DATA MIGRATION: Much more to come
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).
ICT is a fast-moving sector and the ITWeb/JMR Data Migration survey (Page 08) shows that data is at the forefront of this movement.

The majority of respondents confirmed that their organisation undertakes three data migration projects per year.

Moreover 76% of those who participated in the survey are planning a data migration project within the next 12 – 24 months.

The survey also identified digital transformation as a significant influence, helping to drive the increase in data migration projects.

While data loss is identified as the greatest risk, business leaders advise that adequate preparation, input from experts and involving all stakeholders as quickly as possible will do much to mitigate issues.

In this edition we feature insight into a range of topics including gamification, IoT and technology used during Rio 2016.

Enjoy the read!

Chris Tredger
Editor
Was a chubby kid. I remember standing in a line at the tuck shop in junior school and overhearing the two girls in front of me commenting about how “fat” I was. The truth is, I was fat, but that didn’t make their words any less nasty, nor did it make them easier to hear. This seemingly insignificant incident, that I am certain neither of them will remember, is a moment from my childhood that I will never forget.

Today, these “incidents” are probably still happening on school playgrounds but they are also increasingly happening in online spaces. I find it hard to even imagine how I would’ve reacted had this exchange occurred on one of these platforms, chances are the number of people hating on my figure would probably have been much larger and the comments more venomous.

Just ask some of the athletes competing at this year’s Olympic games in Rio. When Mexico’s Alexa Moreno, 22, placed 31st in the all-around gymnastics competition, I’m sure she was pretty chuffed. Hailing from a country that isn’t known for its gymnastics prowess, the fact that she made it to the games at all is a pretty decent feat.

But rather than applaud the talented young woman for her ability to compete against the best, and just miss a spot in the top 10 in the vault event, a few ugly Internet users opted to poke fun at her appearance. One malicious tweeter commented that the athlete had a body equivalent to that of two gymnasts and questioned why she hadn’t dieted before the games. Another posted an image of a cartoon pig in reference to Moreno. According to the official Rio 2016 Web site, Moreno is actually a rather diminutive human –1.47m tall and weighing a mere 45kg.

Before you chastise me for only addressing this issue from a female perspective, it wasn’t only women who were in the firing line of awful individuals. The abdominal region of Ethiopian Olympic debutant Robel Kiros Habte was the target of much criticism after he finished last in the men’s 100m freestyle heats. For Habte, his ranking was irrelevant. “It didn’t matter where I finished,” he told Reuters. “Everybody, every day you wake up in Ethiopia, you run. Not swimming. But I didn’t want to run; I wanted to be a swimmer. It didn’t matter where I finished.”

An Ethiopian news site labelled him “out of shape”, with one commenter nicknaming the athlete “Robel the Whale”. Some even went so far as to suggest the only way a swimmer with an ample frame could qualify for the games would be if his father, who happens to be president of the country’s swimming federation, had pulled some strings to get him there. Regardless, I know I certainly wouldn’t be able to finish a race within less than 15 seconds of the most talented swimmers in the world. And I doubt any of his critics would either.

Calling out Caster

Back in 2009, an 18-year-old Caster Semenya was subjected to sex-determination testing after emerging victorious in her first senior championship. The point of the testing was to confirm her eligibility to race as a woman. The reason for the scepticism being her incredible athleticism. Oh, and her incredibly muscular physique. In an act of society dictating feminine standards and policing femininity, the New Yorker described Semenya as “breathtakingly butch”.

Semenya was certainly a topic of conversation yet again when she stepped up to compete in the Rio Olympics. The favourite in several events, she remains one of the most controversial women competing in international athletics. Her critics argue her success is a result of a medical condition called hyperandrogenism, which causes Semenya to have higher testosterone levels, giving her a competitive advantage. Her supporters contest that these assertions are not supported by any concrete research.

Ahead of Rio 2016, one sceptic, UK marathon record-holder Paula Radcliffe, noted Semenya’s unbelievable dominance robbed the competition of its validity; devaluing the sport. I would challenge that in most competitive sport there will be an individual or team who is favoured to win. Consider Michael Phelps and Usain Bolt as just two examples.

According to some of the best coaches and trainers, the average athlete will invest about four to eight years training in a sport before being selected for an Olympic team. Yes, there are exceptions but the reality is that to compete in such a prestigious competition, you really need to be at the top of your game.

Perhaps we should spend more time praising them for their ‘sticktoitism’ and determination, and less time commenting on whether we deem their frame to be acceptable for international competition.

‘This article first appeared on ITWeb and has been amended for publication post Rio.'
Rethink what a phone can do for your business.

Defense-grade Knox security keeps work and personal information separate. It enhances productivity with expandable storage and longer battery life and offers dedicated technical support.

Samsung - A way of life.
First Technology National launches data backup, archive management

Local IT specialist First Technology National has announced the release of Data Backup/Archiving as a Service, powered by Commvault and FirstNet Technology Services. This is one of the first offerings of its kind in Africa in partnership with Commvault. The solution helps South African organisations of all sizes capitalise on the transformational advantages of moving one’s data to FirstNet’s local public cloud. It covers the entire spectrum of archiving, backup, moving files, searching, securing, retrieving, secure file sync, and sharing. Clients can view their backup and archive reports and completion statuses via their own portal, providing them with visibility and control. www.firsttech.co.za

Dee Smith & Associates to deliver CDCP course in Kenya

Dee Smith & Associates is proud to announce it is adding Nairobi as a venue to deliver EPI’s highly respected, globally recognised and internationally certified data centre design course – Certified Data Centre Professional (CDCP). The company strives to improve the overall level of data centre design and management knowledge across Africa. Through its professional consulting and training services, it is successful in fulfilling these objectives to the market. After its recent success in Maputo, Mozambique, it has decided to expand its course delivery even further. Its first Nairobi-based CDCP course is planned from 19–21 October 2016 at the training facilities of Amiran Communications, in Nairobi. www.deesmith.co.za

Off-site back-up collaboration to benefit QuickBooks users

QuickBooks is proud to announce a collaboration with Gabsten Technologies to offer QuickBooks users the security of knowing that their data is safely backed up at all times with CloudProtect. Gary Epstein, MD of EasyBiz QuickBooks, said “Our partnership with Gabsten is an exciting one for QuickBooks and our valued clients.” www.quickbooks.co.za

Oxford Economics on improving employee satisfaction, productivity

In its pursuit of learning more about how open work environments affect different types of workers and to lead the direction of business collaboration, Plantronics has announced the results of a global Oxford Economics study on the effects of open workplaces on employees. Oxford Economics interviewed more than 1 200 senior executives and non-manager employees. “Noise and distraction have a big impact on productivity,” says Edward Cone, deputy director of Thought Leadership and Technology Practice Lead at Oxford Economics. “These are issues that companies can address – but first they need to acknowledge the problem.” www.plantronics.com

Criminal prosecution for cartel conduct

On 1 May 2016, the provisions of the Competition Amendment Act 1 of 2009 (Competition Amendment Act), which criminalises cartel conduct, came into effect. The provisions do not apply retrospectively, that is, to cartel conduct engaged in before 1 May 2016. Section 73A of the Competition Amendment Act states that a director or manager of a firm commits an offence if he/she caused the firm to fix prices, allocate markets or collusively tender, or knowingly acquiesced in the firm engaging in these prohibited restrictive horizontal practices. In this context, “knowingly acquiesced” means having acquiesced while having actual knowledge of the firm’s prohibited conduct. www.webberwentzel.com

MobileData embraces digital with executive appointment

In a move designed to strengthen its digitalisation strategy, South African-based MobileData has appointed Chris Daffy as its chief commercial officer, with immediate effect. Daffy, who was previously the business development executive at Gijima, has extensive experience in the mobile and telecommunications market. “MobileData is perfectly positioned to benefit from the digitalisation push currently happening in South Africa. The country and the rest of the continent are on the cusp of a brave new world and I intend to assist the company position its TradeSwitch service delivery platform for this environment,” says Daffy. www.mobile-data.co.za

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Nebula receives Frost & Sullivan award

Leading South African telecoms innovation firm Nebula, has been awarded Frost & Sullivan’s “2016 South African Telecommunications Management Solutions Product Leadership Award” for its OneView Telecoms Lifecycle Management system. The awards acknowledge companies in various regional and global markets for exceptional leadership, technological innovation, customer service and strategic product development. www.nebula.co.za

New era in energy for Resolve

In an effort to capitalise on the significant opportunities that exist in the fuel industry, particularly in sub-Saharan Africa, Resolve Solution Partners (an Imperial company) has partnered with SJS Energy to form a new business unit called Resolve Energy Solutions. The new unit comprises key individuals from SJS Energy (Carol Savio and Tom Johnston), who plan to combine their significant expertise, knowledge and professional networks with Resolve’s supply chain and technology expertise, to unlock the estimated R1 billion of inefficiency that currently exists in the fuel industry. Resolve Energy Solutions has high expectations for transforming the way the fuel industry optimises its supply chains. www.resolveesp.com
**DVT heralds Western Cape expansion with new premises**

Software and solutions company DVT has officially opened the doors to its new 2 000 square-metre premises in Cape Town’s fast-growing Northgate Island precinct, heralding the start of a massive expansion drive that will see the company more than double its headcount in the next two years. The move was prompted by the rapid growth and success of the DVT’s Global Testing Centre, in Cape Town, now the largest specialist software testing centre in the southern hemisphere. DVT is the engine room of Dynamic Technology Holdings (www.dth.co.za), the largest privately owned software group in Africa. [www.dvt.co.za](http://www.dvt.co.za)

**DVT looks to double Global Test Centre capacity**

Software and solutions specialist company DVT is looking to double the capacity of its Global Test Centre (GTC) in Cape Town, with a significant increase in the intake of trainee testers and developers over the next 18 months to two years. The DVT GTC is the largest independent software testing facility of its kind in South Africa, offering local and global companies a turnkey portfolio of testing and development services, including manual, automated performance and regression testing for desktop, Web and mobile software applications. The company has recently moved to new, larger premises primarily to accommodate the planned GTC expansion. [www.dvt.co.za](http://www.dvt.co.za)

**Pure Storage a leader three years running**

Pure Storage, the market’s leading independent solid-state array vendor, announced it has retained its position in the Leaders Quadrant of the Magic Quadrant for Solid State Arrays (SSAs) by Gartner. For the third straight year, Pure Storage is positioned furthest along the “Completeness of Vision” axis in the Leaders Quadrant. [www.purestorage.com](http://www.purestorage.com)

**Money or the box?**

Local ICT infrastructure company BT-SA can now provide fast, on-site IT infrastructure for businesses through its innovative Data Centre in a Box, an affordable, low-maintenance solution that enables people to start working immediately. It enables businesses to deploy infrastructure in minutes; they no longer need to invest in costly server rooms and scarce technical skills. This revolutionary standalone data centre is all about convenience; it’s an ideal solution for businesses that require a complete data centre solution but cannot afford one or don’t have the time or resources to develop one. The solution can also be used as a key support component in disaster recovery. [www.bt-sa.co.za](http://www.bt-sa.co.za)

**EOH Cloud Services extends offerings to the UK**

Pioneer of the hybrid cloud in South Africa EOH Cloud Services has extended its cloud offering to the UK, for organisations that have a multinational presence or that need deployment in the region. Richard Vester, MD of Cloud Services at EOH, says this move will not only allow UK and other multinational companies to access EOH’s award-winning solutions, but will enable them to access public cloud offerings like AWS and Azure through a single pane of glass. EOH Cloud Services offers a solution with more depth and breadth than any other cloud provider. [www.eohcloud.co.za](http://www.eohcloud.co.za)

**The power of collaboration**

When the time comes to refresh the values of an organisation, companies can take any number of approaches. MobileData decided to embrace the fact that it is a proudly South African organisation with passionate employees. This would form the cornerstone of driving its new values, says André Louw, MD of MobileData. The four key organisational values (professionalism, quality, innovation, integrity and passion) were aligned to various elements that are unique to Africa – its animals, birds, trees, rivers and mountains. Linking the values to these various elements, the company felt it essential to get everybody in the organisation involved. [www.mobile-data.co.za](http://www.mobile-data.co.za)

**Are you suffering from airportitis?**

The little known condition of ‘airportitis’, experienced by many business travellers, has a surprisingly simple, yet innovative cure – Yealink’s one-stop Video Conferencing solution, recently launched in South Africa through Platinum Yealink distributor Even Flow Distribution. This nifty solution provides high-quality video even under fluctuating network conditions. [www.evenflow.co.za](http://www.evenflow.co.za)

**Resolve Immix – Microsoft ERP Partner of the Year**

Resolve Immix, leading software solutions provider, has won Microsoft’s FY16 ERP (Enterprise Resource Planning) Partner of the Year Award for South Africa. “This is a very exciting time for us,” said Nikki Ishwerwood, Sales Director at Resolve Immix, a key player in mining, manufacturing and industrial sectors. [www.resolveesp.com](http://www.resolveesp.com)

**Scott Dietzen, Pure Storage**

**Yealink’s one-stop Video Conferencing solution**

**EOH Cloud Services extends offerings to the UK**

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**The power of collaboration**

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**Are you suffering from airportitis?**

**The power of collaboration**

**Pure Storage a leader three years running**
The shift to mobile-cloud is changing the way we think about enterprise networking.

#DigitalWorkplace
EMC expands ‘Data Protection Everywhere’ portfolio
EMC Corporation unveiled new products and support that optimise the protection of VMware workloads across the spectrum of VMware environments to enable protection everywhere. This includes enhanced support for VMware Virtual SAN, VMware vSphere and expanded data protection options for VCE VxRail Appliances. The integration between EMC’s data protection portfolio and VMware software empowers vAdmins to provision, monitor and manage the protection of their virtual workloads through the standard VMware interface. The updated version of EMC Data Protection Suite for VMware, combined with EMC Data Domain Virtual Edition, provide fast, simple and efficient protection for VMware workloads, enabling continuous end-to-end protection.

www.emc.com

Kyocera Document Solutions SA supports fundraiser
Kyocera Document Solutions South Africa was once again the official sponsor of the One Wingz Golf Day for 2016, an annual charity golfing event hosted by Hot 91.9FM and Internet radio station, Ballz Visual Radio. This follows its successful sponsorship of the 2015 event, which raised R800 000 for the Mark Scott Foundation and R85 000 for motor neuron disease sufferer and former rugby legend Joost van der Westhuizen. The annual charity golfing day raised funds for the Mark Scott Trust, a social and community outreach effort that brings support and positive change to people and organisations that need a helping hand.

www.kyoceradocumentsolutions.co.za

Epicor signs new partner in SA
Epicor Software Corporation, a global provider of industry-specific enterprise software to promote business growth, has signed epic ERP as a new value-added reseller in South Africa. Epic ERP, an ICT company owned by South African Pros Software, along with three industry veterans, is the only Epicor reseller within sub-Saharan Africa to specialise in manufacturing. The division was formed to meet market demands for strong expertise in delivering enterprise resource planning (ERP) solutions. The company is backed by a team of 33 professionals, and aims to innovate and add value to customers by offering three service areas: ERP solution advisory, full life cycle ERP implementations, and custom development.

www.epicor.com

InterACTION Seminar
InterACTION Seminar builds business skills
Port Elizabeth recently hosted to 30 students from Belgium, Germany, Lesotho and South Africa who attended the InterACTION Seminar at Nelson Mandela Metropolitan University (NMMU). The seminar featured brainstorming and team building, and offered networking opportunities for aspiring young entrepreneurs and was co-sponsored by global ERP provider SYSPRO.

www.syspro.com

The Innovation Hub commits to historic MoA
The Chamber of Mines of South Africa and The Innovation Hub, a subsidiary of the Gauteng Growth and Development Agency (GGDA), have signed an historic Memorandum of Agreement (MOA) to jointly further advance orebody knowledge and understanding in the region. The Advanced Orebody Knowledge Challenge, run through The Innovation Hub’s OpenX open innovation exchange, is looking for innovative solutions to ‘see through rock’. The ability to identify and understand the makeup and structure of orebodies is critical to the success of the mine of tomorrow. The Innovation Hub is Africa’s first Science and Technology Park accredited by the International Association of Science Parks.

www.theinnovationhub.com

A closer look at Meniko’s GreenBox
Meniko Records Management Services identified a gap in the market before developing the GreenBox, a multifunctional device that can scan physical documents to verify the identification of individuals instantaneously. This functionality is suited in any environment that requires the enrolment of clientele, university students, patients or employees. The content management of the GreenBox technology ensures that you will not have to make copies of documentation or rescan information. Eliminating the red tape associated with asking your customers, patients, students or employees for their personal information every time something needs to be done.

www.meniko.co.za

To read the FULL company releases, visit www.itweb.co.za
Contact sales@itweb.co.za for any sales enquiries.
Surge in data migration continues

Most organisations undertake up to three migration projects per year, survey reveals.

A company that is in acquisition mode is more likely to do more data migrations as it consolidates data sources and platforms. Digital transformation is certainly having a massive impact on the data migration market. As companies seek to harness the many benefits and productivity gains of more mobile and digitally driven systems, there is a greater need to migrate onto new technology,” says Mike Richards, CEO, JMR Software, commenting on the results of the ITWeb/JMR Data Migration survey, which ran online during May and June this year.

The survey was undertaken to clarify some of the challenges facing companies today when migrating data as an increase in data migration projects is expected to continue in 2016.

Richards believes that a reason for this increase is that technology and platforms become outdated, unsupported and costly, which again drives companies to migrate.

It’s not surprising that an overwhelming majority (76%) of respondents are planning a data migration project within the next 12-24 months.

Richards comments on this finding, “Preparation, preparation, preparation. Planning is everything and involving business early, as well as engaging with experts in order to establish a clear data migration strategy will ensure an effective plan and a successful migration.”

The results of the survey were fairly evenly split when respondents were asked what they consider to be the greatest business risk when migrating data. First was unhappy customers at 34%, loss of productivity came in second (29%) and breach of legal requirements was third at 22%.

“One of the greatest fears is loss or poor quality data being migrated, which will result in a failed project and unhappy customers,” Richards explains. “This can, and should, be avoided by a robust plan. Our data migration application and approach mitigates the risk of poor data transfer or data loss. Every stage of the journey we reconcile every piece of data, providing IT and business with full data visibility, which is supported by rigorous testing cycles.”

Richards stresses that an organisation’s data migration approach must ensure that as they arrive at the final stage of data migration, the data load should be straightforward to have complete confidence in a successful outcome.

“In fact, with our approach, this final step is a mere formality where the results are fully known as it would have been proven during our testing cycles,” he says.

**Key data cannot afford to be lost**

Just under half of the respondents (47%) cited losing key data to be their main concern when asked what they consider the greatest IT risk when migrating data.

“The impact of data loss can mean the end of some companies, as your data is one of your most precious assets. This is a concern as the potential for reputational damage is huge and often difficult to recover from, but poor or lost data also has an operational impact with lost productivity that impacts the bottom line. Our data mapping effectively identifies all key data objects to drive the new target business processes. In addition, our automated reconciliation approach verifies data integrity throughout the migration cycles,” Richards advises.

It also emerged that 49% of respondents said they prefer parallel running with no downtime as their preferred methodology for data migration, 25% chose a phased approach by line of business.

According to Richards disastrous downtime can be avoided by meticulous planning.

“Planning also results in total assurance in the end result and being able to migrate data in very tight timeframes.”

When asked which factors contribute the most to the success of data migration, 64% chose technical expertise, while 61% chose migration method and technology.

“Data migrations are typically a once-off exercise and we would recommend that a company’s IT resources are better dedicated to focus on rolling out the new technology or maintaining business as usual, and leave specialist requirements such as a data migration to the experts. It is like anything: the more you do it the better you get at it and we have carried out numerous, complex, business critical data migrations over many years.”

Almost half of the respondents (49%) said their biggest data migration gap is the tool is only one small part of the overall project and adopting the right strategy, having the right skills and a guaranteed disciplined methodology is even more important, Richards concludes.”

MIKE RICHARDS, CEO, JMR Software
**ITWEB/JMR SOFTWARE DATA MIGRATION SURVEY**

**HOW MANY DATA MIGRATION PROJECTS DO YOU UNDERTAKE EACH YEAR?**

- 64%: 0 to 3
- 24%: 3 to 5
- 4%: 5 to 10
- 8%: 10+

**ARE YOU PLANNING ANY DATA MIGRATIONS WITHIN THE NEXT 12 - 24 MONTHS?**

- 76%: Yes
- 24%: No

The majority of respondents are determined to perform data migration within the next two years.

**WHAT DO YOU CONSIDER TO BE THE GREATEST BUSINESS RISK WHEN MIGRATING DATA?**

- 47%: Data integrity
- 14%: Losing key data
- 16%: Application stability
- 17%: Project delays
- 6%: Increasing costs
- 17%: Negative impact on other projects

Data integrity is a primary concern when it comes to evaluating risk.
**ITWEB/JMR SOFTWARE DATA MIGRATION SURVEY**

**THERE ARE MANY APPROACHES AVAILABLE WHEN IT COMES TO DATA MIGRATION, HOWEVER EVERY ORGANISATION WANTS TO USE DATA MIGRATION METHODOLOGY THAT PROVIDES THE LEAST RISK TO THEIR BUSINESS**

The 2016 Data Migration Survey was run online on ITWeb for a period of two weeks in May and June to determine:

1. Are data migrations being planned by organisations within the next 12-24 months?
2. What is currently being considered the greatest business risk when migrating data?
3. What is the preferred methodology for data migration?

**WHO RESPONDED?**

- A total of **111 valid responses** were received for the Data Migration survey.
- **Twenty two percent** are from large companies with between 501-5 000 employees, while **19%** are from multinationals with over 10 000 employees.

**WHAT APPROACH TO DATA MIGRATION PROVIDES THE LEAST RISK?**

- Purchasing and using ETL tools: **18%**
- Using internal resources: **38%**
- Using a systems integrator: **16%**
- Outsource to a data migration specialist: **26%**
- Hiring contractors: **3%**

**WHAT DATA MIGRATION GAPS DO YOU HAVE IN YOUR BUSINESS?**

- High learning curve for tools and absence of support: **45%**
- No in-house knowledge and expertise: **34%**
- Difficulty identifying right data migration tools: **49%**
- Lack of technical skills: **39%**
- 

**WHAT IS YOUR PREFERRED METHODOLOGY FOR DATA MIGRATION?**

- Big bang: **6%**
- Incremental by business process: **14%**
- Parallel running with no down time: **25%**
- Phased approach by line of business: **49%**
- Big bang followed by any variances or changes: **7%**
BEWARE

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ITWEB ENTERPRISE MOBILITY SUMMIT 2016

By SIBAHLE MALINGA

Driving mobile value through the enterprise

ITWeb Enterprise Mobility Summit, hosted in association with Samsung, Jurumani Solutions and Aruba, was held on 24 and 25 August 2016 at The Forum in Bryanston and focused on using mobile analytics to drive productivity and organisational culture.

By SIBAHLE MALINGA

Your business will not perform to its full potential if you don’t have real-time mobile analytics measuring business performance at a very granular level.

This is according to Dr Eugene Wessels, GM of data analytics at King Price Insurance, who spoke at the ITWeb Enterprise Mobility Summit 2016 held recently in Johannesburg.

Wessels explained organisations are increasingly using mobile devices to interact with staff and clients through mobile browsers and apps. Gone are the days when retaining a stable “business-as-usual” environment would create business growth. Now it’s all about understanding how to do things differently in order to survive, he added.

“Companies looking to select the right business intelligence tools need to identify the degree of data analysis they need, how much technical expertise they have in-house, and work out whether they want to integrate existing platforms,” he explained.

Wessels discussed the three design principles that organisations need to adopt when implementing a mobile analytics strategy.

“Organisations first need to give employees the right technology and use it to move from a perception-based decision-making approach to a reality-driven scientific decision-making approach. Secondly, things are moving so fast in a technology-driven world that organisations have to be in a position where they can slow processes down and speed things up again as and when required.

“Thirdly, mobile analytics needn’t be limited to your smart device; companies can also introduce gamification, using game design techniques to motivate employees to achieve their goals. We operate in a dynamic environment, therefore organisations have to design their measurements, define their objectives, and be sure that their timing is perfect because clients are not interested in design analytics of yesterday,” he warned.

According to a report from Strategy Analytics, the mobile enterprise business applications market hit $40.5 billion at the end of 2015 and will grow to $63 billion by 2020.

“There is tremendous pressure on businesses to make workers more productive. Throughout 2015, companies rolled out new mobile, social, cloud and big data analytics-based business applications to help deal with changing customer, employee, and partner expectations,” said Gina Luk, author of the report and Strategy Analytics senior analyst of mobile workforce strategies.

For you to have a long-term strategic emphasis on mobile analytics, you need to ensure you have the right investment because you want to pull all your employees and clients in the same direction, asserted Wessels.

King Price Insurance, he continued, has a mobile app which consists of a grouping of measurement sections that is accessed by its chiefs, directors and external...
investors. Then the organisation breaks it up into the business sections where each section is assigned to a head or a general manager.

“The purpose of the app is to strategically measure insurance book size, client cancellations, dropped calls, influx of claims, and call centre agents’ performance. It also weighs the daily measurements in comparison to our sales target,” he pointed out.

“When implemented well, apps that measure employee performance can add value to both staff and the organisation. If organisation leaders are tech-orientated, they constantly monitor these apps and engage with staff members. I’m always in communication with my employees, performing ad hoc investigative analysis. We also utilise the sales dash board which provides client-based information such as policies sold, policies on cover and service experience,” he concluded.

Africa tapping into opportunities

In Africa, the growth of the enterprise mobility (EM) market is still at a fairly early stage.

This is due to the various factors driving enterprise mobility in the continent, which include the type of infrastructure policies that are in place, urbanisation, mobile device penetration, an educated and tech-savvy workforce and support from the private sector.

This was according to Anesu Charamba, team leader of information and communication technology, Africa at Frost & Sullivan, another speaker at the Summit.

Charamba explained that organisations across Africa are tapping into the growth opportunities presented by enterprise mobility management (EMM) solutions through changing their business process strategies, to adapt to the trend.

“This means managed mobility services are likely to spur the uptake of mobility solutions in Africa and increased productivity and collaboration with field and remote employees are essential. This will result in alternative revenue streams for network operators, which will in turn boost growth,” he pointed out.

From 2004 to 2015, mobile subscriptions more than tripled globally, continued Charamba, reflecting the ever-increasing mobile penetration. User access to data, connectivity and the Internet has created an intrinsic link between individuals and their ability to access and process information at will, across multiple platforms, he added.

“By 2020, the global population will be 7.5 billion and mobile Internet users will represent 90% of all Internet users.

“EMM solutions are designed to help companies leverage mobile technology as a tool for business transformation, by empowering users to be productive on any device wherever they are. In this ecosystem, with rising smartphone penetration, small players are key contributors through their innovative thinking and smart solutions,” he continued.

According to Frost & Sullivan, African consumers’ and individuals’ primary access to the Internet is via a mobile platform. EM is most developed in Nigeria (voice: 107% data: 46%), Kenya (voice: 88%, data: 75%), Ghana (voice: 128%, data: 66%), South Africa (voice: 176% data: 52%) and Tunisia (voice: 130 % data: 45%).

Charamba believes enterprise mobility speaks to connected living, which is about how people are receiving video, voice and data services and accessing connectivity anytime and anywhere.

“There are three parts that make up connected living. Firstly, connected cities, which are about interlinking technologies between the governance, banking and education sectors.

“Second is the connected home, which includes connected entertainment, home
automation and home health. Third, is connected work. This is where enterprise mobility comes in. We can’t have mobility functioning at its prime without the inter-collaboration of communication at any point in time. However, there are constraints,” he pointed out.

**Enterprise mobility management poses many challenges**

Among the constraints faced by organisations in implementing EMM, noted Charamba, is a lack of mobility management expertise to maintain equipment, bandwidth constraints of wireless networks which render some applications redundant and data security concerns, which hold back enterprise uptake.

“For an enterprise to successfully implement EMM in their organisation, they need to formulate a mobility policy across all the main pillars, align the organisation growth strategy with the mobility strategy and assess the needs and user segments across different business units of the organisation,” advised Charamba.

Experts agree that understanding the objectives of EMM will help organisations calculate their return on investment and the security risks involved.

One of the biggest mistakes organisations make when implementing an EMM programme is not having a clear goal from the early stages on what they aim to achieve. They don’t identify their target audience, the value it will add to the staff and the organisation, and the type of problems it aims to resolve within the organisation, according to Chris Holland, head of research and emerging technologies at Nedbank.

Understanding the main objectives of EMM implementation will help the staff understand why they have to use it, while helping the organisation calculate the costs, return on investment and the security risks involved he said.

Zama Swana, IT manager at medical scheme company Allcare Administrators, said often times when organisations introduce enterprise mobility apps, not
all employees are keen on using them due to the limitations and restrictions they impose. Users may feel their own devices are bogged down with endless security barriers such as passwords and usernames.

“Organisations should understand the effect of these limitations while also being aware of the implications of not putting them in place. In our organisation, we have implemented a few in-house apps. However one of the challenges we are experiencing is deploying a system to monitor those apps as users are constantly downloading information, and we need to be prepared security-wise,” explained Swana.

Leenesh Singh, head of mobile at insurance company Liberty Life, explained when his organisation implemented mobile device management (MDM), the aim was to take control of the risks associated with BYOD, but some employees were not happy about the processes involved.

“We implemented password protect on our employees’ mobile phones. This frustrated them as they found the pin lock inconvenient, especially those who did not want to access company resources on their mobile devices,” Singh pointed out.

**Security risks**

Swana believes workforce mobility is one of the most complex IT developments because it introduces huge risks to data loss and data protection within organisations.

“Security can pose high risks; the ability to just take mobile apps and interface them with your organisation systems and give employees access to these could mean that anything can happen should they lose their devices. Boundaries need to be established while also striking the balance between mobile enterprise risks and rewards for employees,” she advised.

Discussing the impact of the Protection of Personal Information Act (POPI), Singh noted the Act is often misinterpreted, adding that organisations should understand its objectives, which are ultimately to protect the sensitive information of clients and employees.

“In terms of POPI, there are heavy principles to apply, such as accountability and compliance. Most of the information that is stored in these enterprise apps is personal information which is stored in the cloud. Therefore it can be a mission for organisations to follow the right processes and comply with POPI regulations.

“Our organisation had to communicate with regulators to ensure our information is secure. Moreover, clients and employees need to always provide consent to the organisation in possession of their details,” he continued.

Holland observed anyone with an IT background should understand that there are policies to put down for staff and if the end solution cannot put those policies on their mobile devices, then that will create a problem.

“In the advent of POPI, organisations should institute policies using good MDM software, and make sure their policies are well audited and that they have been moved over to mobile device platforms. Companies need to understand the dynamics involved with mobile device regulatory compliance without just pushing the responsibility over to the IT department,” concluded Holland.
Tech takes gold

Rio de Janeiro pulled out all the stops to ensure the technological bases were covered at this year’s Olympic Games.

Flying first class
Rio de Janeiro’s International Airport, the main hub for travellers to and from the Olympics, has processed 1.5 million people so far this month. To handle the peak of 90 000 per day, the airport’s IT team worked with HPE’s Aruba Networks to install the latest technology networking equipment.

New access points, controllers, switches and network management software were installed at the airport, along with 3 000 Aruba beacons, which helped deliver a customised mobile app designed to give visitors up-to-the-minute flight status.

NBC, the official media partner of the Olympics, used cloud technology to help stream its coverage of the Games to online viewers. The cloud also provided encoding and hosting services for NBC’s on-demand videos, which covered nearly 5 000 hours of sporting action. Authorised users could also stream content live via a variety of platforms – from Android to Apple.

Information dissemination reached new levels of sophistication – and complexity – at the Games. Specialists from Europe were called in to design and build a Games Management System, which supported the planning and operations of the event. Handling a vast quantity of athlete-related information, it was supported by an information diffusion system that delivered real-time results to the Olympics community, including the media. It included a commentator information system for broadcasters, as well as specific portals for judges, coaches and sponsors. Information dissemination reached new levels of sophistication.

In the light of global developments, security was one of the most important aspects of the Games. Mobility and technology worked together to enhance security by ensuring each mobile device – phone, tablet or laptop – entering all 220 competition venues, with a further 183 key sites, including training facilities, media and hospitality centres as well as hotels, shopping malls, restaurants, cafes and bars.

The result was a modern multi-technology solution – centring on a massive subscription-based, encrypted WiFi network – that ensured data and voice traffic was communicated efficiently on behalf of all mobile operators providing services at the event.

The infrastructure, featuring customised management software, comprised more than 100 000 network ports, 5 000 access points and 150 firewalls powered by 400 servers.

Fit to burst
The network also had to control a virtual explosion in wearable devices, many used by athletes to monitor their on-track performances and body functions, such as heart rate, temperature and hydration levels.

Providing the highest levels of security and control, the infrastructures had to enforce security isolation between mobile device users. It also had to limit access to other users’ traffic and to mission-critical services that shared underlying networks, such as maintenance systems and video surveillance networks.

Credit for the overwhelming success of the Games must go to the organisers, who encouraged the pioneering technologies adopted in Brazil. These included solutions capable of ‘pushing’ customised marketing-related content to people based on their location – be it in the stands or fan parks – which is fast becoming a valued tool at sporting events.

The organisers also followed in the footsteps of their sporting event promoter predecessors by meeting sports fans’ demands for ever-greater access to venue-and event-specific content.

As a result, the 80 000 spectators who packed the stands at the Maracaná Stadium for the spectacular closing ceremony were able to use their phones for much more than selfies. They were also able to interact on social media, sharing their experiences with family, friends and followers by posting pictures, sending messages and making calls.

Many spectators became broadcasters in their own right by recording reactions to significant or historic moments. Thanks to technology, much of which has evolved since the 2012 London Games, spectators were able to take full advantage of breaks in competition and moments of inactivity to ‘multiscreen’ – watch, like, comment and discuss on multiple screens – using Twitter, Instagram and other services.

How will technology impact the experiences of athletes and spectators at the Tokyo Games in 2020? There is no doubt that further leaps will be made, allowing people to gain an even richer sporting experience. The requirements for always-on best technology can only gain momentum.
Incentive assertiveness

Gamification is being used as a way to engage and motivate people to achieve their goals.

The existence of games dates back to “human ancient days”. They were used as a channel for social interaction, knowledge sharing, developing mental skills, entertainment as well as teaching spiritual and ethical lessons.

Common game tools were made of bones, sticks, shells, stones, fruit seeds and shapes drawn on the ground. Their features included uncertainty of outcome, agreed rules, competition, and elements of fiction, elements of chance, prescribed goals and personal enjoyment. In competition games, the reward was the social status (sole bragging rights) within one community or the thrill of reaching higher levels.

Games have always exhibited the psychological ability to 1) encourage participation through rewarding achievements, 2) influence behaviour through teaching, as well as 3) improve skill(s) through practical attempts. The progression of technology eradicated the limitation from ancient tools and provided infinite possibilities for gaming feature expansion. Over the years, the gaming world perfected and ascertained the effectiveness of these attributes, and the notion of gamification today is to draw the strength of these features into company activities.

Badgeville, a company that offers an award-winning enterprise gamification and analytics solution, defines gamification as a concept of applying game mechanics and game design techniques to engage and motivate people to achieve their goals.

This concept taps into the basic desires and needs of the user’s impulses, which revolve around the idea of status and achievement. Many other narrations of this concept acquire these game elements such as points and rewards are linked to a goal/task as an incentive to encourage participation.

Rules of engagement

Gartner further redefined the definition to explicitly indicate the engagements have to be digital, meaning participants interact with computers, smartphones, wearable monitors or other digital devices, rather than engaging with a person.

There are 10 game mechanics pulled from the world of video gaming that are commonly inherited into gamification solutions. These are fast feedback, transparency, goals, badges, levelling, onboarding, competition, collaboration, community and points. Rajat Paharia, founder and chief product officer of Bunchball, discussed these mechanics in detail in his book Loyalty 3.0: Big Data and Gamification Revolutionizing Engagement.

Gamification is gaining popularity due to its landscape that makes the hard stuff in life fun. Its addition to Gartner’s hype cycle in 2011 also propelled its popularity in the corporate world. In fact, Gartner correctly predicted that by 2015, a gamified service for consumer goods marketing and customer retention will become as important as Facebook, eBay, or Amazon, and more than 70% of Global 2000 organisations will have at least one gamified application.

Gamification is gaining popularity due to its landscape that makes the hard stuff in life fun. Many global organisations are already enjoying the competitive advantages derived from their gamification solutions. With more organisations coming on-board, major successes will be directly proportional to the value proposition of their incentives. Companies that have realised this are looking at innovative ways to make their incentives relevant and irresistible to their customers. A successful strategy adopted in recent times is to formulate partnerships that extend incentive permutations beyond the shorelines of the business.

Win-win

For example, South African health and insurance companies have already partnered with clothing stores, grocery stores, hotels, flights, computer stores, cinemas, car hires, florists and many others, to expand their rewarding permutations. Their customers are already enjoying an array of incentives through these mutual alliances, while these companies are greatly influencing customers to strive for a healthy lifestyle, and in turn, entrenching genuine customer loyalty.

My everyday gamification experience is through the health insurance reward programme that tracks my active lifestyle and rewards me for reaching my goals, with yearly cashback (in currency) guarantees, free healthy consumables, shopping discounts and monetary savings for holidays.

I am currently addicted to my mobile running application, which allows me to track and compare workouts, set personal goals, invite and motivate friends into group activities as well as periodic challenges. I find this motivating and it guarantees my participation due to its appeal to my natural desires for competition, achievement and improvement. I am sure everyone can identify with a few examples in their personal experiences.

Generally speaking, the future success of gamification will largely depend on the assertiveness of the incentive to engage the participant in order to influence their behaviour, while meeting business objectives.

Bunchball, the first company to offer a technology platform (Nitro) to integrate game mechanics into non-game digital experiences, advocates that customers are hungry for reward, status, achievement, competition and self-expression, and they’ll go out of their way to engage with the businesses that gives it the best.
### Business

**Executive share incentives at a crossroads**

Recent and proposed tax amendments have put a spotlight on the equity compensation of top management, says Dan Foster, director at Webber Wentzel. Share schemes are traditionally designed as a long-term incentive intended to bolster employee retention and reward. Such incentives, however, typically make up a far larger portion of potential executive pay as compared with rank and file employees; usually on the basis that management must have more skin in the game if their interests are to be properly aligned with shareholders. The tax system principally encourages and rewards risk-taking with lower tax rates, as is the case for capital gains and dividends.

**www.webberwentzel.com**

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**New EMC hybrid cloud platform simplifies IT transformation**

EMC has announced general availability for EMC Enterprise Hybrid Cloud v4.0, as well as planned enhancements for both Enterprise Hybrid Cloud and EMC Native Hybrid Cloud, designed to help customers advance their journey for both traditional and cloud-native applications. Enterprise Hybrid Cloud v4.0 extends IT’s ability to update legacy application infrastructure to meet the demands of a digital world. A new Native Hybrid Cloud offering built on hyperconverged VCE VxRail Appliances provides a platform that delivers a simple, fast and easy path towards the development and deployment of cloud-native applications. EMC continues to develop and deliver innovations into its cloud platforms.

**www.emc.com**

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**www.webberwentzel.com**

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**SimpliVity, leader in hyperconverged infrastructure**

SimpliVity, a leader in hyperconverged infrastructure that’s revolutionising enterprise IT, has been recognised as a leader in The Forrester Wave: Hyperconverged Infrastructure (HCI), Q3 2016 report. SimpliVity’s position as a leader in Forrester’s assessment of the 12 most significant hyperconverged infrastructure vendors was based on the company’s performance across Forrester’s 28-criteria evaluation, which included such criteria as hyperconverged functions, high availability and data protection, manageability and ease of operations, and customer feedback. “Forrester put it best in its report: ‘Hyperconvergence is a concept whose time has come,’ and we couldn’t agree more,” said Marianne Budnik, CMO, SimpliVity.

**www.simplivity.com**

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**TransVault affirms Office365’s email compliance value**

Soarsoft International tech partners TransVault, a leading developer of archive migration solutions, has recently released a new white paper that supports Microsoft’s claim that Office 365 delivers a one-stop-shop for regulatory compliance. This coincides with Soarsoft’s own opinions and experiences as migration and information management experts and a certified TransVault Archive Migration Master.

**www.soarsoftinternational.com**

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**Zensar Technologies positioned in Gartner 2016 Magic Quadrant**

Zensar Technologies, a leading provider of digital solutions, software and infrastructure services, has been positioned by Gartner in the Niche Players quadrant of the 2016 Magic Quadrant for Data Center Outsourcing and Infrastructure Utility Services, North America. The Magic Quadrant focuses on management services for mainframe, centralised servers, public cloud brokering, SAP hosting and Oracle hosting environments. Zensar’s Next Generation Infrastructure Management Services include hybrid IT, end-user computing, security and compliance, unified IT, multi-vendor services and software-defined networking. Sandeep Kishore, CEO and Managing Director, Zensar Technologies said, “We believe this inclusion is a significant recognition for us.”

**www.zensar.com**

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**RTT opts for Acronis Backup Advanced**

RTT Intelligent Logistics has successfully implemented the Acronis cross-platform backup solution on its main physical and virtual production servers. The new backup platform replaces several systems from other vendors. Acronis Backup Advanced provides RTT with the ability to use a single universal cross-platform technology architecture to backup, migrate and/or restore any physical or virtual servers across RTT’s heterogeneous environment. The Acronis technology provides RTT with the ability to backup and restore any system, whether physical or virtual, and quickly restore or migrate it to any other physical or virtual system on any of the major hypervisors, whether Hyper-V, RHEV, VMware, Citrix, XenSoft or Parallels.

**www.synapsys.co.za**

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**SimpliVity secures NorthFace ScoreBoard Award**

SimpliVity, a leader in hyperconverged infrastructure revolutionising enterprise IT, has received the prestigious NorthFace ScoreBoard Award from Omega Management Group Corporation in recognition of achieving excellence in customer service and support. In addition, with a Net Promoter Score (NPS) of 90 in 2015, SimpliVity has cemented its industry-leading position in providing superior support services to customers – far outperforming the average score of other hi-tech companies, which NPS Benchmarks cites as 61. The NorthFace ScoreBoard Award recognises organisations that not only offer exemplary customer service, but also centre their existence on a deep commitment to exceeding customer expectations.

**www.simplivity.com**
**NETWORKING**

**Still better together: Juniper Networks with VMware NSX**

It’s no secret that cloud computing is key to remaining competitive in today’s rapidly changing networking landscape. But, many organisations overlook new network connectivity tools that are critical to capitalising on all of the benefits offered by the cloud. “That’s why I’m excited to share how the work between Juniper Networks and VMware is continuing to deliver exceptional results, with Juniper’s certified industry-leading QFX5100 switch line and VMware’s NSX solution, a network virtualisation platform,” says Mike Marcellin, senior VP and CMO at Juniper Networks. Just in time for VMworld, this certification underscores Juniper’s established and successful alliance with VMware.

www.juniper.net

**Mimosa unveils ‘fibre-like’ wireless solutions**

US wireless vendor Mimosa has unveiled its new Micro Point-of-Presence (MicroPOP) network solution at iWeek, South Africa’s leading annual Internet service provider industry conference, from 19–23 September, at the Wanderers Club, in Johannesburg, South Africa. Mimosa’s MicroPOP architecture combines a new A5 access point (AP) operating in the 5GHz WiFi band and the C5 client device. The Mimosa A5 AP features unique quad-sector antennas and massive MIMO technology. This enables it to deliver ‘industry-leading performance’, high density short-range multipoint broadband applications, enabling fixed wireless Internet service providers to deliver cheap and easy-to-install gigabit wireless broadband to densely populated urban and suburban areas.

www.evenflow.co.za

**HARDWARE**

**Introducing Brother L5000 mono laser series**

Brother International, a leader in business IT peripherals that focus on the ‘customer-first’ approach, has launched an all-new mono laser series that delivers high reliability, value and productivity for businesses. Designed in Japan, the three models in the new range offer a mono laser printer, the HL-L5200DW, and two multifunction centres, the MFC-L5700DN and the MFC-L5900DW, serving high print volume office environments. "The new L5000 mono laser series replaces the current HL-5440 and HL-5450 laser printer models, as well as the MFC-8510 multifunction centre, and offers the reliable performance that Brother is known for,” says Dale de Villiers, marketing manager at Brother South Africa.

www.welcome.brother.com

**CELLULAR**

**messageLOUD officially out of Beta**

messageLOUD is an eyes-free smartphone app that automatically reads your texts, WhatsApp messages and e-mail out loud so you can drive safely. Distracted driving is a serious and deadly global pandemic. Smartphone usage behind the wheel is its primary cause. Based in New York City, messageLOUD is committed to reversing this terrible trend, eliminating thousands of crashes, and reducing driving fatalities. Saving lives - not to mention billions of dollars for the insurance industry – drives the messageLOUD team to innovate easy-to-adopt, safe messaging technologies. According to an AAA poll, 94% of teen drivers acknowledge the dangers of texting and driving, but 35% admitted to doing it anyway.

www.messageloud.com

**Plantronics makes anywhere a great place to work**

Plantronics, a pioneer in wearable technology, recently announced the new Plantronics Voyager 5200 UC is now available at authorised Plantronics resellers. The high-performance Bluetooth headset, built for use with unified communications applications, connects seamlessly to a PC, tablet or smartphone for clear, professional phone or PC calls, even in the most challenging situations. Like the Plantronics Voyager 5200 – winner of the Red Dot Award: Product Design 2016 and recently named an Editors’ Choice Bluetooth headset by PCMag.com – it is designed for anyone who conducts business on the go or in open, noisy environments.

www.plantronics.com
Wipro EcoEnergy among ‘100 Most Promising Big Data Solution Providers’
Global IT, consulting and business process services company Wipro has announced that its energy services business division, Wipro EcoEnergy, has been recognised in the list of ‘100 Most Promising Big Data Solution Providers 2016’ by CIO Review, a technology magazine. “We are proud to be recognised as among the 100 Most Promising Big Data Solution Providers 2016,” said Syed Mansoor Ahmad, Business Head, Wipro EcoEnergy. “This recognition further validates the efficacy of our analytics-based offerings and our vision for enterprise energy and business efficiency management.” Wipro EcoEnergy specialises in analytics-based energy efficiency, managed operations and maintenance and managed lighting, controls and retrofitting.

myWipro wins ‘CIO 100’ 2016 award
Wipro, a leading global IT, consulting and business process services company, has been recognised with the ‘CIO 100’ 2016 award by IDG CIO. This annual award programme recognises organisations around the world that exemplify the highest level of operational and strategic excellence in IT. This year, the programme selected 100 organisations from a pool of 500 nominations, including companies that have distinguished themselves by creating business value through innovative use of technology. IDG CIO has conferred this award on Wipro in recognition of myWipro, its digital platform for self-service, which gives employees a seamless experience across various processes, workflows and simultaneously ensures business benefits.

Seagate Technology announces new flash innovations
Seagate Technology has announced at the Flash Memory Summit conference two new flash innovations that extend the limits of storage computing performance in enterprise data centres to unprecedented levels. The new products include a 60 terabyte (TB) Serial Attached SCSI (SAS) solid-state-drive (SSD) – the largest SSD ever demonstrated – and the 8TB Nytro XP7200 NVMe SSD. These two new products represent the high performance end of Seagate’s Enterprise portfolio – a complete ecosystem of HDD, SSD and storage system products designed to help customers manage the deluge of data they face and move the right data where it’s needed fast.

Africa ready for Acumatica Cloud ERP
Next-generation post-modern ERP technology was introduced to Africa at the first Acumatica Cloud ERP Summit recently. The event was held in conjunction with Acumatica premier partner One Channel and was well attended, with more than 120 executives from leading mid-market and large organisations. Delegates were given a sneak preview of Acumatica 6 and Laurent Dedenis, president of International Operations at Acumatica, gave the keynote address: “Why all business will move to the cloud by 2020”. One Channel CEO Bernard Ford is excited about the new release that is designed to help customers streamline their businesses.

Telecoms, media, technology: updates and developments
A number of developments of interest and mergers have been reported in the telecoms, media and technology sector in the months of June and July 2016. In the television broadcasting market, the Competition Appeal Court (CAC) ruled the agreement between the South African Broadcasting Corporation (SABC) and MultiChoice, in terms of which the pay-TV company has the right to air two of SABC’s channels, does not give rise to a notifiable merger in terms of the Competition Act. The matter has been referred to the Competition Commission for investigation.

Sintrex transforming IT management
Sintrex is a leader in IT infrastructure management with a reputation for world-class end-to-end IT solutions with a personal touch. The company has a strong internship programme that currently sees 80% of its interns joining its team full-time. The company argued that South African companies need to be at the forefront of developing young people and creating jobs. Keeping revenue local empowers companies investing in the future of South Africa to mature their products, drive innovation and ultimately create employment opportunities. For its efforts to driving local job creation, Sintrex has been recognised by the IDC and DTI.
Cradle Technology Services offers the benefit of Datalogic

Cradle Technology Services now offers Datalogic’s industrial automation solutions and services, including the auto-id, machine vision and laser marking product lines. The auto-id products automate the identification process of products based on the reading of barcodes, analysis of images, and profiling of items. They are used in a wide range of applications and machines, from the reading of barcodes on medication to ensure patient safety, to the scanning of dimensions of parcels to ensure accurate billing and the identification and tracking of products throughout the supply chain. The machine vision product line encompasses a complete range of solutions.

www.cradle.co.za

Why EMC staff are catalysts for change

For women, working in the male-dominated technology sector, it’s important to keep in touch with who you are, and what you, as women, bring to the table. It’s also important to look beyond the immediate deadline, or sales target, or quarter, and take the time to give back to those around you. Account manager at EMC Eleanor Masher, and Delia Naicker, senior project manager, didn’t set out to be heroines. In fact, to their friends and colleagues, the sociable pair didn’t seem likely candidates for athletic prowess at all. Then tragedy struck, and the pair decided to do something exceptional.

www.emc.com

Beware of malicious software

Any one of us, no matter what our role in the company, can unwittingly contribute to a cyber attack and cost our company millions. The question is no longer whether a company will be attacked, but where, when and how. Innovo Networks can help to raise awareness of malware and other malicious software targeting companies like yours. You’re facing a new generation of ICT security challenges, with social media, mobile devices in the workplace and cloud computing, all carrying with them new risks. Innovo Networks can help you overcome these challenges with its portfolio of security solutions.

www.innovonet.co.za

XON, NEC host ‘Bringing Tomorrow to Africa Today’

XON and NEC hosted their annual two-day summit at Legends Golf & Safari Lodge, on 18 and 19 August this year under the theme ‘Bringing Tomorrow to Africa Today’. Delegates from across the continent focused on smart cities with a safety and security challenge from an African perspective.

www.xon.co.za

Cyber criminals target neglected IT environments

According to Securicom consciously or unconsciously, companies are still using the Pareto Principle to secure their organisation’s IT infrastructure, focusing their efforts and budget on the security gaps affecting 80% of the organisation and leaving the remaining 20% of the organisation, often found in legacy systems, vulnerable to attack.

www.securicom.co.za

Network Platforms launches new Web site

Network Platforms, service-driven ICT solutions provider, has launched a fresh-look Web site that has been designed to provide clients with a comprehensive portal into the solutions, services and capabilities of the organisation. In addition to a crisp, clean layout, the site also showcases the organisation’s Web design capabilities, which form part of its stable of products. “We have spent a significant amount of time reasessing the services we offer and redesigning our old site as a result,” says Brad Love, CEO at Network Platforms. “Since our inception in 2003, we have evolved as an organisation from a provider of managed services to a full service connectivity platform.”

www.networkplatforms.co.za

Enterprise job scheduler to enhance data exchange

SPI, the African distributor for utility software products and services to the Open Systems segment of the IT industry, says in modern enterprises, data is being transferred to and from a company constantly and a basic job scheduling tool can improve speed and accuracy. However, a business can still run into trouble with more complex processes. Enterprise job scheduling not only keeps your own business running smoothly, it helps you build better business relationships, the company says. When you look for the best enterprise job scheduler for a company, make sure you consider how well it can integrate with the applications that keep your business running.

www.spi.co.za

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Zetes tech saves Fastway Couriers up to EUR2m per year

Zetes has recently implemented its fully managed mobility solution to Fastway Couriers, in Ireland, to maximise device uptime and remove the burden of mobile device management from its IT department. The solution includes managed services and a new pool of Honeywell CN51 mobile terminals for proof of delivery/collection. Thanks to the new solution, IT staff are released of the administrative tasks related to device management, and each courier gaining up to one hour a day equating to nearly C2 million savings annually. Danny Hughes, Chief Technology Officer at Fastway Ireland said, “As for our couriers, they adopted the new process immediately and quickly appreciated its benefits.”

www.zetes.co.za
Power of sentiment analysis for public services
What is government doing to tap into the wealth of data generated through social media channels? It is time for a mindset change, embracing predictive analytics and big data, to bolster proactive governance and service provision, writes, Kroshlen Moodley, head of Public Sector for SAS, who asks ‘tech is ready, but are we?’

Regulating crowdfunding in South Africa
Crowdfunding is a way of soliciting funds from the public on an online platform; money is raised in small amounts usually in the form of donations or investments. It is essentially a vehicle to source funds from individuals or organisations to fund different causes ranging from business ideas to charity initiatives, write Portia Mashinini, a Candidate Attorney I and Lerato Lamola, a Senior Associate at Webber Wentzel. For businesses, crowdfunding is an innovative way to facilitate funding and promises capital for inventive entrepreneurs in need of funding while for charity causes it promises a helping hand.

Enabling business across borders
One of the keys to business success in Africa – or anywhere else in the world – is the ability to form strong partnerships that allow businesses to transact either within their own industries, across industries, or across borders, says Razel Mushiana, GM: SAS Rest of Africa. A telecommunications operator, for example, is no longer just a communications service provider. It might also offer mobile banking and other value-added services, such as discounts at a hotel chain. By virtue of this business model, the three parties – namely, the telco, bank and hotel – would have to exchange data at some point, Mushiana adds.

Cyber security warrants healthy paranoia
Issues and concerns around cyber security are a persistent topic of conversation; this is for very good reason, according to Marthinus Pretorius, Risk Management & Compliance Officer at e4, who says a little paranoia is healthy and even necessary when it comes to protecting valuable business information. However, simply adding arbitrary security measures just because others are doing so may not be the best approach. ‘When we add cyber security measures, it is vital to ensure that the chosen solution is the right one, and is effective in preventing, or at least minimising, vulnerability,’” Pretorius explains.

Mobile enterprise cloud-based solutions increase efficiency
Having the ability to provide customers with cloud-based enterprise mobility solutions increases efficiency and allows for rapid deployment, reducing the need for capital expenditure on IT infrastructure. This also allows quicker time to market, resulting in increased return on investment on companies’ mobile solutions, according to Andrew Fosbrook, director at MakeMeMobile. In order to respond to this demand, MakeMeMobile, specialist in mobile enterprise solutions, offers all its enterprise mobility applications on the M3 Cloud. “Our solutions can either be deployed on-site or can be deployed using our M3 Cloud,” says Fosbrook.

Evolution of document management and the role of MFPs
Modern technology has had a major impact on everything, including the evolution of the multifunction printer (MFP). The need for mobility, safety, efficiency, quality and affordability has become clearer now than ever before. Today’s workflow solutions are designed to capture, store, manage, share, find, analyse and deliver documents more efficiently, which ultimately increases operational effectiveness and eliminates manual input. With these additional integrated services, a printing device can now provide immense value to a business, easing the burden of fulfilling stringent multi-regulatory rules and retention requirements, while keeping records safe from loss, destruction or tampering, says Marc Pillay, CEO of DEVELOP South Africa.

Women in tech need to speak out
Gender diversity is an ongoing challenge for many industries, including ICT. In South Africa, women make up only 23% of the IT workforce. If the sector is going to attract and retain more women, action needs to be taken. EMC’s Client Solutions director, Charlene George, says women in the sector need to speak out, share their experiences and show young women and girls, particularly, that there are women in the tech sector and that it offers a wide range of career options. “We also need to address the stigma that girls don’t enjoy maths and that they therefore can’t be good at it,” she says.

Technology is not a boys’ club
Some argue that women are simply poorly suited for technology, lacking the logic and mathematical savvy to compete against men. To Patricia Florissi, VP & Global CTO of Sales at EMC and a technology polymath, this perception is more about a lack of representation: ‘If more opportunities were given to women, especially at senior levels, then you would be able to see more of a sample of female leadership that would change some of the biases. It is a self-fulfilling prophecy: the fewer women you have in leadership, the more biases you create.’
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1 Skurweberg Street, Johannesburg, 1685
Over the next three years, the Department of Science and Technology (DST) will invest R60 million towards the establishment of a regional data centre and a national e-science teaching and training platform.

According to the DST, in partnership with the Council for Scientific and Industrial Research (CSIR), it decided to establish the two cyber infrastructure projects. The initiatives are aimed at addressing the growing demand for big data facilities in research and business, as well as boost the local universities that will take the lead in these initiatives, says the department.

The DST also notes the investment will further the implementation of the National Integrated Cyberinfrastructure System (NICIS). Currently, the NICIS is made up of the Centre for High Performance Computing, the South African National Research Network, and the Data-Intensive Research Initiative of South Africa.

“The DST believes cooperation of South African universities and research councils on such strategic matters is important for the country’s future. The big data revolution involves a transition in which data becomes a new resource for economic development, and success or failure depends on the capacity to manage and manipulate massive volumes of data in order to extract information.”

Storage conundrum
The Square Kilometre Array (SKA) project, which is planned to start in 2017/18, will see SA require large data centre facilities to store all the data that will be generated when the radio telescope is live.

Pundits and research analysts have raised concerns that the lack of data centre facilities in the country will result in data being shipped and hosted overseas.

The department also previously noted no final plans have been formulated regarding domestic data management services and infrastructure for SKA.

According to the DST, the first project will involve the establishment of an initial regional data centre (or node) – others could follow – that will eventually form a national network, supporting a wide range of data-intensive scientific activities as part of NICIS. The location of the centre has yet to be selected.

The department says: “This data centre will be a shared resource, focused initially on astronomy and bioinformatics, supporting major initiatives such as the MeerKAT and SKA and the DST’s bio-economy strategy. “A consortium, led by the University of Cape Town (UCT) has been awarded this project.”

University boost
The second project centres on the establishment of a national e-science teaching and training platform. This facility is intended to lead the development of suitable curricula and pedagogic interventions to advance the training of postgraduate students in the rapidly developing cross-discipline of e-science, according to the department.

This project has been awarded to a consortium led by the University of the Witwatersrand.

“With the vast Northern Cape being home to mega astronomy initiatives like the MeerKAT and SKA and the Southern African Large Telescope, it is important to note that the province’s new Sol Plaatje University will be involved in both consortia.”

It adds: “The university’s strategic focus is on information technology skills
Thumbs up

Bruce Mellado, professor at the University of the Witwatersrand’s School of Physics, has lauded the department’s move and says it is an important development in the right direction.

According to Mellado, establishing these projects is a good move to get universities to combine resources and work together. "This is a smart way of utilising computing resources."

UCT professor Russ Taylor says the cyber infrastructure projects awarded by the DST are a significant investment in data-intensive research.

“This will best position the country to play a significant role in global scientific collaboration across the disciplines, to provide policy recommendations in support of decisions to address global research challenges - many of which have specific relevance in the African context - such as astronomy, bioinformatics, public health, food scarcity and climate change."

The Western Cape data-intensive research facility is the first regional data node in the national integrated cyber infrastructure proposed by the department, says Taylor.

He adds: "The award will leverage the considerable investment already made by UCT in data centre capacity and e-research expertise, towards the establishment of a regional consortium that will drive the transition of research practice and develop support services for data-intensive research."

development, and the province will benefit from these projects. The DST is keen to see the province’s young people skilled as a result of such initiatives so that they can take up opportunities offered by the astronomy projects in the area."

Moira de Roche, independent learning specialist and director of the Institute of IT Professionals South Africa, says anything that improves the quality of science research and even teaching must be welcomed.

De Roche hopes it will encourage more students to study science. "We know that teacher training is an issue and this means the quality of education at school level is poor. If this initiative helps produce more and more competent teachers, then it is money very well spent."

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RSA, the security division of EMC, has deepened its bench with new integrated threat intelligence partners for the RSANetWitness Suite. The RSA NetWitness Suite is designed to incorporate threat intelligence from customers, threat intelligence partners, RSA experts and the RSA customer community through Live Connect, by utilising threat intelligence from its expansive network to enhance an organisation’s ability to find both known and unknown threats. “Since threat actors change their tools and techniques, threat intelligence has a shelf life. That means security teams need to be armed with great visibility and a variety of current sources of threat data to bring the attacks into view,” said Grant Geyer, senior VP, Products, RSA.

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ITR Technology announces ManageEngine self-service extension

ManageEngine, the real-time IT management company, has announced the latest version of its self-service IT analytics software, Analytics Plus, which integrates with its IT operations and monitoring. Now, Analytics Plus provides a single-pane view of an organisation’s IT by integrating data from multiple sources and presenting useful insights in the form of rich visualisations and interactive dashboards. It enables organisations to derive the necessary insights to make better decisions, faster.

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FlowCentric Technologies showcases ISV partner MineRP

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