

Today it is not hard to launch a Web site, but to launch a Web site that reaches your target audience and drives business value is not that simple. It is important to tie your Web site strategy back to your business goals. “A Web site that purely shares information about your company, but does not trigger engagement, will not drive sales for your organisation. Having recently been through this process, Business Connexion understands what type of content and engagement mechanisms will turn your Web site into a lead generation tool, encouraging contact and, ultimately, tangible and measurable leads,” says VishRajpal, group executive: Business Solutions at Business Connexion. www.bcx.co.za

**TIBCO partner digitalSTROM triumphs at IOT Awards**

TIBCO Software, a global leader in integration, analytics, and event processing, and smart home provider digitalSTROM are celebrating digitalSTROM’S triumph in the Internet of Things Awards (IOTA) Smart Home category. The Swiss-German outfit, which is pioneering a new era in intelligent living, saw off tough competition in the form of industry giants, such as Nest, to take the accolade, which recognises those at the pinnacle of innovation and sustainability in this space. Open to the full spectrum of companies involved in the IOT space, the event drew hundreds of industry representatives from BT Group, NTT Communications, Ooredoo, and Vodafone among others to celebrate innovation. www.tibco.co.za

**SECURITY**

**Braving the cyberattack storm**

This has certainly been a session for hackers worldwide, say ManageEngine and ITR Technology. A recent report released by the Identity Theft Resource Center (ITRC) claims there has been a total of 541 data breaches at the time of writing in the US alone. According to ITR Technology, adopting a solid security plan is the best option to ensure the security of privileged accounts. This can be done by subjecting these accounts to an automated life cycle management. Some aspects of this security plan should include strong discovery mechanisms, as well as assigning strong and unique passwords to IT resources. www.itrtech.co.za

**Telkom Fibre’s Guinness World record attempt**

Telkom recently put its fibre technology to the test in the Telkom Unlimited Movie Marathon Guinness World Record attempt. Using Telkom’s Boltspeed fibre to stream over 122 hours of movies, selected participants attempted to break the current world record for longest marathon of watching films, which, at the time, stood at 120 hours and 23 minutes (about five days). An accomplished endurance record-breaker, Suresh Joachim travelled from Canada to compete against ten local South Africans. www.telkom.co.za
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www.hrpulse.co.za
**Wipro, Gibs complete ‘Future CIO’ programme**

Wipro, a leading global information technology, consulting and business process services company, and the Gordon Institute of Business Science (Gibs), a leading business school in South Africa, announced the successful completion of the first edition of the ‘Future CIO’ learning programme. In a graduation ceremony held recently, 19 graduates were presented with certificates marking the completion of the six month-long programme. The ‘Future CIO’ programme, a joint initiative by Gibs and Wipro, was launched with the objective of developing and honing talent for global technology leadership roles. The programme commenced in June 2015 and comprises three modules.

www.wipro.com

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**UCS Technology Services announces 2016 internship intake**

UCS Technology Services has opened applications for their third annual Internship Programme. Offering practical and paid work opportunities to IT graduates, UCS TS provides a structured one-year programme aimed at exposing young people to the professional market. Thoko Mzolisa, HR Executive, explains, "UCS TS is invested in providing opportunities to young South Africans, and contributing to skills development and jobs creation in the ICT sector. Growing interns’ potential through active and hands-on internships is also in line with UCS TS’s commitment to promoting employment equity. Says Mzolisa, "Internships are offered in departments of UCS TS that both have a need for extra personnel, and that are best situated to retain the intern."

www.ucsts.com

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**SAS celebrates 20 years in South Africa**

SAS, the leader in business analytics software and services, celebrates its 20th anniversary in South Africa this year, and notes the move from linear to exponential growth it has witnessed both as a company and in the industry since opening its doors on 1 January 1996. SAS South Africa has also grown their number of employees tremendously from their time of inception. SAS South Africa continues to be at the forefront of advanced data analytics and visualisation technology, maintaining an unbroken 20 years of growth and profitability.

www.sas.com

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**Consumerising IT with TIBCO**

TIBCO Software, a global leader in integration, analytics, and event processing, has announced the current preview and upcoming beta launch of TIBCO Simplr, and launch of TIBCO ActiveMatrix BPM 4.0, two tools that extend beyond automation, into the realm of digitalising businesses. By leveraging advanced technology to put the right information into workers’ hands at the right time, these two tools support TIBCO’s goal of increasing velocity in business process management and function. "The consumerisation of IT is definitely here to stay,” said Matt Quinn, chief technology officer, TIBCO.

www.tibco.co.za

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**USSD for mobile consumer management**

According to Grapevine, the terms ‘mobile engagement’ and ‘USSD’ make incongruous partners: Mobile engagement is the buzz-phrase of the moment, while USSD is often regarded as an archaic hangover from the days of feature phones. Grapevine offers a USSD API to developers who want to code their own USSD applications, and they also have a team dedicated to building and managing apps on behalf of clients.

www.grapevinetgroup.co.za

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**Gridlock is grinding Sandton to a halt**

Growing traffic congestion has serious economic consequences for fast-growing cities, but the most concerning effects of gridlock is on the individual. The pressing question is ‘how many moments are you missing while you’re stuck behind the wheel of a car?’. According to the latest traffic index report, released annually by TomTom, a global leader in satellite navigation technology, more than 40% of South African employees are late for work due to traffic congestion. Johannesburg is currently ranked the 77th most congested city in the world, and climbing steadily. “There are many factors that contribute to traffic congestion in South Africa, poor public transport is one of them,” said Etienne Louw, General Manager of TomTom Africa.

www.tomtom.com

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Contact sales@itweb.co.za for any sales enquiries.
**Network access control critical for BYOD**

Tight Network Access Control (NAC) is at the crux of mitigating the IT security risks associated with the unbridled connection of unmanaged personal devices to corporate networks. This is according to Michael Morton, mobile security expert at Securicom, a trusted mobile IT security services vendor in South Africa. “The advantages of Bring Your Own Device (BYOD) environments are widely touted. Employees’ productivity is empowered because they are allowed to use their devices of choice to do their work on the move, and companies reap the benefits of a most cost-effective alternative to provisioning devices.”

[www2.securicom.co.za](http://www2.securicom.co.za)

**Securicom introduces next generation mobile management**

Leading South African managed IT security services vendor, Securicom, has bolstered its mobile management and security services for business with its new Securicom Enterprise Mobility Management (EMM) platform. Securicom EMM provides next generation protection of corporate data accessible by, and generated, stored and shared on, mobile devices. “Securicom EMM goes beyond mobile security to provide companies with robust and effective tools for securing corporate data that is at risk from mobile devices accessing the network, as well as data that is stored and shared on these devices,” says Michael Morton, mobile security expert at Securicom.

[www2.securicom.co.za](http://www2.securicom.co.za)

**Parents can help children with online safety**

ESET, a pioneer in IT security for more than two decades, has announced the global availability of its ESET Parental Control for Android app, which helps parents to protect their children when exploring the online world. Having a tool to regulate the use of tablets and smartphones is important for parents, the company says.

[www.eset.com](http://www.eset.com)

**Tyco brings connected home solutions to CES 2016**

Tyco Security Products, part of Tyco, recently showcased its connected home solutions in its debut appearance at the 2016 CES show in Las Vegas. The world’s gathering place for consumer technologies provides an ideal platform to feature the company’s expanding range of technology-inspired products and capabilities for the smart home. “Backed by our depth of experience and technology leadership in the residential security market, where we have millions of customers worldwide, our presence at CES highlights our focus on providing intuitive and innovative solutions to the smart home market,” said Tim Myers, Director of Product Marketing, Tyco Security Products and Thread Group Board Member.

[www.tycosecurityproducts.com](http://www.tycosecurityproducts.com)

**Powerful integration from Kantech’s EntraPass**

Tyco Security Products has announced the release of version 6.04 of Kantech’s EntraPass security management system featuring a redesign of the EntraPass Go mobile app that streamlines security tasks to bring together door controls, live video and intrusion on a single, simple-to-manage home screen. Managing various day-to-day security tasks is made easier under EntraPass Go’s new side bar and home page including the addition of intrusion operations for arming and disarming partitions, ability to connect and stream live video from INTEVO with exacqVision, swipe-and-lock, and quick-action door controls. This newest version of EntraPass continues to build on its integration with Tyco Security Products’ DSC PowerSeries Neo intrusion system.

[www.tycosecurityproducts.com](http://www.tycosecurityproducts.com)

**WinnaVegas Casino wins with Tyco**

Tyco Security Products has announced that WinnaVegas Casino Resort in Sloan, Iowa, USA, has deployed a complete security solution using victor Unified security management platform to integrate its access control and video surveillance systems for use throughout its recently expanded casino facilities, hotel and parking lots. In addition to the deployment of the victor Unified Client, WinnaVegas Casino and Resort added a host of new Illustra IP PTZ and mini-dome cameras from Tyco Security Products. The Illustra Pro PTZ cameras’ ability to move into position at a rate of up to 512 per second allows WinnaVegas security officers to quickly and more efficiently monitor suspicious behaviour in real time.

[www.tycosecurityproducts.com](http://www.tycosecurityproducts.com)

**Investigation management tools enhance security**

Tyco Security Products has introduced version 4.8, the newest version of the victor Video Management System (VMS) and VideoEdge network video recorders (NVR), adding several new investigative tools to further simplify incident reporting for busy surveillance operators. The newest version of victor enables operators to quickly build and edit video clips of a specific incident, reducing the time spent searching for video evidence from hours to just minutes. Using the new clip builder and image editor features, operators can split, cut, crop, delete and add relevant segments of video to a clip while also adding information directly on the image to better document actions occurring in the scene.

[www.tycosecurityproducts.com](http://www.tycosecurityproducts.com)

**Tyco CEM systems secure emergency care hospital**

Tyco Security Products announced its selection as the access control solution provider for the NHS Northumbria’s new Emergency Care Hospital in Cramlington, UK. SPIE Scotshield installed the access control solution from CEM Systems along with the complete fire and security solution for the Hospital. The revolutionary Northumbria Specialist Emergency Care Hospital opened in June 2015 and is part of a £200 million investment to improve healthcare for people in Northumberland and North Tyneside. It is the first hospital in England to have emergency care consultants on site 24 hours a day, seven days a week.

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[www.tycosecurityproducts.com](http://www.tycosecurityproducts.com)
INDUSTRY SOLUTIONS

**ABYY boosts Rhenus**
ABYY, a leading provider of document recognition, data capture and linguistic technologies, announced today it has helped Rhenus Assets & Services – the shared services centre of the global logistics company – to automate its invoice and document processing. Rhenus is currently using the ABYY solution to process up to 1.8 million documents annually in the form of incoming invoices, delivery notes and many other paper documents. Following central processing and classification of the documents, data from incoming invoices are read according to business rules and then passed to the workflow-based approval process in SAP.

www.deltalink.co.za

**Tyco secures Turkish nursing home**
Tyco Security Products, part of Tyco, the world’s largest pure-play fire protection and security company, announced the Or Yom Nursing Home in Istanbul, Turkey, is now using the Elpas Real Time Location System (RTLS) for the facility’s 130 residents and 20 staff members. Working with integrator Sigmamed, residents were issued Elpas healthcare positioning tags that serve as an active RFID transmitter. The tags work in conjunction with readers installed throughout the two buildings – one existing and one newly constructed building – that encompass the facility, which opened in 2004. Residents’ RFID tags are monitored via computers at three nurse’s stations within Or Yom Nursing Home.

www.tycosecurityproducts.com

**4most, SAP empowers leading research lab**

Proudly South African biotechnology research company, Lamelle Research Laboratories, required an ERP system that could meet its growth requirements. “Over the last 10 years, we have definitely grown from strength to strength,” says Tony de Barros, sales and marketing director. However, with growth comes certain requirements – larger office and warehouse facilities, together with increased staff. "As a business, we had reached the stage where we needed to take the next step," says De Barros. 4most – a leading supplier and implementer of SAP Business One and ERP software and technology, offered a solution in the latest SAP HANA technology.

www.4most.co.za

**StorTech implements first Oracle VSM6 solution**

Nedbank Group Technology is the Information Technology Division of the Nedbank Group, and its strategy is to leverage technology to enable Nedbank to be Africa’s most admired bank. In May 2014, Nedbank released a formal RFP to IBM mainframe backup solution providers for an optimal and sustainable solution to meet current demands and anticipate future requirements in line with the bank’s technology strategy. After careful evaluation following an extremely stringent selection process, the RFP was awarded to Storage Technology Services (StorTech) for the procurement, implementation and ongoing support of an Oracle VSM6, VLE (Virtual Library Extension) and SL8500 Tape Libraries technology solution.

www.stortech.co.za

SOFTWARE

**Wipro launches ‘Travel & Expense Management as a Service’**

Wipro, a leading global IT, consulting and business process services company, has announced the launch of a Travel & Expense (T&E) Management as a Service solution, on the Microsoft Azure platform, for the B2B segment, with general availability release from December 2015. The solution will provide accurate, simplified and scalable processes for users, administrators and finance functions across an enterprise. The Wipro T&E Management as a Service solution will enable organisations across industry sectors to carry out the process of travel-related reimbursement and reporting with ease and scalability.

www.wipro.com

**Mimecast leads in enterprise information archiving**

Mimecast has been positioned by leading independent industry analyst firm Gartner in the ‘Leaders’ section of the October 2015 Magic Quadrant for Enterprise Information Archiving. The report provides a detailed overview of the enterprise information archiving market and evaluates vendors based on their completeness of vision and ability to execute. The company has been positioned as highest on ‘ability to execute’ in the ‘Leaders’ quadrant. Neil Murray, chief technology officer at Mimecast, commented: “We have invested considerable time and effort into leading the industry in e-mail and data archiving technology, and doing this completely in the cloud.”

www.mimecast.com

**DiData debuts MSS in MEA**

Dimension Data recently announced the launch of its Managed Security Services (MSS) in Middle East and Africa. Dimension Data’s MSS is a suite of managed and cloud-based services to help organisations establish compliance, minimise business impact, and reduce overall security risk in the face of today’s emerging threats. “Our MSS offerings represent a new milestone in our security capabilities and will strengthen Dimension Data’s position as a leading managed security services provider in Middle East and Africa,” said Sean Duffy, security executive at Dimension Data Middle East and Africa.

www.dimensiondata.com

**Presenting InfiniBox unified storage: NAS capabilities**

As network attached storage (NAS) continues to outpace growth expectations, storage vendors often respond to this demand by creating solutions from limited, inefficient architectures. For example, implementing NAS over SAN (which creates performance bottlenecks), providing NAS-only solutions (which creates storage silos), or providing scale-out solutions (which lack the ability to automatically distribute workloads across all nodes). Unlike these solutions, InfiniBox was designed from day one to be a unified storage solution. Its core architecture is based on a data layout and metadata structure that caters to the needs of each protocol type (block and file).

www.infinidat.com

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INNOVATION

By SIBAHLE MALINGA

3D printing will create more jobs

Since the industrial revolution, the manufacturing of products has been synonymous with big production machines, assembly tools, and grinding and finishing equipment.

However, with the advent of 3D printing, the production of objects can now take place without going through the lengthy factory manufacturing process, in the comfort of your home using a 3D printer.

How will 3D printing change the future of the manufacturing and IT industries?

“The creation of 3D printed objects, which is achieved by using additive processes, will reshape the future of product development, manufacturing and the IT industry,” says Bernhard Vogt, CEO at SA 3D technology company CAD House.

The fact that more people are now able to print 3-dimensional objects ranging from mobile phone cases, coffee mugs, prosthetic limbs, toys, and camera lenses to 3D printed fabrics will change the face of the manufacturing industry for the better, he says.

“Many people are afraid that 3D printing will take away jobs. Contrary to that, it will create more jobs. It has already started creating jobs within the 3D printing field for designers. The jewellery industry, for instance, is one of our biggest industries because 90% of jewellery made in SA today is made using a 3D printer.

“Jewellery was traditionally designed by hand, now we are seeing a new generation of young designers who are not making things by hand anymore but rather using a computer to design the piece of jewellery,” he explained.

He says because 3D printing is interconnected to many other industries it will create opportunities which are yet to be discovered.

CAD House offers five-day training courses in various fields such as geomagic design, hardware, 3D design jewellery and more.

The company says it will establish recycling hubs next year where children will be encouraged to bring their own plastic which will be melted and turned into filament, the material mainly used to make 3D printing objects. This filament will then be used to create chairs, tables, cups and plates.

Rick Treweek, creative director at Robobeast, a 3D printing and distribution company, says 3D printing, which has long been used for rapid prototyping, is being applied in a number of industries today, including aerospace and defence; automotive; and healthcare industries.

“Our company is exploring how 3D printing will change the future of the toy industry. We are currently creating 3D animation digital files that will produce custom-made toys so that children will be walking around with toys that nobody else owns. These unique designs can be downloaded on our Web site and then printed on a 3D printing machine.

“At the moment we have a client who invented rowing gym equipment and he needed specific parts which were not easy to manufacture. Traditionally, he would have had to find a factory with big tooling equipment, wait a month for them to manufacture the part, and then they would have had to run a series of tests to ensure that it was of good standard,” he continued.

Robobeast was able to produce the part using a 3D printer and complete the entire process in only a few days.

According to Robobeast, anybody can buy and own a printing machine within a day. Desktop 3D printing manufacturing technology can be done at home, the office, a hospital or at school.

Elsabe Booyens, corporate communications for Sahara Systems majority shareholder of CAD House, says there is no doubt that 3D printing will create more jobs – only with a different set of skills such as design capability, machine management, operation and maintenance.

“3D printing will re-energise both the manufacturing and IT industries. You don’t need all of the capital involved in the creation of things anymore. You now need to do a short course, buy a machine and even start your own business,” she asserts.
CapaCITI resskills unemployed youth

Western Cape-based tech talent programme, CapaCITI, will train 1 000 students in technology skills over the next three years. This is the word from Alethea Hagemann, head of the CapaCITI programme, who says the company has big plans for the near future.

“In 2015 alone we had 220 individuals come through the programme, which is nearly double that of our 2014 group. The potential to scale up is extremely positive.

“We aim to train at least another 1 000 students in tech skills over the next three years through the innovative use of online programs,” says Hagemann.

Launched in 2011, CapaCITI recruits unemployed youth and reskills them with marketable technology skills – including business analysis, software development and IT networking skills. The programme aims to equip youth with job readiness training, and help find them internships or full-time jobs in top tech companies in the Western Cape.

CapaCITI has partnered with the University of Cape Town, University of the Western Cape, Cape Peninsula University of Technology and other institutions to develop bespoke programmes rooted in industry-input, industry-demand and industry-standards.

To date, the programme has matched more than 500 graduates to top tech positions. Ninety-eight percent of all graduates between 2011 and 2015 are still employed at over 150 South African companies, says Hagemann.

Commenting on the importance of skills development for South African youth, Najwah Allie-Edries, head of the Jobs Fund, says skills programmes need to result in jobs, and training alone is not enough.

“The work that CapaCITI does is enormously important. It provides a vital bridge and link between unemployed youth and the world of work...there’s a huge demand for ICT skills, but young people don’t know how to access that,” says Allie-Edries.

“Access to education has improved, but employment hasn’t. Through the work CapaCITI does in identifying young people, putting them through structured programmes and understanding what employer needs are, we can ensure that those young people meet those needs,” she adds.

Debbie Schäfer, Western Cape Education Department (WCED) MEC, adds: “We are very excited about CapaCITI’s initiative in ensuring that they up-skill ICT learners and enable them to find and secure employment.

“Ensuring that our young people are digitally literate in this day and age is vitally important for when they leave school and graduate from a relevant course. Skills like these give them something with which to contribute to the economy, and a sense of pride in their own abilities.”

The WCED has identified ICT skills and e-learning as game-changers for South African education, and is placing a huge emphasis on rolling out infrastructure and technology over the next two years. 

…there’s a huge demand for ICT skills, but young people don’t know how to access that. 
DAM, a step towards omni-channel success
Is digital asset management on the agenda at your company? If not, it’s time to ask why, says Paul Swartz, divisional executive at Argility – SA’s leading digital transformation specialist. "The best place to start with digital asset management (DAM) is a definition," says Swartz. "Digital assets include videos, brochures, white papers, music, PDF documents, logos and any other content used by the business. DAM is one of the tools that businesses will need if they are to effectively roll-out omni-channel strategies. These assets are generally under the purview of the marketing team, but – in the absence of a DAM solution – not necessarily under their control.”

EOH Cloud Services unveils application optimisation
According to EOH Cloud Services’ Stuart Hardy, fast and responsive apps are essential for end-user happiness, but in a lot of cases are simply not possible when the application is delivered from Europe or the US, with over expensive networks and high latency. Hardy explains that to achieve this, EOH has invested in optimisation technology, built around its own cloud and network that will help clients and their users overcome the slow application performance challenges faced with global application delivery. "We believe cloud is the future of application delivery. We also believe companies will consume their applications from a range of cloud sources,” he says.

Speed up your apps: wherever they sit
The majority of business-critical applications were developed to be delivered in company networks or data centres where the cost of LAN bandwidth is low and the latency experienced by users is less than 1ms. "The advent and surge of cloud has changed the equation, as businesses are drawn to the myriad benefits gained when consuming their business-critical applications from global cloud infrastructures,” says EOH Cloud Services’ Stuart Hardy. He explains that these days, many of the applications businesses use are delivered from data centres in the US or Europe, which impacts on user experience due to high latency and expensive bandwidth.

The end to ‘ivory towers’ in businesses
In tomorrow’s world, the most prized asset in commerce – knowledge – will be housed in progressive, digital and data-driven environments run by people who promote information sharing and who despise the notion of self-imposed isolation within ivory towers, says Fred Steinberg, MD, Communication Genetics.

User experience design – more than just buzzwords
Nicholas Evans, lead user experience consultant at EOH MC Solutions, says UX is one of the hottest buzzwords in the market today, but the field is widely misunderstood – even by many of those offering user experience consulting and design services. Evans says EOH MC Solutions has a strong user experience consulting and development arm.

Pressing need for scarce IT skills
Education trends indicate many graduates from IT tertiary institutions leave with developing and coding skills on paper, but are incapable of performing when tested in the real world. Russell Hollick, Chief Executive: Product Architecture at ERP provider SYSPRO, says this is because institutions follow a canned learning approach to training tertiary students. “Accessing scarce and much needed development and testing skills in the market has always been a challenge. For this reason, we launched our developer intern programme over 10 years ago.”

Retail banks aim for customer efficiency
According to Nathan Nayagar, MD for Lexmark – SA & English-speaking Africa, retail banks need to revolutionise the way they serve customers if they are to maintain a steady footing in an industry where the ground is constantly shifting. "Innovative technology is at the heart of enabling banks to attract and retain customers,” he says.
The evolving role of the business analyst

The use of technology and or automation to achieve a business’ stated objectives very often places a business in a favourable competitive position within the industry. However, when considering the use of technology to improve business efficiencies and lower operational costs, organisations need to complete a business analysis exercise which correctly maps the entire end-to-end process. Failure to do this effectively often results in a high rate of failure for such projects and is very costly in the long-term says Daniel Gombe, CEO of Sochin Technologies.

www.soit.co.za

African businesses get serious about advanced data analytics

African businesses are allocating more budget to analytics, not only to understand their data better but also to manage fraud and risk, says Razel Mavhungu Mushiana, GM for SAS Rest of Africa. Businesses are starting to realise that advanced data analytics is no longer a nice-to-have but is crucial in helping them to increase productivity and competitiveness in the market. That’s because, in countries like Nigeria and Kenya, young up-and-coming executives have seen what analytics can do in global markets and want to see that same success replicated in their own businesses.

www.sas.com

Maximising data resources to protect water

South Africa is a water scarce country. With average annual rainfall of 450mm – compared to a global average of 870mm – the country is ranked the 30th driest in the world. One would assume that we would be more cautious when it comes to water usage and wastage and that conservation would be a priority for everyone. Unfortunately, it’s not, says Kroshlen Moodley, GM: Public Sector and Utilities at SAS. Moodley believes that we can prevent an even bigger crisis but this requires public–private partnerships, better resource management, efficient infrastructure planning and, most importantly, the aggregation of all available data to inform decision-making.

www.sas.com

Cloud adoption sweeping UAE, Qatar

Soarsoft International Founder and Director, Chris Hathaway, recently returned from a trip through Abu Dhabi, Dubai and Doha, having met with several of Soarsoft’s customers based in the area. During the course of his visit, he reported astounding levels of cloud adoption taking place throughout the region.

www.soarsoftinternational.com

Network Platforms leads on net neutrality

Service-driven ICT solutions provider Network Platform already leads the way in assuring its clients of complete net neutrality, traffic management and control. "Net neutrality, at its most basic, simply states that all traffic types need to be treated as equal without shaping, limitation or control by the Internet service provider," says Gavin Epstein, Sales Executive at Network Platforms.

www.networkplatforms.co.za

Offshoring drives ‘meaningless’ rate per hour billing

Rate per hour quotes and billing are meaningless as a measure of software development standards, yet enterprises are increasingly partnering with service providers on the basis of rate cards alone, according to Brian Harding, MD of EOH MC. Rate per hour procurement inevitably results in a dissatisfied client and harms the image of the IT industry as a whole, he says, adding: 'Rate per hour tells you nothing about the level of skills working on the project, or the quality, performance and sustainability of the software. Typically, projects initiated on the strength of a rate per hour quote run on far longer than expected and can cost significantly more than what was originally anticipated.”

www.eohmc.co.za

Customers opting for digital communication

Over the past 20 years, many businesses have transitioned a portion of their customers from paper-based to digital communications. Michael Wright, CEO of digital communication specialist, Striata, says the past 12 months have seen ‘digital’ increasingly becoming the default channel for marketing, operational and confidential communication with customers.

www.striata.com

The enterprise and Generation Z

The post-millennial generation, or Gen Z as they are commonly referred to, have started to enter the workforce and their arrival may be the kick-start organisations need to revitalise their digital make-up, says Lenore Kerrigan, Country Manager, Africa at OpenText.

www.opentext.com

Why can’t you detect a breach?

Recent reports of the Hilton Hotel Group’s point of sale (POS) systems being breached in order for hackers to gain access to credit card data were the latest in a series of attacks directed at the hospitality sector. These have proven that today’s advanced threats and targeted attacks are easily able to bypass standard security defences and remain undetected for long periods of time, while exfiltrating valuable information. This is according to John Mc Loughlin, MD of J2 Software, who says organisations whose security strategies focus on products and tools such as access control and identity management will have problems.

www.j2.co.za
**SAP Business One gives Gammatec more control**

A legacy system no longer able to cope with the demands of daily operations saw Gammatec urgently needing to re-evaluate its existing technology platform. With an increase in global competition reinforcing the need to remain highly competitive, together with future growth plans, Gammatec’s need for a single enterprise management system capable of enabling it to meet daily requirements, while simultaneously allowing it to take the next step, was fast becoming business-critical.

Clear on its requirements, coupled with an intensive review of available solutions, Gammatec was in no doubt that SAP Business One would yield the perfect fit, able to provide the required scope for growth. “Our biggest requirement was scalability – a package that could grow alongside us, matching our growth seamlessly and with the ability to add efficiencies as and when required,” says Christo Mynhardt, financial manager.

www.4most.co.za

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**EOH MC Solutions targets mobile**

Western Cape-based EOH MC Solutions is stepping up its mobile application development capacity to meet growing demand from clients for high-end mobile application services. Matthew Wridgway, lead architect for Mobile Development at EOH MC Solutions, says the company has skilled up internal resources and grown its developer skills pool.

www.eohmc.co.za

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**OpenText leads in Enterprise Content Management**

OpenText, a global leader in Enterprise Information Management (EIM), has announced that it has been positioned as a leader in Gartner’s Magic Quadrant for Enterprise Content Management report, published on 21 October 2015 by one of the leading worldwide research and advisory firms, Gartner. The report evaluates 20 Enterprise Content Management (ECM) vendors. According to the Gartner report:

“The ECM market is going through a shift, from large enterprise suites to more business solutions focused on delivering business value in specific use cases. The management and control of content is at the very heart of the digital transformation journey currently underway at organisations of all sizes around the world,” said Adam Howatson, chief marketing officer at OpenText.

www.opentext.com

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**Latest release of M-Files delivers**

Deltalink Consulting, a supplier of solutions that dramatically improve how businesses manage documents and other information, announced the immediate availability of M-Files 2015.1. The latest product release of the M-Files enterprise information management (EIM) solution increases the company’s leadership position in leveraging metadata to address demanding information management requirements and challenges with a variety of important metadata-related enhancements. These include efficient new features for easily configuring the metadata of documents and other objects to include contextual automatic values, intuitive property groupings, helpful tooltips and more. This improves both the efficiency and accuracy of adding and editing metadata.

www.deltalink.co.za

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**MakeMeMobile expands to the enterprise**

MakeMeMobile, specialist in mobile enterprise solutions, has expanded its operations to support the growth of the business throughout SA. The company recently opened a regional office in Port Elizabeth to meet the demand for mobile enterprise solutions in the automotive, retail and logistics industries in the Eastern Cape region and support its growing base of customers in these sectors. “Although we have been providing services to this region via our Cape Town and other regional offices, the expansion of this customer base required our presence in the region to provide the necessary quality on ground support and services to our existing customers, and enable us to grow our business,” says Andrew Fosbrook, director of MakeMeMobile.

www.m3mobile.co.za

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**Leveraging co-location services for the enterprise**

According to Dee Smith & Associates, there is an easy mechanism for enterprises to not only save on their bandwidth charges, but also improve their overall information security. To achieve this, the enterprise requires an ASN number for its range of IP addresses, which can be obtained from AfriNIC. This will allow the enterprise to not only save on their bandwidth charges, but also improve their overall information security. To achieve this, the enterprise requires an ASN number for its range of IP addresses, which can be obtained from AfriNIC. This will allow the enterprise to obtain IP transit on a settlement-free basis at a neutral peering point. These are typically located at co-location data centres, and in SA there are two main Internet Exchange Points, namely NAP Africa (operated by Teraco) and INX (operated by ISP and hosted at Internet Solutions).

www.deesmith.co.za

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**Sochin Technologies becomes a Microsoft authorised education partner**

ICT specialist Sochin Technologies has announced it has become a Microsoft Authorised Education Partner (AEP), demonstrating its ability to meet Microsoft academic customers’ evolving needs in today’s dynamic business environment. To earn a Microsoft AEP authorisation, partners must complete a test to prove their level of academic licensing and market expertise.

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Go “INCOGNITO”

We are pleased to announce a private-format CV presentation.

This concept enables job seekers to post their CVs in incognito mode – to expose their skills, education, work experience and credentials to the top recruiters in the country, without revealing their identity.

The recruiters will be able to request contact with a job seeker who chose incognito mode, and the job seeker will have the choice of accepting or rejecting the contact request. If the job seeker accepts the request, the contact details will be sent to the recruiter, and the recruitment process will continue from there.

In the incognito mode, a job seeker also has the option of predefining which recruitment agencies get to view his or her contact details.