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Mobile Security

14

Lockdown not an option

ERP

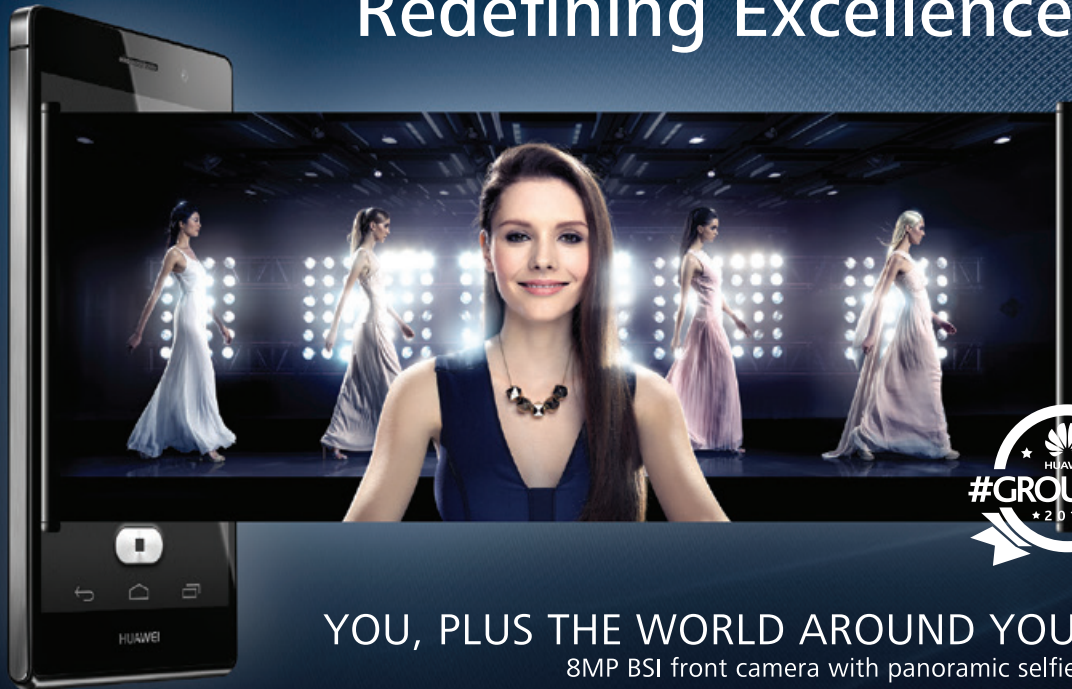
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We the lucky few

We were having a discussion the other day in the office about how privileged we are to cover the ICT industry, with the same to be said of those currently employed in the sector. Where else would it be possible to be at the forefront of this amazing, sometimes frightening, wave of technology currently spreading over civilisation? In many ways, what the ICT sector is busy with now is set to form the foundation of future society. Take for example what is happening in the storage space. Booming because of the increase of data, storage companies are trying to provide answers to how we not only can save this vast amount of data, but also how to ensure the most important info is easily accessible, at the same time looking at keeping energy saving costs down (see our interview with Wayne Dick of HDS on p18). With the Internet of Things still in its infancy, we might just be on the cusp of an even bigger explosion of information, and as can be expected, the storage sector is anticipating this and making plans accordingly.

While being on the cutting edge (some will claim bleeding edge) does have its advantages, the spotlight falling on CIOs is only set to brighten next year, since many will be expected to not only "keep the lights on" but also to drive their companies' digital strategy moving forward. But before 2015 kicks off, a good holiday for now seems to be best solution. Have a good break, and see you next year.

Enjoy the issue,

Mike Joubert
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2014: THE ICT YEAR THAT WAS

The international ICT industry has had a wild year, headlined by massive mergers and acquisitions in the telecoms, software and hardware industries. On the local front, we've seen telecoms companies step up network investment as well as a wave of mobile innovation. Lance Harris takes a look back at some of the major stories of 2014.

The LOCAL NEWS

Fibre takes root

South African network operators are still ploughing large amounts of money into broadband infrastructure. Though mobile and wireless broadband is still hot - Telkom launched the country's first commercial LTE-Advanced network, for example - fibre to the home and to the business is the new epicentre of the competitive battle. MTN, Telkom and Vodacom all have ambitious plans to bring fibre to major residential and commercial centres in South Africa. That's in addition to the work that the likes of Vumatel and Dark Fibre Africa (DFA) are doing to roll out fibre networks in suburbs and commercial areas.

One of the most fascinating developments of the year saw the residents' association in Parkhurst take charge of a tender to roll out a last-mile fibre network for the wealthy Johannesburg suburb. These rollouts should make really fast broadband more common in South African suburbs in the next year, in turn helping to catalyse growth for services such as video-on-demand and cloud computing.

Operator fear and loathing over OTT services

South Africa's operators are running scared of over-the-top (OTT) services such as Skype and WhatsApp. MTN, Vodacom and Telkom have all in recent weeks issued statements bemoaning the loss of juicy, high-margin revenues on services such as voice and services to players such as Facebook, Microsoft and Google. Only Cell C - which offers its customers zero-rated WhatsApp traffic - seems willing to give OTT a free ride. The argument from the operators is that the OTT players are cashing in on the billions of rand the operators invest each year in laying down network infrastructure. WhatsApp, for example, allows consumers to send messages each to other for free, and plans to soon allow free voice calls through its apps. Operators say that erosion of



their revenues will hamper their ability to cross-subsidise network build-outs in rural areas.

With smartphone access growing by the day and operators' voice and SMS revenues dwindling, this fight has only just begun. OTT players and the operators will need to thrash out how OTT services may access telecom networks. This story is likely to define next year too, as operators try to figure out what their role is in a world where voice calls no longer command a premium tariff.

Mobile money competition heats up

Apple Pay, the contactless mobile payment service Apple is offering in the US, grabbed international headlines during 2014. But in South Africa, mobile payments and banking innovation also gathered momentum this year. Vodacom and MTN - which have struggled to make in-roads into mobile financial services over the year - both hit the market with renewed vigour and fresh strategies this year. MTN and



Pick n Pay unveiled a low-cost banking solution and free money transfer service that they described as a "bank without a bank".

Vodacom, meanwhile, re-launched the M-Pesa mobile money offering - a service that is wildly popular in Kenya yet faltered in South Africa when it was first introduced. Standard Bank's mobile payment app, SnapScan, and rivals such as FlickPay are also gaining traction. Mobile point of sale solutions such as Nedbank's PocketPOS and Absa's Pebble, meanwhile, are becoming popular with merchants looking for an affordable and reliable way to handle card payments.

Shift to the cloud continues

Market researcher International Data Corporation (IDC) says that what it calls the third platform - the way organisations harness the cloud, mobile, big data and social networking - is the primary catalyst for the growth of the ICT industry in South Africa and the rest of the world. And it was cloud that was on a lot of local CIO managers' minds in 2014. Following years of mobile innovation, we're seeing solid local strides forward in cloud computing.

ICT integrators and telecom operators are adding new cloud computing solutions to their product and services, and these offerings are maturing. And end-user appetite for these solutions is also growing among companies of all sizes. South Africa's cloud services market is expected to reach nearly \$230 million in 2014, according to a report by IDC. IDC further forecasts significant growth in public and private cloud payments alike.



hotspots, many of the largest transactions were as much about computing devices as they were about software and online services.

The year kicked off with Google offering \$3.2 billion to purchase Nest, a maker of smart thermostats and smoke detectors. The deal positions Google at the heart of the connected home and is seen as a key element of its Internet of Things strategy. Weeks later, Chinese device manufacturer Lenovo tabled offers of \$2.3 billion for IBM's X86 server business and nearly \$3 billion to buy Google's Motorola Mobility business. Apple, meanwhile, laid down around \$3 billion to acquire Beats - the lucrative headphones and music streaming business established by Dr. Dre.

INTERNATIONAL HEADLINES

Hardware moves the market

Who said that hardware is boring? During a year that saw plenty of mergers, acquisitions and venture capital investment in Silicon Valley and the world's other IT

Facebook going strong

Now that it has consolidated its position as the world's largest social network, Facebook is looking to the future. The company has had a good year - revenues are healthy, thanks to a surge in mobile ads - but CEO Mark Zuckerberg appears to be looking to emerging technologies and markets to fuel his company's growth. Facebook's blockbuster acquisition of WhatsApp - the popular mobile messaging service - showed that Zuckerberg is (again) thinking big. At \$19 billion for a company that had roughly 500 million users but just 50 staff, this acquisition was one of the biggest of 2014 in any industry. WhatsApp's user base has since grown to some 700 million, but the monetisation strategy remains unclear.

Then, in a smaller but arguably more shocking deal, Facebook snapped up virtual reality gaming company Oculus Rift for \$2 billion. This company - largely crowdfunded through Kickstarter - seems far from Facebook's core focus and has yet to release its product commercially. Again, Zuckerberg seems to be biding his time before revealing how Oculus Rift fits into Facebook's grand strategy. One thing that is clear, however, is that Facebook wants to be in the centre of human communication, whatever form it takes. And it's willing to spend big money to be there.

The reinvention of Microsoft

Tech titan Microsoft has been under fire from stockholders for a number of years for not growing as fast as some of its competitors. First, it let Google take control of the online search and browser market, then it allowed Apple to dominate the world of mobile computing with the iPhone and iPad. And though Microsoft has transformed itself into one of the world's most credible enterprise computing companies, Amazon has taken the lead in the cloud computing space that most see as the future of the IT market. But the replacement of former CEO Steve Ballmer with Satya Nadella may usher in a new era for the software giant.

Nadella is moving quickly to transform Microsoft into a company better geared to compete in a digital age by rallying its resources around a 'mobile-first, cloud-first' strategy. Under Nadella's watch, Microsoft has made some moves that would be heresy to Ballmer's Microsoft - for example, plans to make large chunks of Office's core functionality free for iPad and iPhone users. And he also oversaw a \$2.5 billion offer to purchase Mojang, the maker of the wildly popular game Minecraft. Though it raised eyebrows, that deal could make Microsoft cool with the kids who will be tomorrow's buyers of computing services and products.

Internet of Things keeps spreading its tentacles

The Internet of Things (IoT) commanded a fair share of the business and IT press's attention during 2014, with signs that the technology is edging towards the mainstream. Goldman Sachs calls the IoT the third wave in the development of the internet after the 1990s fixed internet wave and the mobile wave of the 2000s. The IoT has the potential to connect 28 billion smart 'things' to the Internet by 2020, ranging from bracelets to cars, says the equity researcher. With all the breakthroughs the technology industry has made in recent years - laying down high-speed mobile networks, miniaturising sensors and processors, putting cloud processing power in place and creating big data analytics tools - the foundation for the IoT is in place.

Analyst group Gartner warns that despite the buzz, the technology still is in the "peak of inflated expectations". It says that lack of industry standards around data standards, wireless protocols, and technologies, and the current pace of change in the area means that mainstream adoption might still be five to 10 years away. **TSB**



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ERP: THE TIMES THEY ARE A-CHANGIN'

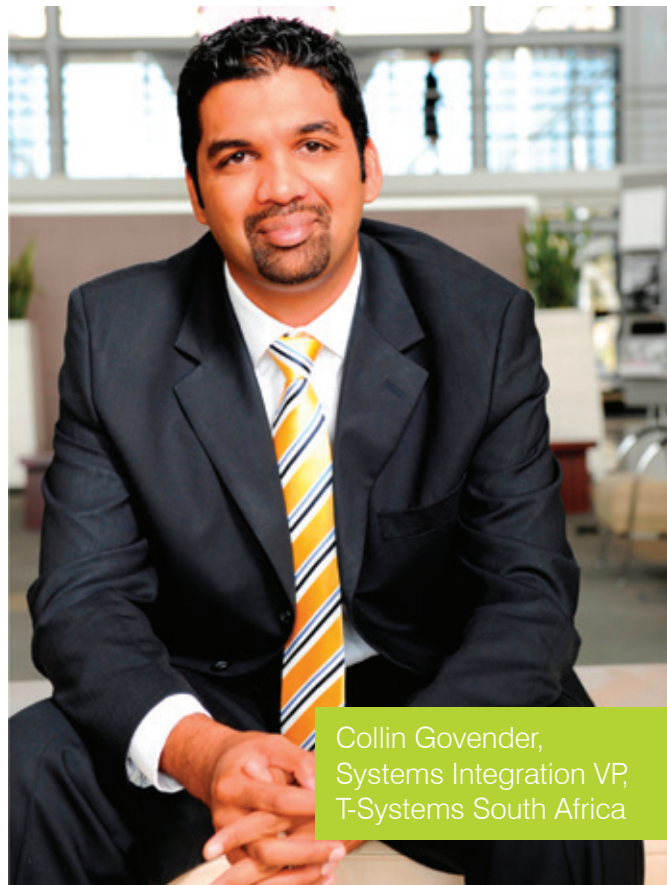
ERP is a necessary evil for large companies. But the era of connectivity, mobility and consumerisation is opening up and evolving this old guard of business technology. James Francis delves deeper.

Does it get any more boring than ERP? Even the name is a mouthful of uninspiring business talk: Enterprise Resource Planning. There was a time when large corporations used ERP as an advantage, but today it's a requirement. As Collin Govender, Systems Integration vice president at T-Systems South Africa puts it, large companies have to have one if they are serious about their future. "Compliance to regulations alone is a big reason why enterprises use ERPs, especially listed companies as they are required to file governance reports. This has become hugely expensive to manage, so automation is the obvious solution. It is one of the ERP's central roles: to automate various business functions and free resources."

It's evolution

ERP has evolved though and is no longer limited to automation, nor only the domain of big companies, says Craig Swanepoel, director of Resolve IMMIX. "As you move down the food chain, it becomes more affordable for SMEs to invest in ERP. Your time to realise a return on investment is also quicker. It's just so much more accessible, full stop." Several factors are driving this change. Foremost is that ERP

➤ **ERP has become a service offering. Monolithic in-house systems still exist, but the newer breed of ERP suites can be deployed in part or entirely over the internet.**



Collin Govender,
Systems Integration VP,
T-Systems South Africa

has become a service offering. Monolithic in-house systems still exist, but the newer breed of ERP suites can be deployed in part or entirely over the internet - tapping the XaaS (Everything as a Service) trend, driven through external data centres. It delivers on two fronts: ERP deployments can be rented and companies can be more selective about which aspects of an ERP system they would want.

This is appetising to smaller businesses which have not invested in ERP infrastructure, says Sage Africa's ERP managing director Jeremy Waterman. "At your SME and startup levels the advantages of moving to the cloud are absolutely compelling. There are no reasons why someone would want to buy a disk and put it under their desk, then go through the hassles of backups and other maintenance issues," he says. Sage One is an example of this, since business owners can easily sign up for an entry-level ERP package delivered through the cloud. SAP also offers slightly higher-tier suites through its Business One Cloud (BOC) offering.

However, ERP is traditionally an enterprise service and many of the larger vendors admit they do not really focus on the lower end of the market. Instead some ERP offerings are repackaged by third parties, particularly telecoms giants. Last year MTN partnered with Britehouse to deliver MTN Business ERP, powered by SAP BOC. "Even with the enviable ecosystem of resellers that we have, we can't reach the entire market," says Simon Carpenter, chief customer officer at SAP South Africa. "And many companies don't want to consume their ERP software on premise. Many smaller enterprises don't have a CIO and often not even the real estate in their building to put a server down. So if they can go to an MTN or a Vodacom or wherever and buy an ERP service along with some bundled notebooks, tablets and phones, that works out very well." Carpenter terms this as MCaaS or 'Managed Cloud as a Service', noting that MCaaS is not a silver bullet for costs. Waterman points out that the economics of renting still apply and while the price of entry is much cheaper, in the long run the total cost of ownership can still rival the upfront investment of an in-house ERP system.

Back to basics

Although smaller companies are keen to jump onboard, enterprises are more reluctant to shift to the services model. Often it is a matter of investment: they paid for serious ERP systems and are riding out their investment. They also have to weigh what should be run in their private cloud and what can be deployed in the public cloud. "For many mid to large companies the ERP is their core," Waterman explains. "They have business-critical services that plug into that. This is much easier if your ERP is in the cloud. But the many considerations that come with that, such as keeping tabs on where what data resides, means we'll likely see more hybrid [Public plus Private] cloud implementations for larger ERPs." This creates the opportunity to reign in a company's various systems, says Swanepoel: "Having a fully integrated ERP offering - finance, sales, procurement, manufacturing, depending on your business - is critical. Disparate systems are no longer necessary."

A well-designed ERP system can also extend into new ground, particularly data analytics. Govender points to a recent example where an enterprise client added a business acceleration layer to their ERP, using database technologies such as SQL and Hana to warehouse and mine their data. "We're starting to see a lot of that kind of thing, because it is non-core and non-critical. So the client can test the concepts and use slices of cloud platforms for that. The mid-market doesn't do this yet as it usually doesn't have an existing investment in ERP. But larger customers are asking what new things their ERP can bring to the table."

"Having a fully integrated ERP offering - finance, sales, procurement, manufacturing, depending on your business - is critical. Disparate systems are no longer necessary."

Carpenter also notes this trend, saying that larger companies are using the cloud to compliment their ERP as opposed to completely overhauling it. Following this route allows companies to become comfortable with the cloud and services approach. "ERP as we've known it, as a pretty monolithic piece of capability, will fragment and decouple. Some aspects of a business are too real-time to ever reside in the cloud. But others would fit there perfectly. So we anticipate that business processes in the future will be made of loosely coupled capabilities. Some will live on-premise and some will live in the cloud. It depends on the complexity and real-time demand of the workload."

ERP's new BFF

But there is one element that is superseding every other advance in the modern ERP. Though everyone interviewed agreed on most points, they may as well have been singing in chorus about this. "When it comes to mobile, our goal at this moment is that we exist to transform the enterprise experience," says Govender. "Customers are used to mobile devices and they are used to a consumerised experience when they interact with different apps. So their expectations of how they do work are very different. The end user doesn't care if they are using SAP or Microsoft Dynamics or whatever else in the backend. They just want a smart and cool interface that makes it easier for them to do their work," he says. As such there is a lot of interest in how to use mobiles through apps and portals to bring different ERP services to the fore. It is revitalising ERP, adding new dimensions to what is in technical terms a dinosaur.

Swanepoel points out that in the past, ERP was considered a necessary evil, but mobile is changing this. "It used to be a back office system that you had to go to the office to interact with. That has changed. An internet-facing ERP means your staff, customers, vendors or whoever else can now interact with it through web portals or apps. This has changed the way ERPs are seen. They are more accessible and can work through almost any client, be it a phone,



Craig Swanepoel,
Director,
Resolve IMMIX

“An internet-facing ERP means your staff, customers, vendors or whoever else can now interact with it through web portals or apps. This has changed the way ERPs are seen.”

notebook or tablet. This has actually made ERP an easier sell, because it takes it to the frontline,” he notes. Indeed, the power of mobile and web interfaces is that it expands ERP’s reach. Carpenter draws on the example of a tyre shop. “Instead of the customer coming in to relate details of his requirements, an employee with a mobile device can collect all the data right there in the parking lot. This can seamlessly interact with the store stock and workshop schedules. Before that customer has even entered the building, they are already taken care of. It can even go as far as the customer adding details beforehand through an online storefront.”

This mobile evolution is foremost a web-driven one, fired up by HTML5 and its peers to deliver an application-quality interface through a web browser. ERP vendors understand this and application suites such as Oracle Fusion and SAP Fiori have adopted HTML5 and other open web technologies to power them. For the continent, this is great news, since the mobile SaaS (Software-as-a-Service) route is perfectly suited for Africa, believes Waterman. “We always underestimate how wonderfully on the ball Africa is. When it comes to mobile interactions, countries like the US seem outright backwards. But go to the hubs of Africa, like here or Lagos, Nairobi or Addis Ababa and it’s incredible. Things like power infrastructure issues start to become irrelevant when you are on a mobile platform. Sage has worked with African companies that have more than 90% of their workforce and vendors on mobile. The continent is completely leapfrogging access via computer straight to pure mobility,” he says. Waterman concludes that everyone in the ERP space understands this. The challenge is to deliver on that promise and bring the new age ERP to companies everywhere. **TSB**



Simon Carpenter,
Chief Customer Officer,
SAP South Africa



Jeremy Waterman,
ERP MD,
Sage Africa

TIPS FOR CHOOSING ERP

In the market for ERP? Here is what our interviewees advise:

- Other than a few entry-level services, there is no such thing as an out-of-the-box ERP. Walk through how an ERP would align with your current business processes.
- The effective use of an ERP requires buy-in from the company and its staff. Communicate what its purpose is and consult with various departments to understand how they could take advantage of it. A good ERP culture is cultivated, so expect training, change management and getting staff buy-in.
- Take advantage of cloud deployments to test and develop various ERP services. This will reduce the risk of taking shortcuts that will cause problems later on.
- ERP is a tool, not a boxed solution. To achieve full integration will take time and planning, so choosing the right solutions partner is key.
- There are real benefits to helping staff see the bigger picture. Isolating them to specific functions will inhibit the ERP’s spread across your organisation.

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Cloud, apps and the future of ERP

By Alan Sher, Director, HansaWorld South Africa

Prognostication always comes with its risks, including the chances of being completely wrong like the apocryphal “I think there is a world market for maybe five computers” made by IBM’s Thomas Watson in the 1940s. However, when it comes to enterprise resource planning (ERP) software, there are trends emerging which tend to provide compelling glimpses into what the future may look like – and they are cloud computing and ERP delivered as a mobile app.

Let’s take a step back and look at where ERP has come from. Traditionally, this is the big kahuna of business software. That means expensive, as in very, very expensive, complex, and dependent on costly, specialised hardware. In short, ERP was the preserve of enterprises, as indicated by the very name of these solutions.

World of change

The emergence of cloud computing suddenly means enterprise applications no longer have to cost a mint. It has changed the deployment window completely, with project timeframes substantially compressed. With maintenance and updates taking place on the server side, end users no longer have to carry this cost for their individual deployment. Concurrently, apps have taken the mobile world by storm and some ERP vendors have realised that the principles of ERP software aren’t bound by scale. Little businesses need good processes and software to run well just as much as big businesses do. As a result, app-based ERP suites are emerging which allow the smallest of businesses to get underway with software which can, ultimately, grow all the way with that company should it hit the big time (and perhaps hitting the big time is more likely for businesses which are well run from the start).

That’s one side of it. Of course, the ‘traditional’ ERP vendors haven’t disappeared, not by any means...but have they taken note? Many of them have; over the past decade, a noticeable trend of the big vendors coming down market has emerged. No longer are the Tier One solution providers addressing the big multinationals only; instead, they have steadily sought to target small and medium businesses, too.

What’s your legacy?

But it’s just not as easy as all that. Legacy applications developed for on-site deployment often cannot simply be rejiggered for the cloud. They can’t easily be made to work through browsers, as cloud applications do. Porting them into an app of a couple of megabytes and which can be

“The emergence of cloud computing suddenly means enterprise applications no longer have to cost a mint.”



Alan Sher,
Director,
HansaWorld

downloaded onto an iPhone or Android tablet just isn’t possible, in many instances.

This leaves the ‘traditional’ vendors in an interesting space. On the one hand, the cloud is becoming an almost de facto way of doing things. But on the other hand, the traditional vendors have solutions which just aren’t cloud ready. That means a lot of them are scrambling to sort out their product portfolios. These vendors aren’t oblivious to what is going on and they are doing something about it – after all, if they don’t, they could start to see market share slipping and their futures compromised.

Ultimately, the market decides. With cloud and apps taking the market by storm, it is fairly safe to anticipate the ERP vendor space moving inexorably in that direction. **TSB**

4 ways that companies FAIL their ERP Projects

By Keith Fenner
Senior VP Sales, Sage ERP X3 AAMEA.

ERP projects don't fail - but the people that drive them can make mistakes that lead to budget and time overruns as well as poor return on investment.

Enterprise resource planning (ERP) projects have a bad reputation. Like wayward children, they can be difficult to control and expensive to bring to full maturity. Yet just as parents often fail their errant children, ERP projects that go bad often do so because they're let down by the companies that brought them into existence. Here are four reasons why they fail.

1. No compelling reason for the project's existence

Why is your business implementing an ERP system? Often, in failing ERP projects, the project sponsors and managers battle to give a compelling answer to this question and are unable to provide a succinct view of what it is that makes this complex and expensive project worth the time, budget and commitment it demands from everyone in the business.

To avoid this mistake, one needs to draw up a detailed business case that aligns with the company's vision and objectives. It's not enough to say you want to become more efficient or profitable - you must have a business case that maps the investment to specific business outcomes you wish to achieve.

2. Failing to anticipate change

The first lesson anyone learns about shooting a moving target is to aim for where the target will be rather than where it is now. The same is true of ERP projects, where the people driving the project need to anticipate where the business will be in a few months as the first deliverables come on-stream.

Mergers and acquisitions, new product launches, divestures, technology rollouts, new laws and regulations could impact on how you use and configure a new system. Make sure that your specs are not out of date as your project goes live



Keith Fenner,
Senior VP Sales,
Sage ERP X3 AAMEA

by planning for changes - predictable and unforeseen. Don't carry on blindly when circumstances change, but adapt your project plan accordingly.

3. A lack of project governance

Project governance is perhaps the most important factor that will determine the success or failure of your ERP project. If you don't have a systematic way of planning, making decisions, documenting change, coordinating resources and assigning accountability, you are setting your ERP project up for disappointment or even failure. Software vendors and consulting partners need governance support to drive a successful implementation. You - as the client - must take the lead and support your vendors and consultants to ensure that they can marshal the resources they need to do their jobs.

4. A loss of focus

ERP projects can take months or years to complete. They are big and complex, and when they go on for too long, people begin to lose focus. It's important therefore, to keep one eye on the big prize and another on shorter term deliverables. Keep things moving, for example, by focusing on master data management and training - and keep people focused on the ultimate aim of the project. Make sure that everyone knows what the business case is and keep driving home the benefits. **TSB**



MOBILE SECURITY BEST PRACTICES

LOCKDOWN NOT THE ANSWER

There is no 'silver bullet' to prevent mobile security risks, say security experts. Tracy Burrows investigates how managing risk requires a comprehensive, multi-faceted strategy.

Mobility has brought about a sea change in the way business operates, but business processes, policies and strategies have not necessarily caught up with the mobile wave and the threats it brings. This according to David Emm, principal security researcher at Kaspersky Lab, who notes that Kaspersky Lab's Global IT Security Risks Survey has shown that there are still a lot of companies that don't deploy technology to protect mobiles. "Faced with a fait accompli, we can't turn back the tide of mobility, particularly because it is so important for productivity," he notes, stressing that locking down devices to the point that they are no longer useful productivity tools is not the solution.

Whether employees will accept strict interference is also up for debate, especially since the majority of mobile devices are employee owned. With estimates putting the number of company-issued mobile devices in use at below 20%, BYOD is here to stay, says Ugan Naidoo, CA Southern Africa's head of security. "End users own the majority of smart devices. They bought them for their functionality and the apps they want to use – so companies can't tell them to limit their devices' functionality for security reasons," he points out. "If you try to restrict their use, you will lose the battle. You'll get non-compliance, or users simply won't make use of the enterprise productivity apps you want them to use, and this will be a lost opportunity for the enterprise."

At the source

Naidoo says enterprise mobility management (EMM) solutions may help, but that the key to mitigating risk in a BYOD environment is

to secure sensitive information at the source. "We should assume that end user devices are compromised and focus more effort on placing controls in place at the source. For example, you might limit what documents a user can access off an unsecured device, or you could allow users to access and edit shared documents, but never download them to the device itself." Jonas Thulin, security consultant at Fortinet, adds that most enterprises have identified mobile as a security risk and that the knee-jerk reaction tends to be to find a product to mitigate that risk, "So solutions like Mobile Device Management look like a bit of a Holy Grail right now. The problem is that there is no silver bullet solution to mobile risk – it is a complex problem and technology tools have to be part of a comprehensive security strategy."

Check Point's 2014 Mobile Security Survey, released last month, found that over half of the respondents managed business data on employee-owned devices. 98% of respondents expressed concern about the impact of a mobile security incident on their organisations, and 82% of the security professionals surveyed expected the number of these incidents to rise in 2015. Doros Hadjizenonos, Check Point South Africa sales manager, says while the survey was carried out globally, every indication is that the situation is the same in South

▶ Enterprise mobility management solutions may help, but that the key to mitigating risk in a BYOD environment is to secure sensitive information at the source.



Africa. "For me, one of the most significant findings of the survey relates to the behavior of employees," he says. Nearly two-thirds of the respondents believed that recent high-profile breaches of customer data were likely due to employee carelessness.

"We are seeing growing concern about the risks posed by mobile, and there are two main trains of thought on how to respond," says Hadjizenonos. "One is to take control of the entire device, limiting what applications are allowed to be used. This route is really only feasible when the device belongs to the company. It complicates matters, because the end user is then forced to carry at least two devices – one for business use and one for personal use." Another train of thought, he notes, lets companies manage mobile applications – creating a secure container that separates enterprise content and applications from that which is personal, and in addition, encrypts enterprise documents and controls access rights to those documents. "As long as this solution is easy to use and does not hamper productivity, we believe this route is preferable," Hadjizenonos says.

Where to begin?

When it comes to mobile security, where do companies start? "I would look at the network first," says Thulin. "The mobile device is typically not behind a firewall, so you're exposed to threats from the internet and from other subscribers within the same infrastructure. You might not be able to control what devices people buy, but you can make them use a standard service provider, possibly with a virtual private network for the company. A network-centric approach is an extension

"The mobile device is typically not behind a firewall, so you're exposed to threats from the internet and from other subscribers within the same infrastructure."



Jonas Thulin,
Security Consultant,
Fortinet



Effective security awareness campaigns must have personal relevance to staff, and they must be kept interesting.

of the way you protect the enterprise.” Secondly, Thulin recommends that businesses investigate the tools available for mobile device management, seeking as broad support as possible for multiple devices. The company might also choose to identify and recommend staff buy ‘trusted devices’ – device brands and models supported by the mobile device management tools – which are given higher levels of access in the enterprise than non-trusted devices. “Also, because of the huge risk of theft or loss of devices, steps should be taken to secure access to data based in the cloud and protect data on the device itself. You need to consider: Can you remotely lock the device? Are there anti-tampering tools on the device?” Thulin notes.

Finally, and crucially, end users must be educated on the risks, says Thulin. “For example, the devices of today have incredibly rich feature sets, and a big problem is that everything (including GPS, camera and Wi-Fi) typically comes on by default, unlike a traditional security approach where everything is off by default and you have to turn it on.” Therefore users may be unwittingly transmitting information from their devices and opening themselves up to attack. “Education and communication is often an afterthought in risk management, but it is important to carry out ongoing end user training on the capabilities of mobile devices and cloud, and the associated risks,” he says.

Getting ‘weakest link’ buy-in

Many years of consulting work in the IT security sector prompted Anna Collard to establish Popcorn Training, a company specialising in IT security awareness training and positioned by Gartner in the “Challengers” quadrant of the Security Education Awareness Computer-Based Training Vendors for 2014. “As a consultant, everywhere I went, I saw a desperate need for IT security training that had a real impact among staff,” she says. Collard points out that IT security professionals tend to be technical, and that their notices and policy updates don’t always hit home with general staff members. Popcorn Training works in tandem with large enterprises to develop engaging storylines around security campaigns, using cartoon characters, e-learning and information sessions to inform staff of cyber risks. “We find that while many people are aware of phishing, they are quite surprised to learn how sophisticated cyber-attacks can be. They aren’t aware that cybercrime networks exist, how valuable corporate and personal information is, or how lucrative cybercrime is.” Even simple measures to step up awareness are well received among staff, says Collard. “For example, we recently worked with a client to produce a website for its staff, informing parents among them how to protect their children online and how to deal with issues such as cyber-bullying. The response was very positive – staff were delighted that their company was giving them this information. They told us they were printing it out and sharing it with their children.”

Collard says effective security awareness campaigns must have personal relevance to staff, and they must be kept interesting. In addition, change management and communication campaigns need to be carried out alongside any changes in policy or procedure, she says. “For example, when rolling out device management tools, you can’t just introduce a new access pin without telling people why. They will be resistant to the change, complain that it is inconvenient, and find a way around it if they can.”

With the experts in agreement that BYOD is the way of the future and that no single solution is impenetrable, mobile security best practice amounts to implementing multi-layered mobile security measures to bring risk down to acceptable levels, and extensive and ongoing staff security awareness campaigns. While companies might not be able to have all the mobile security angles covered all of the time, having well thought out policies in place is a step in the right direction. **TSB**



Ugan Naidoo,
Head of Security,
CA Southern Africa



- **Carry out a comprehensive mobile risk assessment**
- **Ensure that security policies and procedures are continually reassessed in line with changing threats and a changing landscape**
- **Carry out ongoing staff education around mobile risk**
- **Implement an effective change management strategy when introducing new security policies and procedures**
- **Ensure that a clearly communicated incident response plan is in place**
- **Consider a ‘white list’ of approved and secure applications for enterprise use**
- **Invest in mobile device management solutions to remotely manage, secure, lock and wipe devices – but ensure that they don’t add complexity for end users**
- **Consider solutions to segregate enterprise and personal data on devices**



First Global Technology Adoption Index reveals megatrend adoption

Dell has unveiled findings from its first Global Technology Adoption Index, which uncovered how organisations are truly adopting the megatrends of security, cloud, mobility and big data.

While this year has seen plenty of discussion around the major megatrends of big data, cloud, mobility and security, impacting on and shaping IT at present, to what extent companies are actually adopting these technologies has been far more nebulous. However, Dell's recently released inaugural Global Technology Adoption Index (GTAI) has attempted to shine some light on the decisions being made around these megatrends, as well as their use and benefits.

"We know that security, cloud, mobility and big data are the top IT priorities in all industries, but we need a deeper understanding of the practical realities of how companies are using these technologies today and what, if anything, is preventing them from unleashing their full potential," said Karen Quintos, chief marketing officer, Dell.

Stumbling blocks

The market research, which surveyed more than 2 000 global organisations, found that security emerged as the biggest concern in adopting cloud, mobility and big data. Indeed, despite the industry urging that security can be a business enabler, it appears as though it is still notes a stumbling block for the rest of the megatrends instead. Indeed, IT decision-makers still note security the biggest barrier for expanding mobility technologies (44%), using cloud computing (52%) and leveraging big data (35%). While security concerns are holding organisations back from further investing in major technologies, a lack of readily available security information is similarly preventing organisations from being prepared during a security breach. Only one in four organisations surveyed actually has a plan in place for all types of security breaches, while 30% of respondents said they have the right information available to make risk-based decisions.

The Dell GTAI results show that the immediate efficiency and productivity benefits of a mobile workforce are undeniable.

Show me the money

That being said, it seems that on the whole the reception towards some of the megatrends seems to have warmed. 97% of organisations surveyed were found to either use or plan to use cloud and nearly half have implemented a mobility strategy. With regards to the former, there is certainly a compelling motivation, as the findings showed a strong correlation between cloud use and company growth. Of those using cloud, 72% of organisations surveyed experienced 6% growth or more in the last three years, with just 4% experiencing zero or negative growth. This is in sharp contrast with companies not using cloud, where just 24% have growth rates of 6% or more, and more than a third (37%) experienced either zero or negative growth.

As for mobility, the Dell GTAI results show that the immediate efficiency and productivity benefits of a mobile workforce are undeniable: 41% of respondents listed efficiency as the biggest mobility benefit, while 32% listed employee productivity. Alas, a lack of cohesive strategy and security concerns are limiting mobility benefits for many organisations.

Falling behind

Similarly, big data adoption is also trailing behind its megatrend compatriots as approximately 60% of organisations surveyed reported that they do not know how to gain its insights. Despite this, big data was found to present a significant competitive opportunity. Those organisations that are the most effective in deriving business insights from big data are apparently seeing much higher growth rates than those that are not. Furthermore, the average three-year growth rate (14%) for those most effective in leveraging big data is almost twice as high as that of organisations least effective in using big data (8%).

Extrapolating, this means that the biggest opportunities at present from a productivity and profitability point of view lie in organisations resolving their issues with mobility and big data. For more, visit www.dell.com/techadoption. **TSB**

Q+A:

Modern Data STORAGE Problems

For many companies, the increase in data is creating serious storage problems. TechSmart Business talked with Wayne Dick, business development manager Sub-Saharan Africa at Hitachi Data Systems, about better storage management and possible solutions.



Wayne Dick,
Business Development Manager
Sub-Saharan Africa,
Hitachi Data Systems

TechSmart Business: If you could identify one storage problem that local companies struggle with the most, what would that be? Does HDS have a recommendation for this?

Wayne Dick: The continuous growth of data, and the way in which organisations are addressing this through their information storage and management strategies. HDS recommends that IT and Business need to work more closely in addressing the problem and identifying areas of untapped intelligence across the organisation's data silos. In addition, architecture designs need to allow for flexible data analytics solutions. HDS has the experience and methodologies to assist companies with this transition.

TSB: Many companies are looking to save money in whichever way they can. What would be the simplest method to do this on the storage side?

WD: Definitely reducing costs is a priority for many, if not most companies. It does not make sense investing in any area within the business that does not offer quantifiable financial returns. This is why HDS refers to Business Defined IT. HDS supplies proven solutions which help companies save money by simplifying and consolidating application and information storage environments. These solutions provide the building blocks, or infrastructure layer from where Business and IT need to work together to gain better insight into the customer information which is generated, processed, stored and backed up on a daily basis.

TSB: Tiered storage is receiving a lot of attention. What is the optimum configuration that companies need to look at regarding data storage to the different tiers?

WD: The intention of tiered storage is to allow for storage subsystems to provide the required level of performance by moving data onto the most appropriate storage tier. The benefit should be simplified management and reduced costs as less frequently accessed data moves onto lower cost storage tiers. The "optimum configuration" is unfortunately not a one size fits all. This will differ from company to company based on their size and applications being used.

HDS consults with clients to understand their environment before a final solution is proposed. The intention should always be to look at information across its lifecycle instead of a siloed design, which may appear to be suitable initially, but becomes complex and costly later on.

TSB: What about tiering data to cloud such as Amazon and Microsoft's cloud services? Does HDS have a solution for this?

WD: Yes we do. As organisations transition into Public Clouds, HDS is simplifying the process by offering integration between a company's own data centre to protect information or for mobile workforce access by replicating this information into Microsoft's or Amazon's cloud services.

TSB: Is hybrid cloud the solution most companies are going to stick with?

WD: Companies are at different levels with their cloud strategies. Smaller companies, which have less invested in IT infrastructure and mainly use off-the-shelf applications, are best geared to quickly transition into a hybrid or even a total private cloud. Medium to large organisations who have invested in large computer rooms or data centres, and have home grown applications with a skilled workforce to match this will be a slower process. Major considerations such as bandwidth costs in Africa and regulations related to information being stored off-shore are concerns. For the immediate future medium to large organisations will mostly likely operate a Private Cloud, with select applications being hosted at that provider. Flexible pricing models as offered by Public Cloud providers will become the norm, regardless of which Cloud option is being used.

TSB: HDS is strong on software-defined architectures, specifically storage virtualisation with your Hitachi Storage Virtualization Operating System (HSVOS). Apart from automated tiering of data, what is the biggest benefits of the HSVOS?

WD: Hitachi's Storage Virtualisation Operating System is the 6th generation of HDS' enterprise storage operating system. The biggest benefits SVOS offers companies is non-disruptive migrations and technology refreshes, both of which are painful, costly exercises for organisations. SVOS also has offers Global Active Device capabilities, thereby allowing applications to write data into two separate locations simultaneously. These features are all offered without the need to for additional hardware outside of the HD VSP G1000.

TSB: At your recent Hitachi Information Forum there was a lot of talk about Object Based Storage. Why should companies pay attention to this?

WD: The challenge with unstructured data (file data) is that it is unstructured. Many of the technologies to manage it were implemented when this data was a small fraction of the total compared to structured data. In response, organisations deployed specialised technology to support the vast quantity of data being created. The technology of choice was network attached storage or NAS. Easy deployment and compelling cost led to storage sprawl, which created new challenges in managing, governing, protecting and searching content. Hitachi Data Systems object storage solutions bring structure to unstructured data.

The Hitachi Data Systems object storage solutions treat file data, file metadata and custom metadata as a single object that is tracked and stored among a variety of storage tiers. With secure multitenancy and configurable attributes for each logical partition, the object store can be divided into a number of smaller virtual object stores that present configurable attributes to support different service levels.

TSB: Finally, if there is one piece of advice that you could give to the modern CIO regarding storage, what would it be?

WD: Invest in IT staff and process that can help drive efficiency and benefits in the overall data management. Encourage and reward people who question the way storage is managed, so that they look beyond performance and availability management into the areas of Business Defined IT – Business and IT working more closely. **TSB**

“The intention should always be to look at information across its lifecycle instead of a siloed design, which may appear to be suitable initially, but becomes complex and costly later on.”



NETAPP INSIGHT 2014: The Lessons Learned

NetApp's Insight 2014 conference held in Las Vegas, Nevada not only offered up some eye-opening perspectives on IT, but its ambitious announcements addressed a key concern with hybrid cloud adoption. TechSmart Business's Ryan Noik was in attendance.

The core of the NetApp Insight 2014 conference this year was the hybrid cloud, but more specifically, how the company believes it can enable its customers to increase their all-important competitiveness and drive greater success by using the hybrid cloud to their advantage. Dave Hitz, NetApp's founder and executive vice president asserted that the largest trend these days is clearly cloud, adding that it is at a different level from the other megatrends, even as it intersects with them. He noted that if one compares cloud to flash storage, which is clearly another big trend, the latter is largely a concern for storage companies, and to some extent server companies to worry about. For cloud, it appears as though it concerns a far wider range of businesses, with Hitz pointing out that customers have to make "serious decisions" about their business model. Indeed, IT is no longer forgiving of poor choices. "Companies that choose wrongly may just die as a result," he warned.

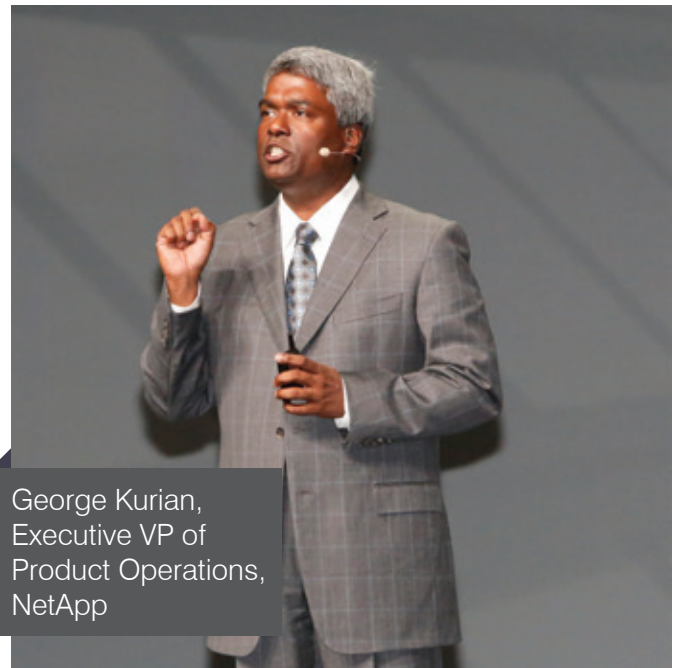
Moreover, the company clearly believes that the hybrid cloud is the future, as George Kurian, executive vice president of Product Operations at NetApp stressed that "hybrid clouds will be the backbone of IT today and tomorrow."



NetApp™

Cohesiveness is king

However, what quickly became apparent is that NetApp has been paying close attention to addressing the constraints and limitations facing customers when adopting hybrid cloud. To this end, NetApp announced the launch of new solutions, including a new version of the NetApp clustered Data Ontap operating system,



George Kurian,
Executive VP of
Product Operations,
NetApp

Cloud Ontap, OnCommand Cloud Manager and NetApp Private Storage for Cloud.

It was the company's new clustered Data Ontap 8.3 OS that received the most attention, as the storage operating system was touted as making hybrid cloud seamless. Kurian explained that the solution acts like a fabric, bringing together disparate elements and ensuring that data transfer is considerably easier. He elaborated that all modern systems have at their core a 'fabric' that ties disparate systems together. Kurian cited the example of air traffic and aircraft being handed off from one air traffic control tower to the next, with each knowing a particular flight as it traverses the globe.

Constraints addressed

Unfortunately, this doesn't translate across to data management. Instead, Kurian noted, many companies who are encouraging users to adopt the cloud, don't advise customers that once their data is on the provider's cloud, it is difficult if not impossible to move it. "In effect, your IT infrastructure, and more

"Cloud Ontap brings the number one storage OS in the world to the world's largest cloud and makes it run as you would want it to"

"Hybrid clouds will be the backbone of IT today and tomorrow."

importantly your data, becomes their IT infrastructure and their data," Kurian continued.

With the new announcements though, users have a means of solving the problem of incompatible, isolated data silos, while enjoying a consistent way to manage, secure and protect their data. "A data fabric gives you the ability to take advantage of the flexibility and the efficiency that the cloud offers but places you, the customer, in control. It grants you choice of cloud infrastructure and control of your critical data," he enthused.

Choice, meet agility

John Frederiksen, the vice president of product management for Data Ontap, continued that customers have a choice of a wide range of cloud services that can be utilised to support their IT environments. These included a variety of services, such as Software as a Service, Infrastructure as a Service, or pursuing hyperscalers such as Amazon Web Services.

Frederiksen reassured that NetApp has decided to embrace those environments, while giving customers "the flexibility to get



Dave Hitz,
Founder and
Executive VP,
NetApp

the rich data management set that they need, with the choice of underlying storage and service providers they desire". Furthermore, Cluster Data Ontap 8.3 appears to have been designed with maximum agility in mind. "On Cluster Data Ontap 8.3, the core capabilities of storage management system and data management system don't change, whether you are running in a hybrid cloud,



John Frederiksen,
VP of Product
Management for
Data Ontap,
NetApp

running at a service provider or running at a hyperscaler," he explained.

Money matters

Frederiksen additionally mentioned a no less important benefit - efficiency and its impact on cost savings. He pointed out that none of their customer's IT budgets are growing as quickly as their data management requirements, which makes the money they spend on IT solutions critical. "As discs become larger and the use of flash drives becomes more prevalent, we have made sure that Ontap boasts great utilisation of the underlying storage platform. We've made some improvements in how we lay out our OS in 8.3, the result of this for entry level systems, would reduce the cost per gigabyte by roughly 30%. That translates into a 30% improvement in the value you obtain from the system," he noted. Additionally, on flash modules users can expect an improvement of up to 17% from the new cluster Data Ontap 8.3 release.

Coffee analogy

Perhaps the most compelling argument for the new release came from Phil Brotherton, the vice president of NetApp's Cloud Solutions. He stressed that Cloud Ontap brings all the capabilities, and all the rich data management that people have been enjoying on premise and from cloud service providers, and furthermore makes it available to every person who wants to run on Amazon Web Services. "In the time it took me to buy coffee and a croissant from Starbucks, and the money it cost me, I could have turned on Cloud Ontap and had access to the global capabilities of the NetApp corporation and Amazon corporation. Cloud Ontap brings the number one storage OS in the world to the world's largest cloud and makes it run as you would want it to," he continued.

The future in sight

What Insight 2014 ultimately brought, was hope for the future for hybrid cloud users. This sentiment was echoed in a sense by Hitz, who hosted one of the most entertaining panel discussions we have witnessed in a long time. He did, however, become serious long enough to express optimism for NetApp's role in the emerging cloud world. "What is so exciting about cloud for NetApp is that it seems that the most important aspect of making cloud work and making it safe is the data, and that is what NetApp is good at," Hitz concluded. **TSB**

Julie Parrish,
Senior VP and Chief
Marketing Officer,
NetApp



NETAPP INSIGHT lives up to its name

The recent NetApp Insight 2014 event, held in Las Vegas, Nevada was not just a hotbed of new announcements, it also revealed valuable business lessons that any enterprise would do well to heed.

While it was easy to spot how the announcements made at NetApp Insight would be germane to those in the industry, there was a rich subtext running throughout the three days: that of the company's approach to business in general. However, there were a few standout points raised on how the company was navigating in an industry in flux which particularly stood out, and that could well be relevant irrespective of the industry one is in.

Together we can

The first such gem of insight came from this year's conference theme itself - "Together we can", with Julie Parrish, the senior VP and chief marketing officer for NetApp explaining the company's customer-centric culture approach in more detail. She elaborated that it was their customers who often guide where the company was heading from a technology roadmap standpoint. "Our approach really has to do with our people and our culture and how we work together with our technology and partner ecosystem to provide a unique experience for our customers," she said.

However, it went further than customer empathy, as Parrish stressed that NetApp was focusing on helping its customers win on their own terms. It is this philosophy, of not just being aware of customer's needs (valuable as that still is) but actively participating in their success that stood out as the first takeaway insight.

Fly towards the flame

Another insight came courtesy of Dave Hitz, NetApp's founder and executive VP. He attributed the company's success in the storage and data management space to a tendency to embrace change and to wholeheartedly speed towards disruptive technologies, instead of running away from them. Hitz explained that for example, when Windows first arose, at the time NetApp was a Unix-only storage vendor. At that point, he related, the company could have denied that Windows was coming and opted to remain as is, or instead, build a Windows solution as well, while aiming to help people customers from one OS to another and maintain their flexibility.

The past appears to be repeating itself with cloud. "NetApp has a history of looking at the scary thing that might kill us and ask is there a way we can help our customers?" This approach, according to Hitz, has ultimately spawned great opportunity.

For other businesses, the takeaway was clear – embrace change and your own disruption in anticipation of opportunity, rather than fleeing out of fear.

However, it is not just customers' competitive wellbeing that is important. Tom Georgens, chairman and CEO of NetApp pointed out that no less important to its own success was the company's culture, and how happy its own people were. He noted that businesses not only benefit by receiving maximum commitment from its own employees if they are happy, but this permeates into how its customers experience the company as well. "We think building a great culture matters to our customers, but it certainly matters to our employees and partners," he added.

The end is just the beginning

Perhaps the most interesting insight though was a paradoxical one - that great opportunity and new beginnings can come in the wake of what looks like disaster. Georgens related how when the Dotcom bubble burst in around 2000, NetApp lost 70% of its customer base, as the company was very technology centric. However, this spurred innovation and a new direction; in NetApp's case it heralded the company's entry into the enterprise market and drove them on to innovate solutions focused on increasing storage efficiency and application integration. This resulted in a 30% market share gain.

More recently, the great recession in 2008 similarly took its toll, with many predicting that the concurrent rise of virtualisation would be NetApp's death knell. Instead, Georgens explained the company aimed to become "the unquestioned leader in storage for virtualised infrastructures." Embracing this change paid off, with the next two years marking the biggest market share gain in the history of NetApp, which grew its market share 60% in two years.

While these insights spell out NetApp's journey, they hold lessons in their own way for any company that is wracked by the storm of change. [RN] **TSB**



"We think building a great culture matters to our customers, but it certainly matters to our employees and partners."

MWEB Business' Top Technology Trends 2014–2015

By Roman Hagh, Head of Product Research and Development, MWEB Business

The 2014 South African IT story was one of both good and bad news – particularly in the area of connectivity. The good news was that the migration from copper to fibre connectivity gained significant traction during the year as the roll out of fibre accelerated. This was particularly evident in the key business zones within the major metropolitan areas.

The bad news was that the promise of LTE high-speed, mobile broadband connectivity – so essential for delivering enterprise mobility - remained largely unfulfilled. This was largely as a result of regulatory issues delaying the assigning of wireless spectrum to LTE network providers, rather than any tardiness on the part of the network providers themselves. Until more spectrum is made available to the network operators, current LTE offerings will be hamstrung to speeds not dissimilar to those of 3G.

What then can we expect in 2015? MWEB Business believes that:

- The swing towards fibre will continue to accelerate.
- The cost of fibre connectivity is likely to start declining significantly.
- ADSL will continue to remain the connectivity option of choice for the majority of businesses.



- VSAT rates are likely to decline, while speeds available from the satellite connectivity will increase, bringing relief to business in remote areas as well as to those on the periphery of the metropolitan centres.
- More businesses will venture into the virtual arena, taking advantage of the benefits of virtual servers and virtual data centres.
- There will be an even stronger swing away from on-site PBXs towards cloud-based or hosted solutions.
- There will be a marked increase in the variety of cloud-based services that become available, as well as the uptake of these services.
- Virtual will become reality for growing numbers of businesses, large and small. **TSB**

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Cisco Connect 2014 says Africa's tomorrow starts now

Now a fixture on the tech calendar, Cisco's annual Connect event brings together IT decision makers and solution providers to discuss current ICT trends in the African context. Robin-Lee Chetty reports back.



It's an exciting time to be a part of the African ICT landscape, a point driven home by the frenzied activity TechSmart Business witnessed at this year's Cisco Connect event. Designed to bring together IT decision makers, solution providers and media alike, Cisco Connect creates connections between individuals across the African continent. All are linked by their desire to uncover the major trends and key drivers within the technology landscape and place them within an African context.

Wide-ranging trends

Among the many trends and concepts discussed, Cisco Connect delved deepest into the design of smarter cities and the creation of a connected Africa. In VP of Cisco's African operations, David Meads's presentation "Building a city for the future of Africa", he discussed some of the key drivers and challenges facing the continent as a whole. Many of which are intrinsically linked to three major trends reshaping the global landscape: economics, environmental energy and social demographics. For Meads, creating technological assets is simply not enough in the creation of smarter cities. Instead, he advocates a greater collaborative and cooperative effort between governments and solution/service providers. "There has to be an understanding that technology can enable, with Cisco hoping to be a part of that process," he added. Meads believes that in an effort to design smarter cities, a move from vertical solutions towards cross-platform horizontal ones must be made, with a heavy emphasis on open standards.

In emerging countries, like those in Africa, both the ICT skills and human capital gap are critical issues, according to Meads, while higher education and training remain the biggest challenges today. A key concern is bridging the ICT skills gap, which has become a major



David Meads,
VP for Africa,
Cisco

In an effort to design smarter cities, a move from vertical solutions towards cross-platform horizontal ones must be made, with a heavy emphasis on open standards.



Dare Ogunlade. GM for Nigeria, Ghana, Liberia, Sierra Leone, Cisco

focus for service providers. By providing greater access to education opportunities for individuals, communities, and nations can have a profound impact on this ever-increasing skills shortage.

Meads believes that along with education, Africa suffers from an infrastructure problem, with a lack thereof often limiting the way in which data and ideas flow across the continent. This problem specifically hampers small-to-medium enterprises (SMEs), says Alfie Hamid, corporate affairs regional manager for Cisco South Africa, and SMEs often lack the ability to cope with the unforeseen areas of business that quality training can often assist in. One possible solution is the integration of computers and technology at a far earlier age, which should also be paired with not just how the technology works, but also how it is effectively applied in specific areas.

Amid what some might see as a gloomy picture for the continent, there is a silver lining, at least with regards to the skills challenge. Hamid highlighted the company's efforts within the sub-Saharan sector as far as upskilling graduates goes. "The Cisco Networking Academies in Middle East and North Africa for example have delivered training to more than 307 000 students to date while in Sub Saharan Africa 57 000 students have enrolled in the last 12 months," he noted.

Getting Africa connected

One of the other major themes of Cisco Connect revolved around leveraging the potential power that the Internet of Everything (IoE) will bring in years to come. As more and more connected devices and technologies enter the African market, taking advantage of this connectedness

in a meaningful way will become vitally important. As such the IoE will be heavily influenced by how all this data will be managed, not only from a storage perspective but also in terms of ensuring a constant, secure service.

For John van der Vyver, Cisco Alliance executive at Dimension Data, having access to information will essentially become a human right. "Already, we are witnessing a few trends emerging in metros; service providers and precincts are leveraging open access fibre networks and offering on-tap services, including cloud. This in turn significantly increases the real estate values in the metros, increases the attractiveness and also lowers the cost to run and operate," says Van der Vyver.

An example of this is Dimension Data's involvement with the City of Cape Town Broadband project, which according to Van der Vyver has significantly increased the broadband footprint and dropped the communication costs for the city. "This network has also allowed the City of Cape Town to embark on the Connected or Smart City project with huge cost and service delivery benefits," he adds. Furthermore, Van der Vyver has seen a consolidation of the service layer above the fibre networks. "More people, more bandwidth, and more services at lower cost requires service providers to co-operate, and also necessitates systems integrators such as Dimension Data to provide VNO services to aggregate this," he notes.

Africa is growing

There is certainly plenty of work to be done across the continent, both at a governmental and grassroots level in order to better equip Africa to cope with the changing technology landscape. The importance of this is made clear by the fact that seven out of the top ten growing economies worldwide exist within Africa. As Cisco strengthens its focus on the IoE, it will tap into a wealth of possibilities for enterprises and Cisco itself, says Dare Ogunlade, GM for Nigeria, Ghana, Liberia and Sierra Leone at Cisco. "Enterprises are keen to adopt new strategies, but mobility poses a concern," adds Ogunlade. He further noted that broadband access, or the lack thereof, will play a significant role in how quickly and effectively these solutions will be rolled out, and Cisco is making great efforts in ensuring this happens in the right way. **TSB**



"More people, more bandwidth, and more services at lower cost requires service providers to cooperate."

CISCO GLOBAL CLOUD INDEX forecasts massive growth for MEA region

Detailing cloud workload growth rates across the globe, Cisco's 2014 Cloud Index predicts that the Middle East and Africa region will be the second largest worldwide by 2018.

Much like the rest of the ICT industry, Cisco has already begun to see a steady embrace of cloud computing by a number of African enterprises across the continent. The company's 2014 Global Cloud Index (GCI) has come to a similar conclusion, analysing data from Africa and across the globe in an effort to forecast industry trends.

The fourth iteration of this index predicts a continued growth in cloud traffic, workloads, as well as storage, with private cloud solutions beginning to outpace their public counterparts. Furthermore, over the next five years, the study projects data centre traffic to nearly triple, with cloud representing 76% of total data centre traffic.

Rise in traffic

With more individuals identifying the potential value that cloud computing offers, the GCI expects the Middle East and Africa (MEA) region's cloud usage to grow by an estimated 39% over the next five years (2013-2018). The only other region expected to see more growth is Asia Pacific, registering a projected growth of 45%. Furthermore, data centre activity is set to see a spike in growth, with traffic reaching 366 exabytes per year by 2018, at a monthly average of 30 exabytes. A key driver of this growth is technology, with enterprises showing a great appetite for adopting mobile solutions in an effort to stay on-trend with the rest of the world.

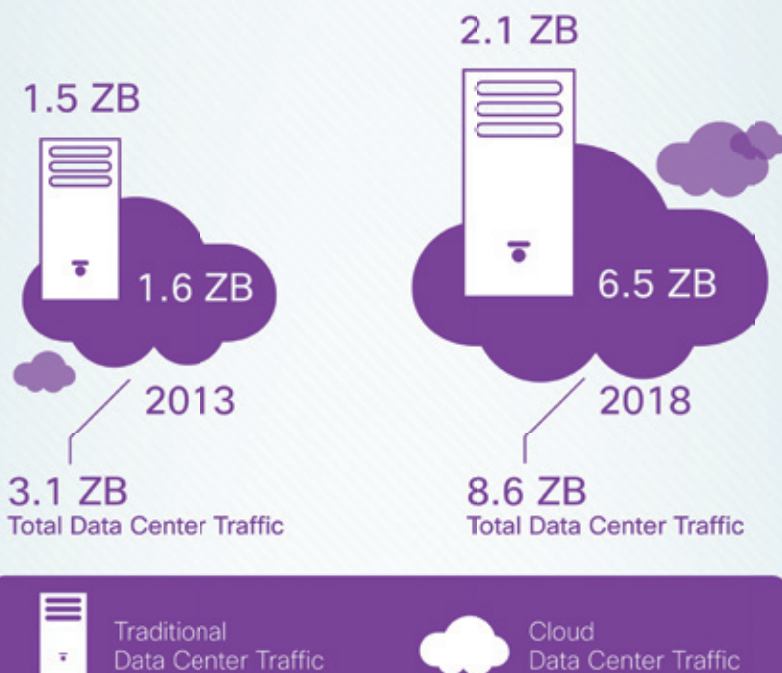
Shifting focus to the rest of the globe, Cisco notes that a large portion of data centre traffic will be assigned to media streaming. In fact, the company estimates that the amount of global data centre traffic will reach the 8.6 zettabytes mark by 2018. To put that in perspective, that amount of traffic is equivalent to streaming all movies and TV series ever made a total of 2500 times in HD quality, serving as an indicator of just how much information will be streamed over the next five years.

Getting cloud ready

It's clear that the second half of this decade will see far greater emphasis placed on cloud computing from an enterprise and government perspective. So much so that Cisco's survey says the number of countries deemed "cloud ready" will continue to grow. Last year 42 countries met the intermediate single application readiness criteria for mobile networks, this year that number grew to 52.

"As mobility is becoming more and more prolific across the continent, people are demanding to have access to personal, business and entertainment content wherever they go and on any device. The Cloud is definitely becoming a reality in Africa as businesses gain confidence in both the security and reliability of the Cloud," believes Den Sullivan, Cisco's head of Architectures for Emerging Markets. **TSB**

By 2018, 76% of global data center traffic will come from cloud services and applications.



1 zettabyte (ZB) is equal to sextillion bytes, or a trillion gigabytes.

"As mobility is becoming more and more prolific across the continent, people are demanding to have access."

ADAPTING TO THE CHALLENGE OF AFRICA'S CHANGING CHANNEL

As Africa's ICT industry goes through a period of transition, so must its distributors and resellers adapt their strategies, says Phoenix Distribution's Simon Campbell-Young.

Africa's ICT industry has steadily begun embracing the move to cloud-based solutions, and as such has changed the landscape as far as how service delivery, as well as hardware and software services, are distributed. A key driver for this change in solutions is internet penetration on the African continent, believes Simon Campbell-Young, CEO of Phoenix Distribution. According to the International Telecommunication Union (ITU), 20% of the continent's population will be online by the end of 2014, doubling the 10% mark set in 2010.

Adapting to new environment

Even though Africa is lagging slightly behind its international



Simon Campbell-Young,
CEO,
Phoenix Distribution

counterparts as far as cloud computing goes, there is still a great demand, and the improvement of network infrastructures will only push this growth. It therefore brings into question the growing threat that cloud computing poses to traditional hardware and software distributors and resellers. This is something that Campbell-Young is all too aware of. "Although some industry experts are of the opinion that it [cloud computing] is simply shifting gears," he says. "Distributors can easily weather the changes by doing what every other company in every other industry has to do: keeping up with the trends, adapting to it and if need be, tapping into new markets," adds Campbell-Young.

He says the advent of the cloud has actually not killed off the computer hardware market. "On the contrary, according to projections, it is on an upward trajectory. Global market research group Business Monitor International (BMI) predicted late last year that computer hardware sales in South Africa was going to grow over 6% this year to reach R38.6 billion, up from R36.2 billion last year. This growth, BMI noted, was going to be fuelled by cloud adoption, which will lead to more investments in data centre facilities, which in turn will lead to an increasing demand for servers and networking equipment," enthuses Campbell-Young.

Strong outlook

The same level of optimism is also seen on the software front, according to Campbell-Young, who references the International Data Corporation's (IDC) prediction on South Africa's software industry made at the beginning of the year. In it, the company forecasts a total industry expenditure increase of 10.5%, ballooning to a figure of R5.7 billion. Campbell-Young also mentions The South African Enterprise Application Software Market 2013 – 2017 Forecast, which reports that overall enterprise application software spending in South Africa will see a compound annual growth rate of 11.6% in the aforementioned five year period to reach \$787.19 million (R8.62 billion) in 2017.

Campbell-Young continued his analysis by stating that much of this growth might come from Software-as-a-Service (SaaS). "SaaS is where a lot of cloud services growth will be focused, since it allows small-to-medium sized businesses (SMBs) access to the kind of technology and services that have previously only been available to larger companies with bigger IT budgets. For example, SaaS allows companies to automate systems that were previously manual, thereby reducing risk of error and data loss, because SaaS providers often also include automatic backups in their systems," he concludes. **TSB**

"Distributors can easily weather the changes by doing what every other company in every other industry has to do: keeping up with the trends, adapting to it and if need be, tapping into new markets."

SAP Workforce 2020: Understanding Millennials essential

Sponsored by SAP and conducted by Oxford Economics, the Workforce 2020 report highlights the need for a paradigm shift in the way organisations interact with their employees.

An effective work environment is heavily dependent on how well the current four generations existing within the workplace function together. To better understand the current trends and needs within modern day companies, SAP in conjunction with Oxford Economics, conducted the Workforce 2020 Report. In it, they surveyed more than 2700 executives and over 2800 employees worldwide on certain trends in the modern workplace.

The changing office dynamic

According to the report, millennials entering the workforce is one of the top trends impacting on the modern workforce strategy. Yet, only 20% of South African executives say that their companies give special attention to the particular wants and needs of millennials. As SAP terms it, there seems to be a disconnect, or “millennial misunderstanding” between executives in the boardroom and the new wave of employees entering the job market. Moulded by vastly different economic and social influences, the values they hold dear in the workplace differ greatly. Executives for example, of which the Baby Boomer generation contribute greatly, value loyalty far more than job performance for instance. The fresh crop of job seekers out there view mentoring and skills development as their key concerns. This disconnect serves as the main contributor to the inability for certain businesses to retain a young, creative workforce.

As such, SAP advocates a paradigm shift in business thinking, to one that embraces the ideals and overall culture of millennials and to better appeal to their needs. A greater degree of mentoring is one such need, with millennials showing a particular fondness for developing their own skills through the guided assistance of a more senior individual in the company. Another is growth, or rather the promise thereof. If a millennial can see that their value is appreciated, and will be rewarded in future via promotion, taking on greater responsibility and financial compensation, they will be more likely to stay with the company.

Addressing the skills gap

The effective integration of millennials into the workplace could have a profound effect on how well businesses can cope with the changing skills demand. Millennials in general, are seen as having a higher propensity for new technology adoption and avocation than their older office counterparts. This ties in with the Workforce 2020 Report’s finding that within the EMEA region (Europe, Middle East, and Africa), companies and workers are unprepared for the growing need for technology skills. In South Africa, 53% of executives say their company offers supplemental training programs to further develop employee skills. But only 30% of employees say their company provides the right skills training. “The current need for technology skills (data analytics, cloud,



The effective integration of millennials into the workplace could have a profound effect on how well business can cope with the changing skills demand.

mobile, social media) will only grow in future,” says Brett Parker, MD for SAP South Africa. “This means that both employees and businesses alike stand to benefit from better training and education opportunities,” he concluded.

For a complete picture of how your business is preparing its workforce for the future, head to SAP’s success factors site - bit.ly/11nuXU4. **TSB**

SAP's seven facts about tomorrow's workforce

1. Technology skills development will continue to lag.
2. The 2020 Workforce will be increasingly flexible and diverse.
3. For employees, obsolescence is a greater concern than being laid off.
4. Executives and employees agree that leadership communication and future leadership development is lacking.
5. Companies do not understand what their employees really want from them.
6. A lack of metrics and tools keeps HR from developing effective workforce strategies.
7. As a result, companies are not making goals around their workforce environment.

CIOs face new pressures to evolve

There are things worse than death in IT, such as becoming irrelevant, and thus CIO's have been urged to stave off this ominous risk by adapting.

Given the connectedness of the world today, CIOs are under increased pressure to evolve as business needs change faster than before. In many respects, this has resulted in them becoming the lynchpins of the modern organisation. Jessie Rudd, BI consultant at PBT Group, explains that the traditional CIO was a person who could ensure that the IT department performed its job of supporting and rolling out technology infrastructure. Often, the position was filled by the most senior 'techie' in the organisation with little thought given to the broader strategy of the organisation. Those CIOs who were the best at their jobs were the ones who could implement large-scale enterprise systems with the least amount of disruption on daily operations.

Change and consequence

However, Rudd points out that during the past few years this has started to change. "With the consumerisation of technology, people have become more at ease with technology and are managing more of their systems themselves than a few years ago," she elaborates. Moreover, the growth of mobile apps and cloud service offerings meant employees have become far more comfortable in installing solutions that work for them. This then had a knock-on effect, ultimately resulting in a lack of patience with the IT department that, for security best practice, could not roll out new solutions on a whim.

As to what this means for the CIO, Rudd explains that there is still an expectation by other C-suite executives that the person must fulfil all the traditional responsibilities of the position, but now with the added pressure of driving innovation in the organisation and looking at the best solutions to push the company forward.

According to Rudd, it is no longer good enough to leverage off existing trends such as cloud computing, Big Data, and social networking. "The connected CIO needs to be able to identify those areas where the business needs to innovate and give themselves the competitive edge." Rudd stresses, that it is not simply a case of picking a trend that is likely to gain local traction and integrating that into the business. Rather, she notes, today's CIO needs to have an integral understanding of where the business is going and what its future needs will be. "Being compliant with legislation and ensuring the integrity

▶ "The CIOs who are open to embracing this change and willing to meet this evolution head on will be the ones that drive success for the organisation."



Jessie Rudd,
BI Consultant,
PBT Group

of existing systems become even more essential in such a dynamic and fluid business landscape," Rudd adds.

Silver linings

The good news is that the increased pressure does come with its silver lining, since for the modern CIO there are numerous opportunities and areas to differentiate. Having more of a free scope to innovate and enforce change within the organisation means the CIO will be much more significant to company strategy than at any time in the past.

"The CIOs who are open to embracing this change and willing to meet this evolution head on will be the ones that drive success for the organisation. After all, the alternative is one of stagnation and being left behind in a fast-moving environment that the company might never be able to catch up on," she concludes. **TSB**



Sage's 2014 Business Index details local SME optimism

Ivan Epstein'
CEO,
Sage AAMEA

Newly released, the 2014 edition of the Sage Business Index characterises a optimistic atmosphere of opportunity for local SMEs amid a growing state of economic uncertainty.

According to Ivan Epstein, CEO of Sage AAMEA, local SMEs are characterised by their entrepreneurial aggressiveness, and as such have a greater deal of optimism than others across the globe. This belief is supported by the findings in Sage's 2014 Business Index (SBI), pooling information from 1200 business decision-makers across SA. "These results demonstrate the resilience of South Africa's business sector, even in a year that has tested its tenacity. This year, businesses have been put to the test by labour unrest, a volatile currency, growing red-tape and regulatory pressure, and many other challenges," he notes.

Cause for optimism

In spite of a local economic environment that can be categorised as unstable, local SMEs have still indicated their expectation of yielding growth from their endeavours, a trademark that Epstein views as being unique to South African culture. One of the key findings revealed that 65% of South African businesses expect their turnover to grow by at least 4.9% over the next year.

Added to this, the SBI discovered that the vast majority of optimism is driven by the emergence of new technologies. "They remain committed to growing their businesses and playing a positive role in the economy. It's especially interesting to note how technologies such as mobility are creating new efficiencies and opportunities for them," says Epstein. As a result, South African SME confidence registers at 64.69 (out of 100), slightly higher than the average of all countries surveyed at 64.4.

Local SMEs are characterised by their entrepreneurial aggressiveness, and as such have a greater deal of optimism than others across the globe.

Greater government input

In order to ensure this state of optimism, Epstein advocates a collaborative relationship between SMEs and governments. "Government bureaucracy and its handling of the current economic situation are their biggest challenges; we believe there is more the government could do to build business confidence in the short to medium term," adds Epstein.

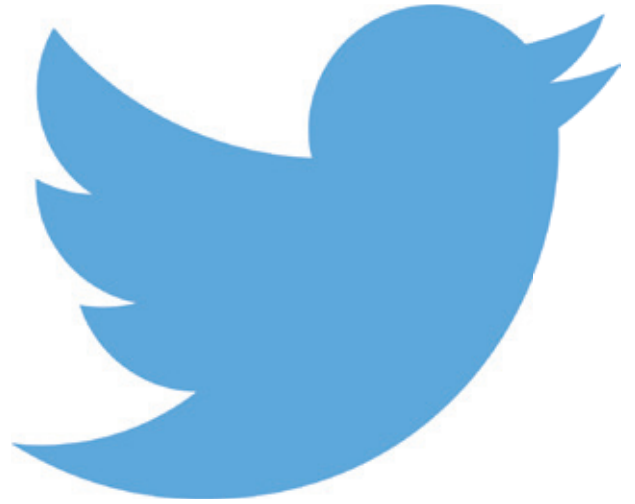
This finding was further supported by the fact that confidence in the national economy dropped by 5.38 points to the 34.54 mark (out of a possible 100). This too bucks the global trend, with the majority of countries surveyed showing an increase in government confidence, which again places South Africa's government into even sharper focus from an SME perspective. Although confidence took a hit in this year's survey, it surprisingly showed an increase on the job creation prospects front, with 51% of businesses forecasting a growth in their headcount over the next twelve months. Furthermore, only 12% of organisations stated that they would be reducing their staff numbers. "We believe that the vibrant SME sector will lead the charge in creating new jobs which are required to stimulate the South African economy in the years to come," notes Epstein.

Risk takers welcome

Business attitudes to risk also appears to be changing, with half of local business decision makers describing themselves as risk-takers, growing by 2% from the 48% mark recorded last year. Added to this, almost 40% of decision-makers have become more risk-averse in the past seven years. Businesses' more cautious approach is understandable given the local economic uncertainty says Epstein. "But it's encouraging that many still have the appetite for calculated risk for the sake of growing their businesses," he concludes. **TSB**

TWITTER:

Top tips to help SMEs thrive during Xmas



Businesses on Twitter this holiday season are in just the right place to connect with shoppers who are deciding what to buy.

A new survey emerging from a joint effort between Twitter and research company Millward Brown, found that more than 50% of Twitter users are directly influenced by content on Twitter when making a purchase decision. It found that, for small businesses, Twitter is critical for one reason above all others: it drives sales. The million dollar question is how can small businesses cut through the noise to make sure they're noticed? To that end, Twitter provided some tips to businesses to make the most of the opportunity this Christmas:

1. Plan for the moments you can predict.

Think about all of the moments that will happen during December, from Christmas parties to New Year's Eve, and bear in mind that December is full of moments around which content can be planned in advance.

2. Tweet something worth sharing: Twitter advised that the more organisations Tweet, the greater their chances are of being retweeted by their followers into new networks. Twitter notes that they see much higher engagement when brands utilise rich media, and recommended businesses think about how they can use visual content – photos, Vines, and videos – to catch their customers' attention when they're scanning through their Twitter timeline. For example, it suggested tweeting photos of Christmas displays and products.

3. Respond, interact, engage: Twitter also encouraged business to reply when people Tweet about them. In a similar vein, businesses could favourite and retweet positive messages, to thank those who showed support. Furthermore, Twitter encouraged business users to jump in and join real-time conversations through hashtags that are relevant to their industry, to get their brand noticed this holiday season.

4. Celebrate community: Twitter asserted that it gives small business owners the ability to communicate directly with their customers, which, it noted, could be invaluable during the Christmas period, and is something which big brands often don't have the opportunity to do.

5. Be helpful: The holidays can be a stressful time for consumers. Thus, a business's Twitter content strategy should address the problems relevant to its audience, and provide useful, tangible solutions. Considering that most users follow brands for exclusive content, organisations were encouraged to share insider information; witty observations; behind-the-scenes photos; and unique product previews. Some businesses may also wish to consider offering Christmas special offers for its followers, such as Twitter-only discounts and offers.

6. Tap into the power of curation: Twitter pointed out that as Christmas shoppers are overwhelmed by choices, businesses ought to consider the role it can play as a curator of great gift ideas, cooking tips, or whatever is most relevant to its customers and followers. It added that users love bite-sized content and lists that offer value.

7. Amplify your message: Twitter asserted that its Promoted Products can help business users grow followers and reach more customers. The company concluded by encouraging businesses to consider its suite of ad services to "helps it reach more of the right people to build community, bring old customers back and new people in the door." **TSB**



The more organisations Tweet, the greater their chances are of being retweeted by their followers into new networks.



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ICT NEWS



Apple becomes first company valued at \$700 Billion

November has proven a pretty successful month for Apple, as the Cupertino-based manufacturer has reached a significant milestone, namely being the first company to be valued at \$700 billion. To put that in perspective, only 19 other countries worldwide have a better GDP than Apple's current valuation. Apple share prices have risen by an estimated 60% in the last year, with the release of the larger iPhone 6 and 6 Plus being cited as key influences. Analysts believe this \$700 billion mark could grow even further over the next year, with some expecting Apple to breach the \$1 trillion mark.

Google experiments with fee-based ad removal

Google has begun a new fee-based system designed to let users contribute to the websites they often frequent. Although unimaginatively named, the new Contributor by Google service prompts users to pay between \$1 to \$3 a month in order to reduce the number of Google-facilitated ads they see on sites. In place of the traditional blocks assigned for ad placements, it will have a banner stating "Thank you for being a contributor".

Still a small scale experiment at this stage, it serves as a way for online publishers to generate profits without having to flood their users with advertising. Google is able to remove its ads only however, so this service can reduce the number of ads but cannot remove them outright.



Facebook testing collaborative business tools

Facebook has long been a social media site serving as a welcome distraction to life at work for some. Now the company is hoping to become an aid to business, as it tests a new product designed specifically for the workplace. Called Facebook@Work, this new business tool will allow users to collaborate on projects or tasks through group chats and shared documents.

Currently in the testing phase with a number of companies outside of the Facebook fold, the service is expected to make a more commercial debut early in 2015. It still remains unclear at this stage whether Facebook will charge users for this offer.

2015 IDC report forecasts new tech landscape

With the year drawing to a close and companies now looking forward to 2015, research firm IDC has released a detailed report predicting the major technological happenings expected to be seen over the next twelve months. In the 17-page long document, a couple of key trends stand out, including the growing influence of China as a smartphone and tablet influencer. IDC predicts that 500 million smartphones will be sold in China, nearly one-third of the global sales total. The other important finding is the rate of increase between old and new technologies. Newer technologies including cloud, mobile and big data, termed '3rd platform', will grow by an estimated 13%. Conversely older technologies will reach a near "recession" state, with the latter half of 2015 set to stagnate in terms of older technology spending and growth.



Africa2Moon mission starts crowdfunding project

Aiming to be the first ever African space mission, Cape Town-based non-profit organisation, Foundation for Space Development has begun a campaign to source capital for the initial stage of its Africa2Moon mission via various crowdfunding sites. With an estimated goal of \$150 000 (R1.66 million) and the crowdfunding campaign listed to run until the end of January 2015, the Foundation of Space Development still has some work to do, having only raised 10% of its target at this stage.

Along with being an African first, the mission will also be used to conduct a handful of experiments deemed pertinent by the local scientific community. With an expected space launch date set for November 2015, we hope the Foundation of Space Development can reach its ambitious goal.



Sony to close its local Consumer Audio Visual (CAV) operations

Sony South Africa is set to bring its Consumer Audio Visual (CAV) business division to a close in coming months, with its local distribution network coming to an end by late January 2015. In an official Sony statement, the company noted that it "is currently studying the possibility of a new business model for selected Sony's CAV products across South Africa." The company's mobile and gaming divisions however will remain unaffected by this move. "As far as Sony Mobile and Sony Professional Solutions products are concerned, they are not included in this cessation and will continue to operate as they do at present, due to different business models and business environment," according to a Sony representative.

SONY

Microsoft acquires email startup Acomplia

In a new move marking its desire to increase its mobile service offerings, Microsoft has just acquired email startup company Acomplia, which specialises in app-based mail solutions. The deal is said to cost \$200 million, a sizeable amount for the relatively young 18 month-old startup company. This acquisition follows Microsoft's new strategy of late, ever since CEO Satya Nadella took the reins of the company earlier in the year. Since his appointment, Microsoft has made the development of apps for both iOS and Android mobile platforms one of its top priorities, with the release of free Office versions for the aforementioned platforms also serving as evidence of the company's change.



EU wants Google to extend right to be forgotten worldwide

As the threat of Ebola spreads through parts of Africa, cybercriminals are using Ebola-themed emails to launch malicious attacks on devices. The problem has become so bad that authorities in the US have issued a general warning, as cybercriminals use mass fear and hysteria surrounding the disease to take advantage of unsuspecting users.

The method is also being used by email spammers, utilising the topical issue of Ebola as a means to reach online targets. This particular phenomenon is nothing new, with spammers referencing current affairs in the mail quite frequently. As such a general warning has also been issued by cyber security companies to read email subjects thoroughly before opening, as failure to do so can have far reaching implications.

New 2015 Google Glass will sport Intel chip

2015 will see a new pair of Google Glass headsets hit the market. Although the design changes remain unclear at this stage, this new pair will feature an Intel chip inside, set to offer better battery life than the current Explora Edition. Intel has not disclosed which of its chips will be favoured in this new Glass, but experts believe that the version found in Intel's MICA wearable bracelet is the likeliest candidate. According to Intel, this chip change will give the new pair of Glass headsets up to two days' worth of battery life, but its sizeable price tag may still keep some would-be users a little shy.



PayPal partners with USaddress to enable local e-commerce

In an effort to make it easier for sub-Saharan customers to purchase from American e-commerce sites, PayPal has partnered with USaddress.com. The American site allows international users to shop on any US online retailer and have the goods delivered regardless of their location. Users who subscribe to the service will receive a fictional US home address in order to facilitate shopping. Although this new service will enable African customers to purchase items not readily available in their own country, they will still have to pay the associated duties and tax costs to ship the products. **TSB**

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Gauteng Broadband project gets cash injection

Running six months ahead of schedule according to Provincial MEC Barbara Creecy, Gauteng's Broadband Network project has just received a grant for an additional R333 million as part of a restructured budget plan. The initial Broadband Network deal itself, which is estimated at a total of R1.2 billion, was awarded

to IT specialists Altron earlier in the year. Altron is a subsidiary of Altech TMT, who will also operate the network once it is expected to finish in five years' time.

The network is said to incorporate 1600 km of high-speed fibre optics, with eight key locations dispersed throughout the province. Its design ensures that no more than 80 km will exist between each key location. As such it will allow all government buildings and satellite offices to be better connected, with the new network said to save the province R150 million per year by cutting down on current telecoms costs.



African cellphone access topping basic services

The new Afrobarometer survey entitled Developing Africa's Infrastructure: the Rough Road to Better Services, revealed that more people across Africa have access to cellphone networks than they do to clean drinking water, electricity and clinics. The survey, which sampled more than 30 African countries with an average of 1800 respondents in each, came up with some interesting findings.

Cellphone coverage is far ranging, with 93% of respondents detailing that they had easy access mobile network penetration. In contrast, 27% of people have access to a post office, while sewerage systems are equally rare at 28%, according to the survey. Among its other key findings, less than two-thirds of surveyed countries, 64% to be more precise, have access to a stable electricity grid, with access to health clinics and piped water registering at 62% and 59% respectively.

Telkom's mobile contracts ranked top in SA

In a new report conducted by Tarifica, a telecoms industry analyst, South African mobile service providers have been ranked in terms of the value for money of their contracts. The report, which was conducted from July to October of this year, has Telkom ranking number one. In order to calculate rankings in an objective manner, Tarifica has developed its own algorithm that factors in specific elements of each service provider's contract, such as their bundled data packages, how many free minutes are offered, as well as network coverage and data speed. As far as other service providers go, Cell C placed second overall, being let down by slow download speeds. Vodacom was praised for its data speed, ranking first in the category, and MTN was cited for having higher than average prices, earning only one 'Top Value Plan'.



WhatsApp gets encryption update for Android users

The popular messaging application, WhatsApp integrated a new security update that should benefit Android users. Utilising the open-source encryption services of mobile security specialists Open Whisper Systems, all Android WhatsApp users will have secure encryption throughout the message transmission process. According to Open Whisper Systems' Moxie Marlinspike, this new feature is not commonly found among many commercial messaging apps, therefore its arrival marks a significant step forward for the industry.



Israel's StoreDot develops 30 second phone charger

Getting the most out of one's smartphone battery remains a key concern for any user, so much so that manufacturers have begun introducing their own fast charging features. But StoreDot, a tech specialist out of Israel has them all beat, developing its own fast charging unit that only takes 30 seconds to power up a device for a full day's use. Incorporating



nanotechnology, StoreDot's revolutionary battery essentially acts like a sponge, capable of absorbing and storing dense amounts of power. Still in the prototype phase, StoreDot have been able to raise \$48 million in funding as it seeks to develop more charging units in the coming years.

Twitter can now scan users' other apps

Twitter has debuted a new initiative named app graph, with which the social media application is capable of scanning users' other smartphone or tablet apps in order to create more unique content within Twitter itself. As a result, some security concerns have been raised, with users worrying about what kind of information this scanning process can yield. Twitter notes that the scanning process only scans what kinds of apps users have installed, and not the information contained within. Twitter has also published a step by step guide in which users can switch off this new feature in the settings menu of iOS or Android devices.



No change for women in telecoms workplace

Statistics SA has revealed that the amount of women employment in the telecommunications industry has seen no significant change in the last three years. In 2010, 9 927 female workers were identified in a total workforce of 25 986, which translates to 38.2%. In 2013, Statistics SA found that 15 417 of the total 49 486 workers were female, making up 38.08%. Although the lack of change may signal concern, the telecoms industry still represents one of the largest areas where women are employed, according to Statistics SA.

IS-owned AlwaysOn drops Wi-Fi pricing

In a new promotion set to run up until the end of January 2015, Internet Solutions-owned Wi-Fi service provider AlwaysOn has dropped pricing on its 10 GB data offering to R29/month. Sign-up for the promotion itself lasts up until 31 January, but the offer and monthly subscription fee will last for the entire year. The 10GB per month offering is split evenly in half, with 5 GB going towards local access, and the other 5 GB is assigned to access outside the country. **TSB**

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NEW SOLUTIONS

Dell unveils high-end PowerEdge C4130

Purpose built for high powered computing (HPC) demands, according to Dell, its new PowerEdge C4130 server is designed to support up to four GPU accelerators. It is one of the only Intel Xeon E5-2600v3 1U servers to do so, making it capable of handling the most taxing of workloads.

To put that into better perspective, Dell believes the PowerEdge C4130 has up to 33% greater GPU/accelerator density than its closest competitor. This will allow customers to further optimise application performance and productivity while removing the constraints of traditional data centre space and energy use. For HPC users looking to make the switch to GPU dense configurations, the C4130 is available as of 2 December.



Microsoft powered Nextbook tablets land at Makro

As Microsoft continues its push for delivering Windows devices at lower price points, the company has partnered with Makro in order to bring two value for money tablets into the local market. The newly debuted Nextbook tablets are designed to provide a solid Windows 8.1 experience, with a one year free subscription to Microsoft's Office 365 and 1TB OneDrive storage for 12 months thrown into the mix.

One of the first reference design (Windows-specific) devices to come into the country, the Nextbook range consists of an 8" tablet and larger 10.1" tablet-hybrid competitively priced at R1 500 and R3 000 respectively. It is however important to note that neither Nextbook tablet features 3G compatibility, with the company stating that users' tendency to favour Wi-Fi connectivity and smartphone-enabled 3G hotspots, negate this issue.



Nokia unveils new Android-powered N1 tablet

After selling its mobile division to Microsoft a few months back, the future of Nokia from a device perspective remained unsure to say the least. As Microsoft chose to rebrand all Lumia devices moving forward, consequently Nokia has decided to build new Android sporting devices in a rather bold move, opting to focus on its manufacturing roots. This new Android-powered tablet is named the N1, and from a style point of view, draws some inspiration from the Apple iPad.



The N1 features an aluminium body, which encases a 7.9" (1536x2048) display. Added to this is a strong array of specs, such as a quad-core Intel Atom processor clocked at 2.3 GHz and 2 GB of RAM. Furthermore, users will have Android's new Lollipop (5.0) OS at hand. The most interesting aspect however is price, listed at an estimated \$250, for its commercial debut early next year.

Fujitsu launches business friendly tablet

Fujitsu has introduced a new 10.1" tablet, the Fujitsu Tablet Stylish Q555, which is aimed at being used in mobile environments by enterprises or governments. The Windows 8.1 device boasts a ten hour battery life and toughened screen that is scratch resistant, while also accommodating an attachable keyboard.

It is powered by an Intel Atom Z3795 quad-core processor and offers 128 GB eMMC storage, while a dual digitizer supporting pen means that it can collect audit proof signatures. As befitting its target market, the tablet boasts enterprise grade security including a SmartCard reader, plus an optional fingerprint reader and encrypted SSDs. The Fujitsu Tablet Stylish Q555 will be available on a project basis from December 2014 and prices will vary by configuration.





Samsung introduces new 850 Pro SSD

Samsung has announced the local availability of its new 850 Pro SSD lineup, each featuring the South Korean manufacturer's vertical NAND flash memory technology. Offering twice the speed of a traditional 2D planar NAND flash, Samsung says its read performance can hit up to 550 MB/s. Furthermore, the 850 Pro has twice the endurance of a NAND flash, capable of handling up to 40 GB worth of workloads per day. This unit serves as the company's new top of the range model, surpassing the 840 which debuted earlier in the year. Available in four different models, with the smallest capacity listed at 128 GB and topping out at 1 TB. Pricing for the 850 Pro SSDs are suggested to retail from R1 700 to R5 500 depending on model.

IBM announces Verse, aims to reinvent enterprise email

IBM has announced its forthcoming free enterprise email tool, Verse, which integrates the multitude of ways employees connect each day – via email, meetings, calendars, file sharing, instant messaging, social updates, video chats and more – into what the company is calling a single collaboration environment. The messaging system boasts 'faceted search' which enables users to pinpoint and retrieve specific information they're seeking across all the various types of content within their email.



Verse will also use built-in analytics to provide an 'at-a-glance' view that IBM explained will intelligently reveal an individual's most critical actions for the day. The company continued that by learning unique employee preferences and priorities over time, it will provide instant context about a given project as well as the people and teams collaborating on it. The freemium version will be available in the first quarter of 2015 from bit.ly/ibmmails.



MTN launches low cost Steppa tablet

MTN is throwing its hat into the low-cost tablet ring by debuting the 7" Steppa tablet. This R1 000 tablet runs off a quad core Qualcomm Snapdragon 200 processor and Android 4.4 (KitKat), along with 1 GB of memory. It further sports a 1024x600 pixel screen, a large 3 500 mAh battery and accommodates a microSD card for storage.

Along with being bundled with 200 MB data for 12 months, the Steppa also comes with a range of built-in apps, which enable users to keep up with news, entertainment and sport, maintain social profiles on Facebook and Twitter, stay in touch with contacts via popular messaging services like WhatsApp, and navigate with Google Maps.

Mobile surveillance apps for small systems now available

Axis Communications has announced the local availability of mobile surveillance apps for its Axis Camera Companion and hosted video solutions. The apps enable users to switch from live view to recorded videos from any location within their surveillance system. The integrated timeline notifies about triggered events and allows the user to take immediate action. Single images and videos of interest can easily be stored to a mobile device and shared when needed.



The apps are available for download free of charge and are compatible with iOS and Android devices. They can be downloaded from bit.ly/camsecapp. **TSB**

Huawei

launches new phones, unveils strategy.



It's been no secret that the likes of Samsung are watching rising Chinese companies carefully, and well they should be, as Huawei for one isn't pulling punches.

Huawei's latest smartphones, its 6" phablet, the Ascend Mate 7 and a more trendy offering, the Ascend G7, launched at AfricaCom in Cape Town, serving as clear evidence that the company is becoming a force to be reckoned with. The star of the show was the former, marking Huawei's salvo against the likes of Apple and Samsung's latest phablets, which similarly caters to upper end mobile and businesses users alike.

Ascend Mate 7 unwrapped

The Mate 7 6" phablet is no slouch on either the specifications or features fronts. Powering the phablet is Huawei's own Kirin 925 CPU, consisting of four A15 1.8 GHz quad-core and four A7 1.3 GHz chipsets. Depending on whether you opt for the standard black or silver versions, or the premium gold version, you either get 2 GB or memory, 16 GB of storage (expandable via microSD card) or 3 GB of memory, 32 GB of storage and a dual SIM capability respectively.

Class is king

Either way, the phablet certainly exudes class; and is encased in a gently curved aluminium 7.9 mm thin body that feels very comfortable in the hand. Powering the sharp 1920x1080 resolution screen is a large 4100 mAh battery, which the company asserted will deliver more than two days uninterrupted life. As on other high end devices, the phablet similarly boasts its own fingerprint sensor, which can be

The star of the show was the Ascend Mate 7, marking Huawei's salvo against the likes of Apple and Samsung's latest phablets.





used to unlock the device from powered off in a second, secure individual files and folders and trigger the 13 megapixel camera.

As far as connectivity is concerned, the Mate 7 is no stranger to speed, offering support for Long Term Evolution (LTE) networks and Cat6, which boasts download speeds of up to 300 Mbit/s, and upload speeds up to 50 Mbit/s.

From the source

Yudi Rambaran, the director of product marketing for Huawei Consumer Business Unit - South Africa, explained that an increasing number of people are requesting a bigger device so that they have one device for everything. "They want to consume their multimedia, but in the work environment it makes a lot more sense to carry that as opposed to a 7" tablet." Additionally, Rambaran noted that he believes 6" is the threshold size wise. That being said, he believes that a phablet's screen size is not its determining factor. Rather, the design is paramount, influencing how usable it is, and whether users can comfortably hold it in the palm of their hand.

"Although the screen is bigger than the competition, we have narrowed the bezel so that it is mostly screen and easy to hold," he explained. Furthermore, the company has also implemented an optional one handed user interface, which makes the on screen keypad the size of normal phone keypad and easier to use with one hand. The G7 is slated for local availability from early next year for between R7 000 and R9 000. [RN] **TSB**

	Screen 6" 367 ppi
	Storage 32GB
	Memory 2GB/3GB
	Processor Kirin 925 CPU, 4x A15 1.8 GHz and 4x A7 1.3 GHz

New BUSINESS APPS



With the end of 2014 almost in sight, the following business apps will serve you well in the final stretch.

Vaultize (iOS, Android)



Security and privacy still remain major concerns for smartphone users in the work environment, especially when busy with business-sensitive documents. As such, a safe and secure app could prove a great tool for business-focused users who need a bit more peace of mind. Hoping to be that trusted app is the newly unveiled Vaultize, which as the name indicates, provides secure access to one's documents across a number of devices.

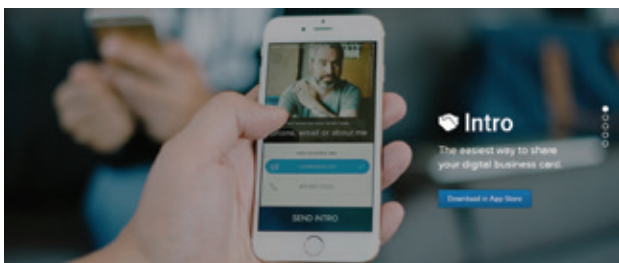
Vaultize makes use of VPN-free protocols when accessing info, with added built-in encryption software robust enough to protect against malware attacks, according to the eponymously named developers Vaultize Technologies. Added to this, is the ability to edit all MS Office docs, as well as PDFs. Vaultize is free for both iOS and Android users.



Intro (iOS only)

In the current digital age, the conventional business card is starting to lose a bit of its luster. Intro is a new app aiming to change that, utilising a user's about.me page as a digital business card. What makes this app richer than its paper-based alternative, is the added benefit of keeping track of all the contacts you share your Intro digital business card with. Furthermore all shared contacts are saved in-app, allowing users to interact with one another from the app itself.

It is unfortunately limited to iOS users at this stage, but developers Pumpkinhead Inc. are said to be designing an Android version. Free to download though, Intro could be a handy new app to use while doing some networking in 2015

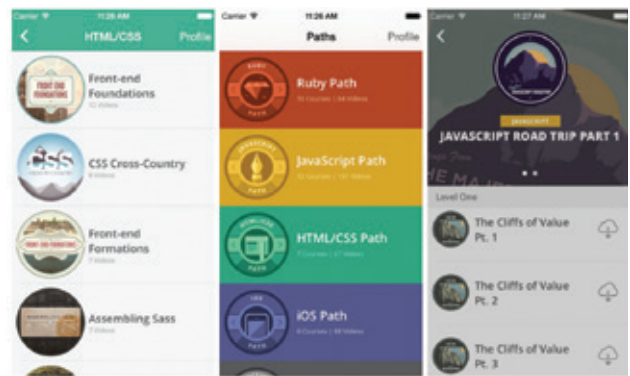


Code School (iOS only)



At TechSmart Business, we love any application that allows for quick skills acquisition. Code School does exactly that, serving as an online learning portal for users to supercharge their coding abilities. With access to view Code School's easy-to-follow videos, this iOS only app is a great aid for those looking to increase their HTML, CSS and Javascript abilities. There is also a nifty download feature, allowing for offline video viewing and learning during one's free time.

Designed for entry-level coders specifically, those wanting a bit more will have to head to the Code School's site. This free app version however should prove sufficient, with more than 40 courses in total to access.

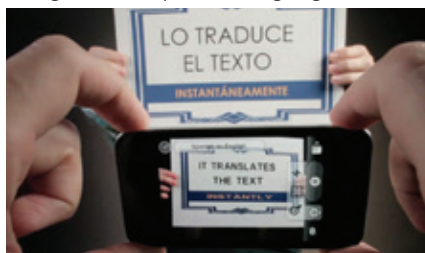


Word Lens (iOS, Android)



Being able to travel across the seas can be one of the best parts of any job, even more so if you can take a couple of days afterwards to see the sights. One thing that can create some headaches however is the language barrier, but a nifty little tool for those racking up the frequent flyer miles is Word Lens.

This app makes use of your smartphone or tablet camera to provide real-time translations for any printed words or phrases in another language - without making use of data. The app itself is free, but for a nominal fee, one can purchase packages designed for specific languages. With six languages in its



database at this stage, and more to follow soon, it's a simple point and shoot augmented reality app that's certainly easier to use than any dictionary. **TSB**

IN FLIGHT WITH:

Brendan Mc Aravey, Country Manager, Citrix South Africa

Taking charge of your own key travelling accessories, opting for premium economy and finding beauty and peace - we talk travel with Brendan Mc Aravey, country manager of Citrix South Africa.

TSB: How often do you go on business trips, and where do you travel to most often?

BM: Up to two times a quarter, generally to Dubai or Europe.

TSB: Any packing tips?

BM: Unpack your key items like adapters yourself when returning from abroad. Then pack them yourself when going on a trip. That way you cannot blame anyone when you are missing something and you also know where you put those key items.

TSB: According to you, which airline is tops and why?

BM: Emirates. The service is good, they are always on time and their planes typically are newer.

TSB: Where's the best airport lounge?

BM: Heathrow - Virgin Upper Class.

TSB: Passport and airplane tickets excluded, what are the items that you do not travel without?

My trusty Dell notebook. It becomes the hub for all communication when I connect to Wi-Fi at the hotel. Sadly it will most likely be replaced with a tablet one of these days.

TSB: Do you have any survival tips for those long-haul flights overseas?

BM: Check in early and ensure you get an aisle seat. If you're not flying business class pay the extra for premium economy.

TSB: Are there any special hotels you can recommend?

BM: I'm typically very happy with the Hilton chain of hotels.

TSB: Do you have a travel horror story you don't mind sharing?

BM: Luckily not. I have never been stranded anywhere and the worst I have had is to lose one suitcase in 20 years of travelling.

TSB: Is there an interesting place/shop/museum/restaurant that you've found that you just have to visit on your travels?

BM: I just absolutely love St Paul's Cathedral for its sense of beauty and peace. **TSB**



Brendan Mc Aravey,
Country Manager,
Citrix South Africa

Outside the Boardroom

Best End of Year Venues

With 2014 drawing to a close, a year-end function is usually necessary to celebrate hard graft put in over the past twelve months. Here are four venues to consider for your own shindig.



Longmeadow
Fourways, Johannesburg

Longmeadow
www.longmeadowvenue.co.za

Montecasino may draw the most attention in the Fourways area, but nestled away neatly behind it is a little gem of a venue known as Longmeadow. Providing a fantastic country-style contrast to the urban sprawl of Johannesburg, Longmeadow is the perfect setting to take advantage of the beautiful December summer weather. With a combination of open air and undercover seating, it serves as a great venue for smaller intimate year-end get-togethers or larger corporate affairs.

Not just a great setting, Longmeadow has an equally appealing menu, with an à la carte or uniquely catered option to meet your event's needs. A great locale for cocktail parties, weddings and birthdays, Longmeadow will undoubtedly prove a great choice for your company's year-end bash.

Harbour House
www.harbourhouse.co.za

There a number of great restaurants and venues littered throughout Cape Town's iconic V&A Waterfront, but one of the real standouts is the Harbour House located right on Quay Four. If great seafood fare is what you're hankering for, the Harbour House is well worth considering. With a spacious dining area on the bottom floor and smaller roofed one up top, the Harbour House can cater to whatever sized party you may choose to have.

Having received plenty of well won recommendations and favourable reviews since opening its doors only a few years ago, the Harbour House has proved extremely popular with both foreign tourists and savvy locals alike. As such, we'd advise making a reservation well in advance, lest you be staring into the Harbour House instead of sitting inside.



Harbour House
V&A Waterfront, Cape Town



Moyo
Zoo Lake, Johannesburg

Moyo
www.moyo.co.za

Should something with a bit more African flare be in order, then the Moyo restaurant in Zoo Lake offers a great mix of sumptuous food, a captivating setting and great in-house entertainment. There are also Moyo restaurants throughout the country, with two in Gauteng, Kwazulu-Natal and the Western Cape to visit, with Zoo Lake being one of the biggest.

For a better idea of its size, the Moyo restaurant can handle up to 700 guests on any given day, and as such should prove well suited to coping with your year-end function as well. With two specialised rooms capable of housing between 80 to 250 guests each, as well as a large deck and garden, Moyo seems a logical choice for celebrating your company's year. Plus, it offers a great menu to boot.

River Place Country Estate
www.riverplace.co.za

If you reside within the Pretoria area, travelling to Johannesburg is not the only option when it comes to looking for a year-end venue. There are plenty of great places capable of hosting you and your colleagues, one of better ones is the River Place Country Estate. Located in the Hennops River Valley a short drive from Centurion, River Place provides a nice change of pace with a rustic setting for visitors to enjoy.

Providing a number of different dining options in the form of three separate restaurants, there will always be something on the menu to suit one's tastes. Added to this are 16 deluxe suites for visitors to frequent should they prefer not to drive back, as well as a spa to rejuvenate before heading back to the office. **TSB**



River Place Country Estate
Hennops River Valley, Pretoria

Trailblazing SUV'S



With the festive season just around the corner, an all-purpose SUV is the go-to choice. Two smaller SUVs vying for your attention are the 2014 Jeep Cherokee and Porsche Macan.

2014 Jeep Cherokee

It may not be as large as its Grand brethren, but the Jeep Cherokee more than holds its own in the SUV stakes. The 2014 iteration of this model has undergone a bit of a facelift, with the American manufacturer opting to update its look in order to keep pace with the number of other models hitting the market of late.

Refreshed exterior

The most distinctive change is upfront, with the wide-eyed headlight cluster of previous models being replaced by ones that almost squint, looking reminiscent of a serpent. The grille too has been restyled, not as large as before, but still prominent thanks to a chrome border encasing each grille opening. On the rear however, Jeep has opted for a different tact by increasing the size of the Cherokee's LED tail lights over the size of its predecessors.



Trail ready

With three different models available, the Trailhawk option is the clear standout and sits atop the Cherokee range. Those opting for the Trailhawk will receive Jeep-designed skid plates, a one-inch suspension lift, all-season tyres and aluminium wheels. Added to this is a Trailhawk specific 4WD system in-cabin, allowing drivers to select increased traction controls, as well as Selec Speed to assist while negotiating steep hills. Moving to power, under the hood the Cherokee comes in two engine options. The larger is a 3.2 litre Penastar V6 engine derived from the now outgoing 3.6 litre version, this one produces a solid 200 kW. Its major selling point however is a 30% increase in fuel efficiency over the 3.6 litre edition.

Bang for buck

For those tempted by the allure of the Trailhawk Cherokee, pricing is estimated to start at the R780 000 mark. While not the cheapest model around, it's still very well priced for a new 2014-edition SUV, with its combination of solid build quality, off-road pedigree and fuel efficiency proving real selling points. If an all-American SUV is what you're after, the 2014 Jeep Cherokee is well worth a test drive.





Porsche Macan

Famed for their sports cars, Stuttgart-based manufacturer Porsche has slowly been crafting a name for itself in creating immensely powerful and decadently luxurious SUVs. Now added to the list is the Porsche Macan, a smaller incarnation of the Cayenne but no less deserving of one's attention.

Best of both

Although there is little to distinguish the Macan and Cayenne models in terms of looks and design, do

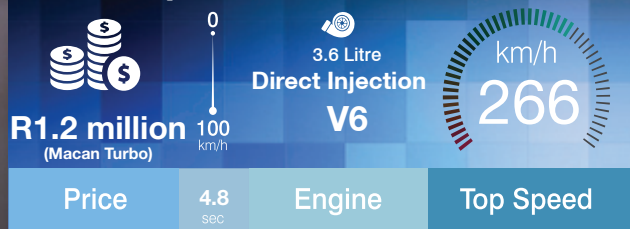
not be fooled into thinking that the former is simply a scaled down version of Porsche's high-end SUV. A real standout in the compact SUV market, the Macan marries the raw grunt and power of Porsche's engines, with the high riding position that SUVs afford. As a result, the Macan is equally adept at zipping through urban spaces as it is for a quick romp in the countryside.

With three different models found in the local Macan range, one's choice may be heavily dictated by the size of one's wallet. The entry level Macan S will cost upwards of R870 000 to drive it off the showroom floor. If you do however have a couple shekels to spare, we'd advocate going for the top of the range Macan Turbo, currently commanding a R1.2 million asking price. If uncompromised power and luxury be the order of the day, there are really very few alternatives. Its 6-cylinder engine generates 294 kW, perfect for a quick trip to the coast, while it also has 550 Nm of torque to call on, should you wish to hitch the jet skis and head to Hartbeespoort Dam.

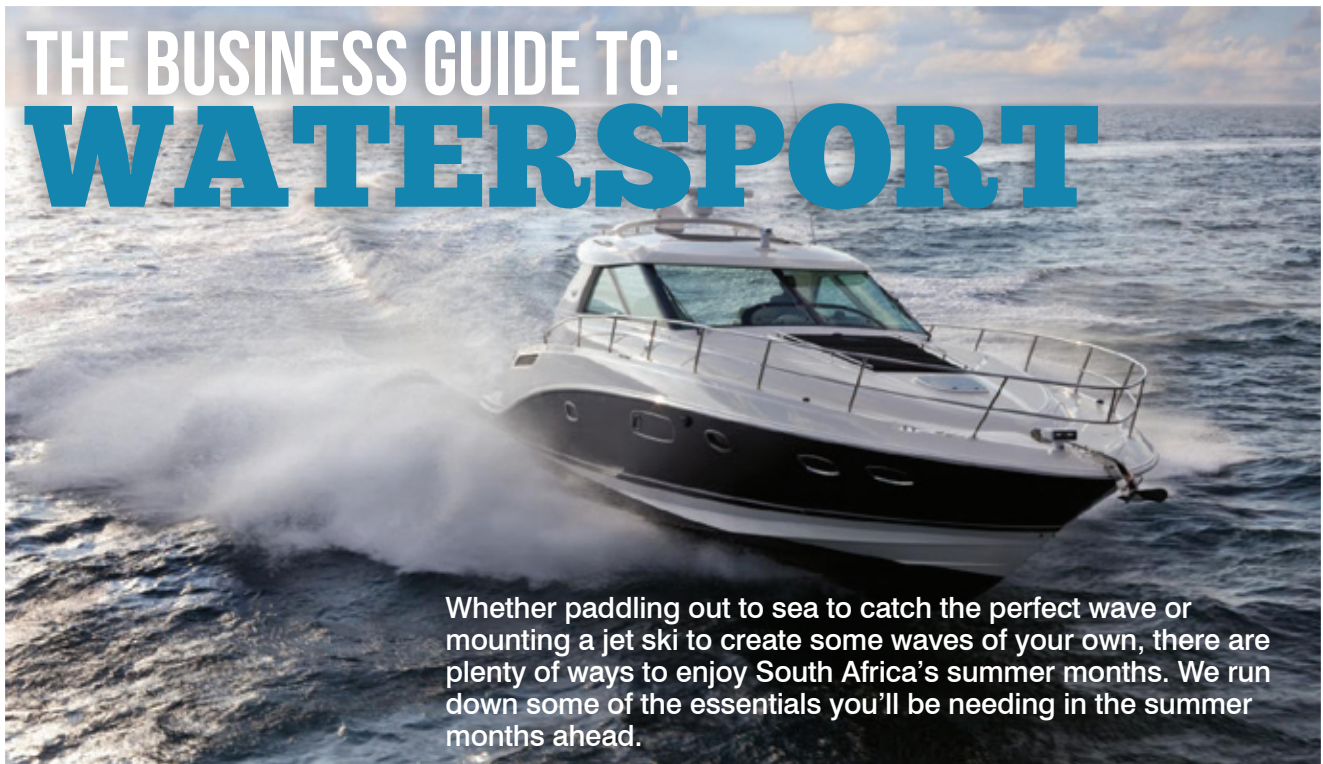
Uncompromising

Perhaps a little less environmentally conscience than the Jeep Cherokee, the Porsche Macan Turbo makes no qualms about the fact that it's a big car built for speed. This is evidenced by its 266 km/h top speed and 0-100 k/h time of only 4.8 seconds, sure to put most saloons to shame. If power's your key concern, look no further than the Porsche Macan Turbo; just be prepared to shell out some extra funds each month for that massive petrol bill. [RLC] **TSB**

Quick specs (Porsche Macan)



THE BUSINESS GUIDE TO: WATERSPORT



Whether paddling out to sea to catch the perfect wave or mounting a jet ski to create some waves of your own, there are plenty of ways to enjoy South Africa's summer months. We run down some of the essentials you'll be needing in the summer months ahead.

For some surfing is an almost spiritual experience. While Vaalies like us can't necessarily vouch for that, catching the perfect wave can certainly help the stress of work life wash away. Getting up at the crack of dawn to paddle out and enjoy the ocean is a far sight better than dealing with early morning commuters on the road. Unfortunately modern day surfboards can set you back upwards of R3 000, it is a worthwhile investment if you're disciplined enough to go out and surf regularly.

For those whose balance still needs a little work, paddleboarding might be a little safer, not to mention that it's as good a workout as its non-paddle alternative. Commanding a price tag in the R2 000 region (including paddle), a paddleboard is also great for exploring lakes and dams when ocean swells are in short supply.

Powering through

For something a little more high octane, a jet ski or powerboat is the only way to go - if you have the funds. These are also the perfect complement to those with some Dam-side real estate, with Hartbeespoort and the Vaal getting more than their fair share of visitors. Not for the faint of heart, jet skis are designed for those who need a bit more of an adrenaline boost than hectic work deadlines can deliver. They are quite pricey, with a good jet ski costing an estimated R110 000. That might seem like a pretty penny, but the exhilarating experience of riding one is hard to match.

Want a real adrenaline rush? Power boats are the way to go, although we hope you know your way around the water before trying to fire one up. You also need a good relationship with your bank manager, since there is no getting around the fact that they are expensive, with a mid-range cabin boat priced in the R4 million range.

When it comes to enjoying the water, there are a number of options available in South Africa. Whether you want to be one with

the ocean and surf, or master the elements in your own luxury power boat, our natural surrounds are some of the best in the world. Get out there and experience it. [RLC] **TSB**



Sea Ray 410 Sundancer,
Price on enquiry,
www.boatingworld.co.za

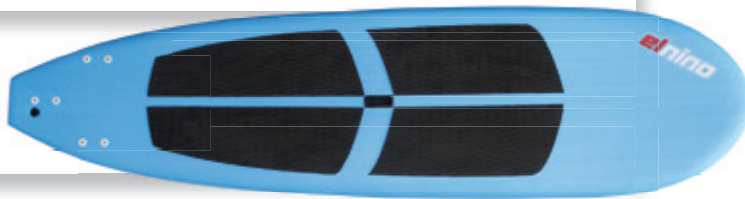
Yamaha VXR Waverunner,
R140 000,
www.yamaha.co.za



Rip Curl Surfboard,
R3 500,
www.ripcurl.com



El Nino Paddle Board,
R2 500,
www.bodyboardking.com



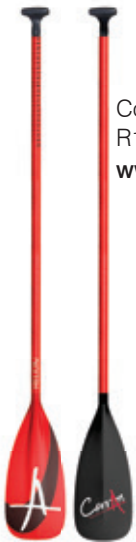
Roxy Surfboard,
R3 500,
Boardriders



Billabong Wetsuit,
R1 500,
Billabong South Africa



Corran Stand Up Paddle,
R1 200,
www.thepaddlingshop.co.za



Kawasaki Ultra LX,
R150 000,
www.kawasaki.co.za



The Q+A Sessions

We asked, they answered. **What was the biggest IT challenge of the past year?**



Brent Lees,
Senior Product
Marketing Manager,
Riverbed Technology

Certainly one of the biggest IT challenges during 2014 were data breaches. Unfortunately, the relentless pace of data breaches in 2014 will continue in 2015. Traditional security tactics, such as relying on 'hardened' perimeters and rigid mobile device management will have little effect at slowing down the bad guys. Enterprises should shift investments and spend more on detection and response. Visibility across all applications, networks and devices, is the first critical step toward improving overall security posture.



John Whiting,
Channel Director for
Huawei Enterprise
Business Group,
Eastern and Southern
Africa Region

With hardware becoming a commodity, one of the greatest challenges of the industry is to adapt in providing value-add to the beleaguered CIO's. With maturing technologies in cloud, BYOD and the Internet of Things (IoT), vendors as well as distributors and resellers must now position themselves to provide relevant and cost effective solutions to our end users.



Grant Theis,
Co-founder of
Ttrumpet

For us in South Africa our biggest challenge has been finding the right skills to support multiple mobile platforms. The continued growth of the Bring Your Own Device phenomenon has also put a strain on enterprises, where IT managers have had to support a range of platforms making it harder to secure them or create applications etc. In an age where mobile devices are rapidly surpassing notebook usage, the challenge is going to worsen as more enterprise functions move into the app world.



Andre Hugo
Chief Jammer
and Co-Founder,
M4JAM
(Money for Jam)

The biggest challenge that IT is facing is developing solutions that are truly user centric, that challenge the norm, break the status quo, making end users' lives more efficient and rewarding. To do this IT and business need to let the customer in and consider the "Maker movement" and how it can be applied to business 4.0.

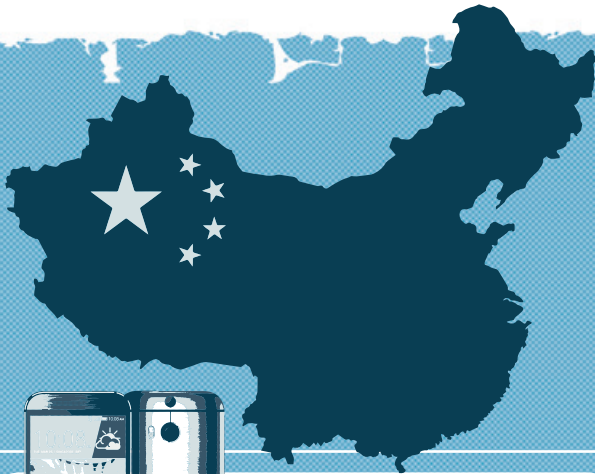


Simon Carpenter,
Chief Customer
Officer,
SAP Africa

Businesses can look at IT challenges from two perspectives: that of the CIO and that of the enterprise/business. From a CIO's standpoint the challenge is how to transition, career-wise, from a focus on aspects such as IT infrastructure, server uptimes, SLAs and security, towards leading the digital transformation of the organisation and in particular the ability to innovate new forms of value by exploiting information and the convergence of Cloud, Big Data and Mobility.

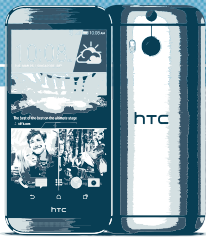
From the perspective of the enterprise, the key issue is how to open the boundaries of the organisation to the value network so as to disrupt the market, and how simplify the consumption of IT-enabled business capabilities whilst viewing the emerging digital platform as a profit centre. **TSB**

SAY WHAT?



\$465 BILLION

China's expected ICT spend in 2015 according to IDC, a growth rate of 11%. This accounts for 43% of all industry growth worldwide.



TECHSMART'S TOP PICKS OF 2014

TOP SMARTPHONE: HTC One (M8)

TOP PHABLET: Samsung Galaxy Note 4

TOP TABLET: Apple iPad Air 2



**"How do you
enjoy coffee?"**

Pepper the robot is set to start selling Nescafe coffee in certain department stores in Japan. The robot's maker, SoftBank, claims it can understand 80% of all conversations.

HAPPY BIRTHDAY! 20 years!



The original Sony PlayStation celebrates its 20th birthday in December. It is the first console to have sold more than 100 million units.

Hacked by #GOP.

Sony Pictures Entertainment suffered a major breach in their internal computer systems by a group calling themselves Guardians of Peace. This might be linked to five movies showing up on torrent sites, including the remake of Annie, which has not been released yet. Strangely, North Korea is considered a suspect.





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