TechSmart Business

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Disruption: It's coming for your business

The Network Defined Era 10

Contact Centres in the Cloud 16

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Disruption: Feel it, it's here

You never saw it coming. I'm not talking about Mayweather Jnr's left hook on Ricky Hatton that had him crumbling to the ground, rather when disruption comes knocking. Just ask the Kodak film engineers, or the unfortunate traditional cabbies for whom Uber is upending the market (p6).

Disruption is of course nothing new, but thanks to the internet and certain key enablers, such as smartphones, it's happening faster than before, and it's happening on your watch.

There are a number of articles dealing with disruption in this issue, which prompted me to wonder about possible other sectors which could see massive change. Arthur Goldstuck (p8) duly notes that the ICT sector will certainly be affected by the rise of smartphone usage across South Africa. As smartphone prices drop, data prices could do the same, and with millions more South Africans connecting, can we not expect an influence down the line on the political system too? Is the current system, one where a population is governed by career politicians, not ripe for disruption? If so, I can only hope that empathy plays a key role in the new system (read what Tom Kelly has to say about empathy on p27). Some may say I'm a dreamer….

Enjoy the issue,

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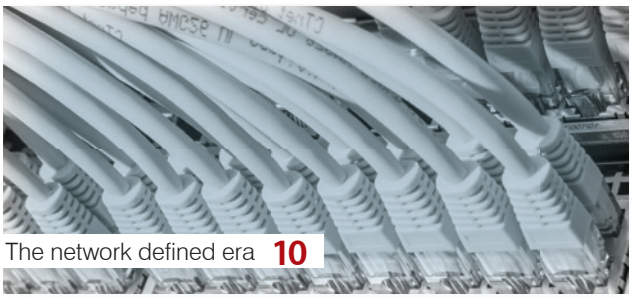

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Get ready for Disruption

One of the more interesting concepts being discussed at present is that of disruption. The MD of Internet Solutions believes positive disruption can hit even the most stable industries.

Saki Missaikos, the MD of Internet Solutions, opened this year's Internetix Conference by pointing out that disruption (in many cases of an entire sector of business) can be so dramatic that even the most stable and oldest industries can find themselves changed overnight. Positive disruption, he continued, occurs when old assumptions are challenged and new possibilities are sought, or when an alternative way to respond to an existing idea that is better or faster emerges.

Uber convenience

Missaikos pointed out that one of the prime examples of disruption is Uber, an app which enables its users to secure and pay for taxi, driver or rideshare options from their smartphone in cities around the world. What's more, he pointed out, Uber was not a taxi company as it doesn't own a fleet of cars, but rather, it connects those needing short term transport at a moment's notice with those who sign up to act as drivers.

Saki Missaikos, MD, Internet Solutions

This, however, has thrown the taxi industry in some countries into turmoil, as it has disrupted, and in some cases, thoroughly upended existing taxi companies' business models, to the point where these have tried to have Uber banned. The taxi drivers, he pointed out, seeing the writing on the wall, meanwhile, had been quietly signing up with Uber.

People are the pivots

However, Missaikos stressed that while technology is the enabler of disruption, it was people acting in unison to a development that was relevant to its time that was key to successful disruption and the adoption of this new way of doing things.

> **"Positive disruption happens because you cannot stop what people want."**

"At first there was business-to-consumer (B2C) and then business-to-business (B2B), but now a new business model is emerging, called E2E, which stands for end-to-end, which focuses on customer experience," he elaborated. For example, while passengers rate taxis on Uber's system, the drivers likewise rate them. This means that the worst drivers drop off the system and the worst passengers similarly find themselves on the low-end of the totem pole when it comes to accessing Uber's worldwide taxi-securing service.

Watch your rating

Uber is not the only technology company disrupting traditional businesses. In a similar vein the likes of Open Table and Airbnb similarly offer a far more convenient way of connecting those seeking a table in a restaurant or a place to stay with willing restaurants and accommodation providers respectively. Each side would rate the other, providing incentive for restaurants to dish up good service and for diners to be on their best behaviour if they each wish to rank highly on the system.

While businesses that embrace disruption stand to benefit from their innovative approach, there were also the victims; those industries or technologies which suddenly found themselves obsolete, with just some examples being pagers, alarm clocks, contact books and paper-based mapbooks.

"Positive disruption happens because you cannot stop what people want, and I think that this kind of disruption is going to happen in every industry," he warned. In closing, Missaikos advised businesses to start thinking about E2E, with a subtext that organisations need to be proactive with regards to how they can harness disruption, before they too become one of its unexpected casualties. [RN] **TSB**

Disruption awaits – are you ready?

It may well be that business as usual becomes a quaint and curious concept in the years to come, with the trend of disruption coming more to the fore. EMC's Claude Schuck explains.

Are you going to be the disrupter or the disrupted? That is the unsettling question that channel sales manager at EMC Southern Africa, Claude Schuck, has posed to businesses in a frank and lively interview with TechSmart Business.

It's a question that organisations – whether they are small, medium or large – are encouraged to ask and answer for themselves, particularly as it seems as though business disruption can and does come out of nowhere. Schuck pointed out that a businesses' sudden competition likely won't come from a direction they could have predicted either; rather, it would more likely come from a company they never would have suspected of gobbling up their market share. One example he gives, most pertinent to banking institutions, is the possibility of Apple suddenly deciding to venture into the banking industry, given that they already have a wealth of customer's information on tap.

What's your Plan B?

Luckily, there is good news for the CEOs of businesses that are going to bed at night wondering if tomorrow they will have to contend with some unforeseen competitor. Schuck reassures that disruption can be prepared for, at least on an IT business process level. "Businesses need to have a Plan B and Plan C in place for various potential scenarios," he stressed. This could entail suddenly needing to ramp up their storage and servers capacity, and being able to do so quickly, by, for example, renting an off-site cloud solution.

> "Disruption means that enterprises need to have a startup mentality."

According to Schuck, it is for this reason that the likes of Amazon's Web Services make an attractive proposition. The problem, he pointed out, is with control. In a worst case scenario, IT may quickly find their company has made decisions regarding moving data without informing it, particularly when upgrading one's cloud storage is merely a matter of entering credit card details. However, this can to an extent be answered by IT departments not just having the aforementioned Plan B and Plan C in place in the event of disruption, but also being able to adapt to the business' new needs within 24 hours.

Big or small, disruption comes to all

Schuck points out that while small businesses may have greater agility to be able to respond to sudden changes more quickly, large businesses often have capital and cash flow that the former lack. That, however, does not mean that enterprises can afford to rest on their laurels, far from it. "Disruption means that enterprises need to have a start-up mentality," he added.

Claude Schuck,
Channel Sales Manager,
EMC Southern Africa

With this in mind, he urged enterprises to create the space and give their people the freedom and a platform to both find and create solutions. Furthermore, he advised that the trend of disruption also requires organisations to engage in future think – to have an idea of where they would like to be in one year, three years and five years time. This, he stressed, entails far more than simply increasing its sales year on year. "Whatever the size of the organisation, all need to constantly innovate and challenge themselves, and how they can disrupt their business and their market are the kinds of conversations the industry needs to be engaging in," he concluded. [RN] **TSB**

The Q+A Sessions

We asked, they answered. This month's question is: What do you see as the biggest disrupter in the ICT industry in the coming years and why?

Arthur Goldstuck
MD,
World Wide Worx

The biggest disruptor is going to be not the technology itself, but the way it is used and the dramatic increase in the number of people with access to the technology. The next few years will see an unprecedented rise in smartphone use in South Africa, along with social media becoming pervasive across all segments of the population. The ICT landscape cannot possibly be left unaffected by this shift, and decision-makers will find themselves facing greater complexity than ever before in how they respond.

Alastair Turner
Field Engineer
at Pivotal,
a member of the
EMC Federation

Every company will have to become a great software company in the next few years. If software isn't part of how your products are defined or delivered, it will be part of how you interact with customers or interact with suppliers. This is where differentiation and competitive advantage are built. IT departments which have focused on implementing and supporting off-the-shelf systems or managing outsourcers need to rediscover software development. Not the heavy, lumbering, process-centric kind of software development, but responsive and agile, using lightweight frameworks and architectures and new approaches to development and deployment like Platform as a Service (PaaS).

Tom Kelley
Partner at innovation firm IDEO, keynote speaker Digital Edge Live 2014 (p27)

We are seeing a huge potential for wearable computing. Fitness monitoring is already taking off, and the real opportunity will be in wearable devices that not only displace functions currently found on your smartphone, but also eliminate the need for your house keys, car keys, and wallet. What makes them better than a smartphone? For starters, I have never dropped my wearable devices—or left one behind.

Antonio Petra
Head of Strategy and
Insight at
NATIVE VML

In the South African context the biggest disruptor to ICT is already happening, and it is the shift by all LSM's to mobile data. The 2014 MMA report indicated that more people access data via mobile than fixed line. As an example 83% of LSM 4-5 currently use mobile data. The implications for business are profound, it shifts everything related to how businesses interact with their consumers and how they will interact with business. It also impacts dramatically the way that consumers communicate, are entertained, and are informed.

Jacqui Maroun
Head of User
Experience at
NATIVE VML

I think the biggest disrupter will be the demands that consumers place on businesses to deliver integrated customer experiences across all touch points. This will force marketers, product owners, operations specialists and technologists to work closely together to integrate their thinking, their processes and their customer-facing interfaces, so that customers are not confined by corporate silos. Customers will insist on, and change allegiance for, a useful, valuable and holistic way of engaging. **TSB**

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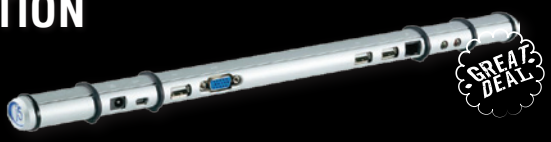

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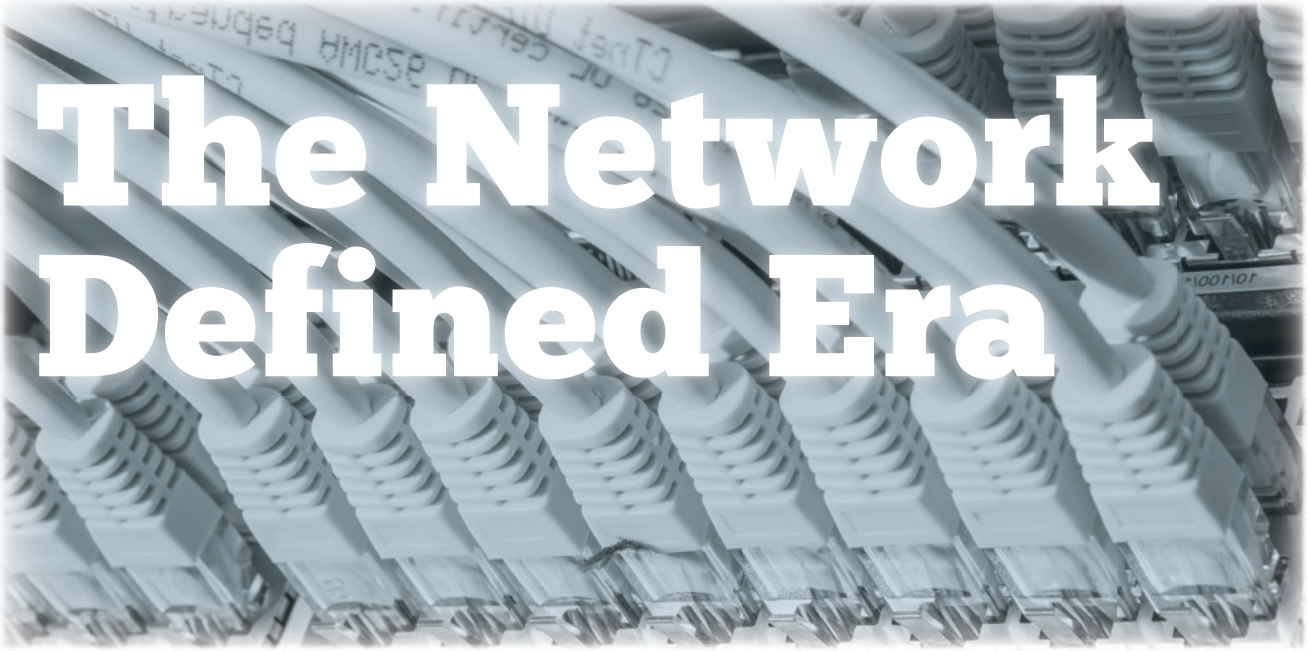

The Network Defined Era

Connectivity is the word that defines these first decades of the 21st century. So how are networks impacting on today's business and what should companies keep in mind around what is arguably their most valuable ICT asset? James Francis finds out more.

An internal data network is the backbone of any modern enterprise, but also a relatively new development. In the early Nineties computer networks were reserved for specialised industries and uses. Maintaining a network was hardly simple: a single faulty cable could shut down the entire system and even activating sharing features on individual machines was a pretty technical endeavour. But over the decades networks have evolved. Switches and routers have become better, cheaper and more widespread, moving networks away from restrictive daisy chain designs. UTP cables introduced plug-and-play concepts and speeds increased across the board. But above all, the largest network of them all – the internet – arrived.

"At the most obvious level the internet has had the biggest impact," says Kian Ellens, Sales Business Development manager at Cisco Systems. "Networking tech has matured and become evident across all sectors, impacting on how businesses operate. Just look at banking or checking in at the airport - these are defined by connectivity, and that is because the internet allows us to connect everything." It is a phenomenon commonly called 'IP-fication': the adoption of TCP/IP connectivity by devices and services, which is blurring lines and changing our expectations from networks. "In the new digital world everything is connected and are in constant communication in some form or way," adds Rudi Raath, chief technologist & Country Presales manager at HP South Africa. "What is being accessed and by whom will now become the important measure."

Driven by process

It is a common mantra today that ICT is driven by user expectations for performance. As Martin Walshaw, senior engineer at F5 Networks, puts it; "Everyone wants everything now." This is felt most intimately with networks, primarily because networks are the glue of the entire system. Ironically it is also the most overlooked. "The network can no longer be seen as the little black box in the corner of the office with lots of cables running to and from it gathering dust. It is living and breathing in many instances," says Raath.

But there is a gap in perception. Despite its critical value, networks are often the last to receive investment from the company. It is not hard to define why: traditionally networks offered little more than data storage and access. But as connectivity reshapes our world, the humble company LAN has also undergone a startling expansion in duties. Foremost is the delivery of applications. CRM and ERP solutions are leading the pack in terms of software being deployed across networks. This is being bolstered by the rise of fibre, LTE and other broadband technologies. As such, the real challenge for companies is not the network, but aligning business processes with the new advantages networks offer. "Your challenge to adoption is more around people and processes," says Ellens. "What is the value of the network to the business and new ways to do business? What does your staff need to do and how can the network improve that?"

> **"What is being accessed and by whom will now become the important measure."**

"First line support is internal, second line support is outsourced. External parties will not entirely understand your business like you do."

Rudi Raath,
Chief Technologist,
HP South Africa

ICT's black sheep

Networking technology is evolving at a massive pace, says Raath. The emergence of online connectivity, software-defined networks (SDN) and solutions such as cloud are placing pressure on companies to understand and appreciate what a network does for them. "As new technologies and management of networks on the LAN becomes more important, we do see a demand being created to move from capex to opex models, not because of the initial cost implication, but because of the change in traditional network architecture."

Still, to accomplish this requires bridging that perception gap. Yet this may be quite simple to overcome, thanks to the vital nature of a network to any business. "Nobody compliments you when it works, but they are on your back when it's down," said Walshaw. "Like an ATM machine, you only remember when it didn't work."

Martin Walshaw,
Senior Engineer
F5 Networks

Keeping it together

Networks that bring more to the table also add complexity. Whereas the networks of yesteryear were fairly limited, they also appeared straightforward. Today's network can be a dizzying collection of technologies and services. How is a company to make sense of it all?

Solution development has definitely evolved, says Ellens, and more information is being made available to companies through case studies and other means. But the approach depends on the company. Some firms opt for massive refreshes every few years, planning ahead for technologies that may play a useful role. Others prefer to approach it piecemeal, creating pilot programmes that influence a part of the network, then extending functionality. Yet ultimately it requires keeping an eye on network developments, lining them up with business objectives, and using trials or previous use-cases to weigh the value of a new development. "If leaders don't take the time to do that mapping between their bus direction and the underlying tech, you'll never make the right decision," says Ellens.

Given the opaque nature of networks, companies often outsource their maintenance. Everyone agrees that this is inevitable - at the very least you'll be paying vendors to maintain components within the network. But do not happily leave it all in the hands of others. "The last thing I want when I have a problem with my network and it takes the vendor three hours to respond," says Walshaw. "First line support is internal, second line support is outsourced. External parties will not entirely understand your business like you do." **TSB**

Orchestrating the Bandwidth Challenge

Networking solutions provider, Exinda, makes the case for an orchestrated approach to bandwidth in South Africa.

Earlier this year global broadband penetration approached 40% - one step closer to universal access. However, at the same time South Africa's broadband adoption rate was only 11.4%, a fraction of the global average. A lack of affordable access prevents many people from connecting, and high levels of latency keep those who can connect from a high quality user experience. Additionally, bandwidth costs in the country were found to be more than four times greater than the global average.

To overcome this gap, the government introduced the South Africa Connect initiative, a national broadband policy aimed at connecting 90% of the population with affordable and reliable internet access by 2020.

The corporate IT perspective

According to Pieter Olivier, territory sales manager for Sub-Saharan Africa at Exinda, South African businesses do not have the luxury of waiting until 2020, and need to implement networks that can support the mission critical applications required to serve the needs of users and clients today. The company is often asked how it can help clients defer bandwidth upgrades, especially in countries like South Africa, where expensive upgrades are so commonplace.

It pointed out that historically, IT managers have deployed compression and caching technologies to combat the issue, however, Exinda's customers have reported this approach is no longer sufficient. To make matters worse, network complexity is greater than ever and growing every year. Whether it's a school network, a provider network or a corporate network, the increasing demands from more users, more devices and more activities are making even the most common IT problems harder to solve. This means that in the modern IT environment, traffic compression and caching are insufficient to ensure users stay productive and simultaneously control streaming video, manage mobile devices and assure cloud application performance. Traditional approaches are just not intelligent enough to handle the complexity.

The need for network orchestration

According to the company, the more crowded and complex a network becomes, the harder it is for an IT department to meet its key performance objectives. Top priorities like reducing network costs, troubleshooting problems, controlling recreational traffic and delivering predictable application user experiences get harder to solve as complexity grows. To solve these complex problems, Exinda stressed that companies need to think beyond point WAN solutions and focus on orchestrating all aspects of the network environment. By intelligently coordinating all users, applications, devices and activities across all network locations, IT departments can then prioritise the amount of bandwidth given to the applications, users and locations that matter most to maximise the limited network resources they have available.

Pieter Olivier,
Territory Sales Manager,
Exinda

Wayne Vercueil, account manager for Bytes System Integration underscores this sentiment, explaining that increasing bandwidth alone does not solve customers' problems. "What's more important is providing them visibility into what and who is consuming network bandwidth so they can make intelligent decisions on how to manage it. Orchestrating the network to align with business goals has become the top priority," he stressed.

The path forward

The network challenges facing South African IT professionals are expected to continue to become more complex, particularly as the country moves closer towards universal access. Managing bandwidth costs alone will only get companies so far. Exinda believes that in order to solve the network problems of tomorrow, an orchestrated approach based on better visibility and insight will be the key to success for many organisations. **TSB**

> **"To solve the network problems of tomorrow, an orchestrated approach based on better visibility and insight will be the key to success."**

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Growing traffic drives evolution of networking market

Video, the Internet of Things, mobility, virtualisation and cloud computing are among the mega-trends spurring growth in the enterprise networking market. Lance Harris delves deeper.

Local and wide area enterprise networks are coming under enormous pressure as organisations process larger data sets, cater for growing volumes of video traffic, and get ready for more machine-to-machine connectivity. The trends are expected to spark growth in the enterprise networking space as companies look towards strategies such as software defined networking (SDN) as well as technologies such as 40 gigabit per second (Gbps) and 100 Gbps Ethernet to alleviate the pressure.

Ian Jansen van Rensburg,
Senior Manager Systems Engineering,
VMware Southern Africa

Your network under pressure

Forecasting the technology trends for the year, Cisco projects that security, the Internet of Things, big data and video will all shape the technology market in the months to come. Of these trends, one that is already starting to make itself felt in South Africa is a growing volume of traffic related to video and collaboration. Increasingly, companies are running video-streaming, video-conferencing, and surveillance via Internet protocol (IP cameras) across the same networks they use for traditional data services and voice over IP. Bandwidth hungry video applications, such as e-learning and collaboration, are putting networks under more strain, demanding that companies upgrade their wide area capacity as well as local area networks.

A related development is the rise of mobile computing and BYOD. Companies will need to retool their core enterprise networks to allow mobile users to access the network through ADSL, 3G and Wi-Fi, as well as supporting users in the office or campus. Cisco says that the impact here will be felt in network security, since organisations will need to deploy scalable, cloud-based mobile device management solutions to protect personal and corporate information.

Unified communications and video solutions place an extra load on bandwidth and the broadband connection, a problem especially for SMEs which use capped broadband services for most of their communications needs, says Tiens Lange, communication solutions director at Westcon Southern Africa. Even though the technology is evolving to become less resource intensive and there are networking management tools to help control the expenses, the load on the network does lead to an increase in costs, he adds.

Another trend to watch is the Internet of Things, where wearable computers, tiny sensors in home appliances and factory equipment, vehicle telematics systems, and more, will be added to the billions of computers and mobile phones already connected to the internet. Between them, they'll send terabytes of information flying across the internet and corporate networks. This will feed the big data

> Companies will need to retool their core enterprise networks to allow mobile users to access the network through ADSL, 3G and Wi-Fi.

> 40 Gbps and even 100 Gbps Ethernet deployments are looking likely to increase as companies upgrade their data centres and networks.

explosion, which sees companies trying to crunch through enormous data sets in real time or near real time to make better business decisions.

50 billion new devices

This Big Data market will see 50 billion devices connected by 2020, set to be worth $14.4 trillion by that time, according to Cisco. In addition to the extra traffic, Cisco says the Internet of Things will force internet service providers to ramp up Ipv6 addresses to prepare for it. Enterprises will also need to ensure that their infrastructures are IpV6 ready.

Luckily, networking technologies are evolving in response to the growing traffic volumes. 40 Gbps and even 100 Gbps Ethernet deployments are looking likely to increase as companies upgrade data centres and networks to cater for a new world. Interestingly, it's not just external traffic that is growing, but also traffic within the data centre itself. Cisco forecasts that global datacentre IP traffic will quadruple between 2012 and 2017, with 76% of the traffic residing in the data centre itself. The key reasons for this include increasing virtualisation of data centre resources, functional separation of storage and databases (generating replication, backup, and read/write traffic) and growing use of techniques such as parallel processing. Dell notes that 40 Gbps Ethernet "holds the key to improved capacity and can provide a smooth upgrade path as the need for speedy network connections increases."

It's in the software

Software Defined Networking (SDN) is also expected to gain massive traction in the next few years. SDN effectively separates networking hardware from the software that manages it. The promise of the technology is to make networks more agile and cost-effective by allowing the IT department to manage and automate the entire network fabric centrally. In theory, there is no longer the need to manually configure routers and networks, because you can instead dynamically provision cloud-based IT resources. Benefits include faster deployment of networks, easier management and cost-savings.

"SDN is positively a disruptive technology," says Ian Jansen van Rensburg, senior manager systems engineering at VMware Southern Africa. VMWare is seeing strong adoption of its NSX SDN solution in South Africa, he adds. "Customers start with SDN in their test and development environments and then later move these virtual networks into their production environments and business-critical applications," Van Rensburg says. According to him, SDN will do the same for networking as server virtualisation did for computing. "The same concepts apply removing the hardware from the software and creating virtual network

Tiens Lange,
Communication Solutions Director,
Westcon Southern Africa

functionality that increases business agility while lowering cost. Want to deploy a new networking infrastructure? Right click and hit deploy. Done," he adds.

That said, many market observers caution that SDN standards are far from settled and that the products from leading networking vendors still have some maturing to do. Van Rensburg points to the need to build skills in network virtualisation as another challenge for wider uptake of SDN. **TSB**

802.11ac: The next big thing in wireless

In today's mobile world, businesses can't get by on wired access alone. Business is seeing a great deal of innovation in the wireless local area network space, particularly with the 802.11ac standard starting to gain a foothold.

Essentially the next step up from the 802.11n standard, 802.11ac promises to boost wireless network speeds to near Gigabit Ethernet levels. IEEE 802 is backwards compatible with 802.11n, yet brings benefits such as better performance for bandwidth-intensive applications as well as improved speed, reliability and range.

Market researcher Dell'Oro Group expects enterprise WLAN sales revenue to reach $6.7 billion in 2018, 70% more than 2013 sales. Fast adoption of 802.11ac and growth of cloud-managed WLAN systems are the main reasons for this bullish projection.

802.11ac is expected to provide better performance in the enterprise for applications such as videoconferencing, unified messaging and the Internet of things. The standard will also be important in Wi-Fi strategies of operators looking to offload traffic from congested cellular networks.

Contact centres in the cloud: When, not if

Little more than existing infrastructure investments is holding South African contact centres back from a mass migration to the cloud, say key local players. Tracy Burrows investigates.

Cloud-based solutions and hosted services are changing the way contact centres operate around the world. Whereas several years ago, setting up a contact centre involved a significant investment in premises, phones, PCs and specialised hardware and software, the cloud and hosted service providers now make it possible for new contact centres to set up with little capex, and even have agents working remotely. Hosted models are proving exceptionally beneficial in this sector, where the number of agent seats may have to be doubled during peak periods and marketing campaigns. In a traditional contact centre, operators must provision for peak periods and absorb the losses when the seats are idle in quiet times. In a hosted model, they can scale up and down to meet demand, and only pay for what they use.

Peter Flanagan,
Regional Director,
Genesys

Bruce von Maltitz, MD of hosted contact centre specialists 1Stream, has worked in the contact centre arena for many years. “We’ve built 1Stream around purely hosted solutions because this is the way contact centres are moving. Offering scalability and cost savings in the region of 30-40%, running the contact centre entirely in the cloud is a no-brainer”, he says. Von Maltitz notes that hosted services provide companies with what they want – specialised technology on a pay per use basis, with this hitting the “sweet spot” of what people need.

"Offering scalability and cost savings in the region of 30-40%, running the contact centre entirely in the cloud is a no-brainer."

Into the cloud

Peter Flanagan, regional director of Southern and Eastern Africa at global contact centre solutions specialist Genesys, says cloud-based solutions are generating an ever-growing proportion of the company’s revenues. This as newcomers and smaller contact centres leapfrog directly to the cloud, and larger enterprises look to migrating some or all of their contact centre functions to it. Flanagan explains that the company has invested significantly in acquisitions and development to lift it to one of the top ten cloud players in the world.

While many of its contact centre solutions simply needed to be cloud enabled in line with a changing market, the growing

demand from customers for a new licensing model did force an extensive revision of the company's licensing structure. "Now we are able to charge per agent, per second, and charge per month in line with peak usage," he says. "Many customers like the commercial model more than they like the technical aspects of the cloud. In some cases, large traditional contact centres can sit with up to between 30-40% unused capacity for eight months of the year. So business management and the financial director sees massive value in a model that allows you to pay for what you use and upscale as needed, with no capex overspend."

The interest is there

Ermano Quartero, managing executive at Vodacom Business South Africa, says local businesses are showing huge interest in hosted and cloud solutions. Vodacom's hosted cloud centre solution is used by 12 major contact centres and many small centres, with a total of around 5 000 seats in the cloud. "Virtually every RFP now is looking to hosted solutions," says Quartero. He believes that cost is not the only consideration when it comes to cloud solutions for contact centres. "Companies also see the advantages of not having to make technical buying decisions, and not being locked down to specific premises. With a cloud-based contact centre, they can run a distributed operation with agents all over the country. We are even seeing an increase in companies setting agents up at home," he says. Quartero also noted that with Fibre to the Business and Fibre to the Home becoming more prevalent and affordable, they expect to see agents working remotely a lot more in future.

On the question of whether contact centres will move to the cloud, Quartero believes it is more an issue of 'when' than 'if'. "I'd be really surprised if in two years any new contact centre goes the physical route, unless they have very unique requirements," he says.

Oversimplification not the answer

While cloud is indeed changing the face of contact centres, one should take care not to oversimplify the issue, believes Fokion Natsis, head of Sales: Africa at contact centre specialists Interactive Intelligence. "There are many components involved in contact centre operations – from the hardware, to software and the customer data and other intellectual property that contact centre agents have access to. When we say contact centres are increasingly utilising cloud-based solutions, we don't necessarily mean they are moving their operations entirely to a hosted service provider. Those needing to keep tight control over their customer data and call recordings, for example, might move only their hardware component to the cloud. Or a major enterprise might elect to build its own private cloud." Quartero adds that major enterprises that have made significant investments in their contact centre infrastructure may also hold back on a move to the cloud, to see a return on their investments. "When they've invested five or six million [Rand] in their infrastructure, it makes sense for them to wait," he says.

"I'd be really surprised if in two years any new contact centre goes the physical route, unless they have very unique requirements."

Bruce von Maltitz, MD, 1Stream

According to vendors, there is a misconception within some enterprise IT departments that running a contact centre in the cloud presents risks to security and reduces the enterprise's control.

"In a hosted environment, the risk is on the vendor. Because their business depends on it, the environment is likely to be more secure than in a traditional contact centre," Von Maltitz notes. He says it is important, however, to scrutinise the service level agreement and assess whether the service provider has a strong track record in the hosted contact centre space, and whether it can provide the blend of products and solutions to meet the individual business's needs. **TSB**

Cloud Benefits for Contact Centres

- Pay-per-use enables accurate budget forecasting and reduces capex
- Disaster recovery is more cost-effective, with minimal disruption in the event of a disaster
- Scaling up and down is simplified and cost-effective
- Remote and work-from-home agents are possible, increasing productivity and reducing costs
- System maintenance, management and high-level skills are outsourced
- Hybrid cloud models deliver the best of cloud with security, control and storage of specific applications and data on-premise

A Contact Centre Crystal Ball

Marrying the analyses of service, cost, revenue, and now, customer experience.

By André le Roux, African region Managing Director for Interactive Intelligence

If a contact centre executive could have anything, it would be certainty. Certainty of contact demand, resource availability, operational efficiency, and, most importantly, of agent performance and customer experience delivery. Certainty in the complex environs of a contact centre operation, however, is wishful thinking. Mathematical models provide the next best thing to certainty. They alert, evaluate operational risk, and propose business and resourcing solutions. And now, the best of these models also determine expected experience delivery.

Technologies enable great decision-making

Simulation and mathematical modelling systems — a.k.a. strategic planning systems — automatically develop forecasts and resource plans for multichannel and multi-skill contact centre operations. Strategic planning models such as those used in Interaction Decisions from Interactive Intelligence have some terrific advantages over home-grown spreadsheets.

First, strategic planning models work in two directions. They evaluate for any week over week scenario the service, revenues, costs, and customer experience scores expected under any planning scenario. In the other direction, they determine the least cost staff plan required to hit the service goals associated with any scenario.

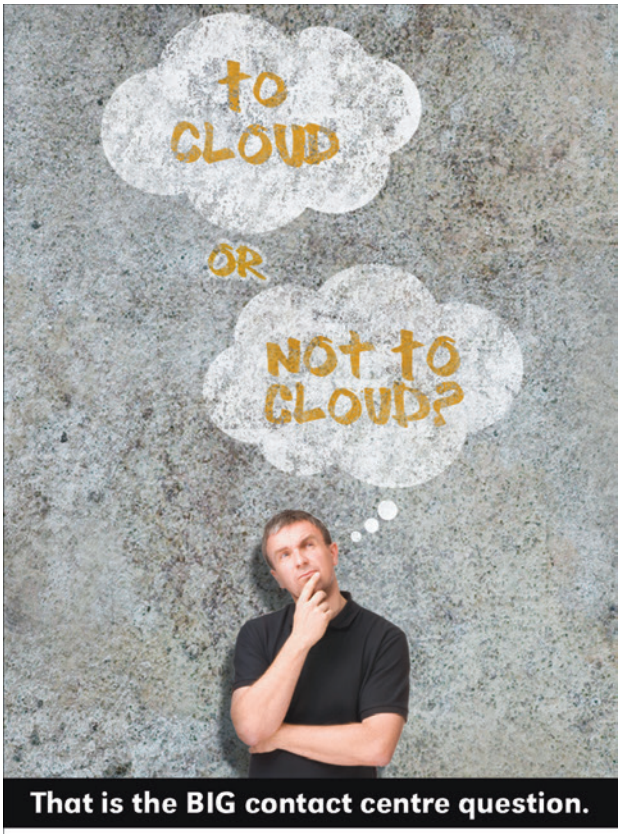
Second, they are proven accurate. The best planning systems include a validation step to prove that, for each of the contact types and contact centres in a network, the model is accurate when compared to real contact centre data. This is not easy, since every contact centre and contact type is truly different. The models must be smart enough to consider these differences and be recalibrated as the operation changes.

Third, systems for strategic planning must be fast. It helps no one if the models are too slow for decision makers. The best systems can be run interactively, requiring only minutes to evaluate any scenario. In all, speed, accuracy, and breadth of analytics enable a different sort of decision-making process.

An answer in real-time

In the past with a static, spreadsheet-based planning process, decision-making and analytics were only passing acquaintances. Analysts had little time available to answer executive what-ifs. Using advanced modelling, however, an analyst can now answer the executive's query in real-time, interactively.

It's a process that enables a different relationship with decision-making, where all major decisions are vetted and all repercussions of resource decisions are known, including the expected customer experience. For the contact centre executive, strategic planning systems are the closest thing yet to a crystal ball. TSB



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Business Security Software - Not just antivirus anymore

Long gone are the days where a simple anti-virus was all you needed to keep your company protected. Luckily, anti-virus software vendors are taking the fight against cybercrime seriously. Gavin Smith looks closer.

A recent hack by a gang of Russian cybercriminals is believed to have collected some 1.2 billion login credentials, including more than 500 million unique email addresses, from more than 420 000 websites all over the world. This is just one attack amongst many that highlights the fact that cybercrime has become organised and professional, and a real threat to business operations going forward. The simple truth is that traditional anti-virus is not enough anymore, since hackers are outpacing the technology and are channelling resources into staying ahead of the curve.

Countermeasures deployed

That said, traditional anti-virus companies are not sitting idly by and now provide new business offerings to cover aspects such as enhanced security, application control, BYOD set-up and the mobile workforce. David Emm, senior regional researcher at Global Research & Analysis Team at Kaspersky Lab, notes that just several years ago a simple anti-virus was good enough to protect IT infrastructure. Now, however, the company is seeing a growth in targeted attacks on corporate IT infrastructures.

“Many of the methods used earlier for attacking home users, are now used by cybercriminals in attacks on businesses, especially in the financial sphere and internet trade,” he says. According to Kaspersky Lab’s research into the evolution of phishing threats, every fifth phishing attack registered between May 2012 and late April 2013 targeted users of banks and other financial organisations.

Business is the target

The next trend on the increase is cyber weapon usage, as well as targeted attacks on corporations and governmental institutions which are becoming more significant. In fact, Gartner research shows that the days of traditional endpoint security – discrete anti-malware, encryption, device and network access control – are coming to an end. “Endpoint protection platforms (EPP), promising tightly integrated security technologies are the growing trend in data protection. Solutions combining AV-scanning engines with system firewalls and advanced protection technologies such as HIPs, web protection and cloud-based reputation databases are the new ‘standard’ offering,” Emm noted. “What Kaspersky Lab offers is a single solution using all aspects of endpoint security – including policy management, application control, encryption, mobile device security and systems patch management all working together in unison,” he says.

Michael Ingoldby, sales engineer team leader at McAfee South Africa, says that the increase in new malware samples is significant and traditional anti-virus, which uses a black-listing approach, is not able to scale. “A paradigm

David Emm,
Senior Regional Researcher,
Global Research & Analysis Team,
Kaspersky Lab

> Hackers are outpacing the technology and are channelling resources into staying ahead of the curve.

> It's essential that security features don't operate in isolation, but are dove-tailed together to optimise security.

shift is needed. McAfee has moved to include signature-less protection technologies like Host Intrusion Prevention (HIPS) and white-listing in the form of McAfee Application Control (MAC). "We have started to tighten the link between our Global Threat Intelligence service, a cloud-based threat intelligence feed, and our endpoint products by moving large numbers of the older virus samples into the cloud. This is commonly referred to as the Zoo, opposed to new and emerging threats called the Wild," he notes.

New ways of fighting

Both Emm and Ingoldby agree that all sectors within the economy are vulnerable, whether you are a home user/ consumer or a well-funded organisation. Essentially, all information, either of personal or business nature, may be of value to malicious insiders or outsiders. There are, however, criminals who specialises in targeting financial organisations, telecommunications, or utilities and energy for example. Anti-virus vendors are putting vast amounts of resources into the fight and are continually adding additions to their product suites. Ingoldby says that McAfee has added Enterprise Mobility Management for BYOD, and Application Control. "We have also included Deep Defender which provides advanced rootkit protection from below the operating system by integrating with Intel Core-i series chips to protect users before the operating system is even booted."

Emm on the other hand, says that effective protection requires more than a suite of products bundled together. Specifically, it's essential that security features don't operate in isolation, but are dove-tailed together to optimise security. "This means, for example, that results of sandbox analysis, behavioural analysis, firewall, exploit prevention, and more, all share data, so that the product is able to build up a composite picture of the reputation of an object being analysed – including over time, so that data from session to session is included. We now analyse more than 300 000 new unique samples every day. So clearly the use of proactive technologies is essential; and this must include integration into a cloud service."

Riches, Ruins and Regulations

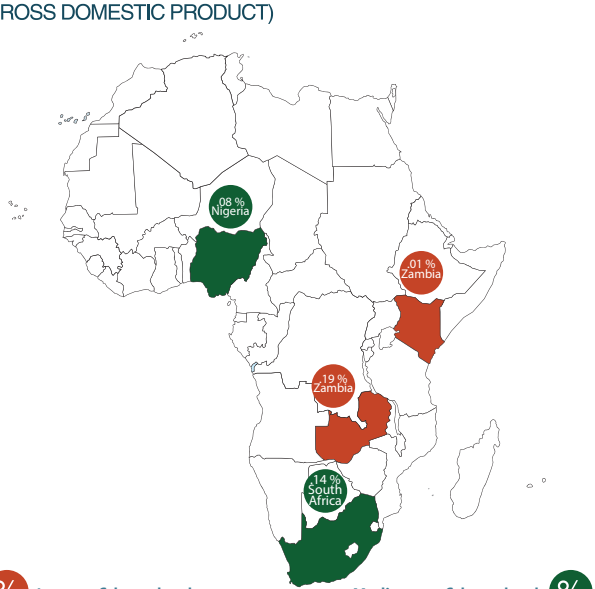
Unfortunately, the days of an out of the box, one size fits all solution are gone. The combination of technologies needs to match the asset being protected. "At McAfee we follow the idea of Riches, Ruins and Regulations," says Ingoldby. "This allows us to match the combination of technologies to the profile of the asset being protected. Riches tells us the value of the asset being protected, financially what do we gain through success or lose if we fail? Ruins tells us about brand or reputation damage, often this cost is incalculable. Regulations talks about the need to comply to internal, industry or legal requirements, this usually carries penalties and disclosure requirements in the case of a breach," he states.

Emm echoes this sentiment and notes that small to medium sized firms face the same security risks as large enterprises. They do, however, lack in-house technical expertise and the time and resources required to manage protection of their endpoint devices. "Not all is lost though. There are affordable solutions tailored for their needs – specifically, making it easy for them to install, configure and manage protection. This means they can be up-and-running quickly and see at-a-glance the status of all computers – without expert knowledge," he concludes. **TSB**

The Facts

- In the period of January-June 2014 Kaspersky Lab products detected over 1 516 800 internet-borne malware incidents on the computers of Kaspersky Security Network (KSN)
- Overall, 20.7% of users were affected by web-borne threats during this period.
- South Africa is 112th worldwide when it comes to the dangers associated with surfing the web
- Compare to the same period of 2013, 2 080 501 internet-borne malware incidents were detected in the first half of 2014
- January-June 2014 Kaspersky Lab detected 8 552 900 local malware incidents on the computers of KSN participants in South Africa, compared to 4 042 373 in the first half of 2013 originating from local networks, USB's, DVD's, and more.
- Overall, 35% of users in this country were affected by local threats during this period.

CYBERCRIME LOSS AS A PERCENT OF GDP
(GROSS DOMESTIC PRODUCT)



Businesses beware – malware threat increasing

Carey van Vlaanderen,
CEO,
ESET Southern Africa

Businesses have been placed on alert that their security measures from a year ago may now be inadequate to deal with this year's evolving malware attacks.

The security landscape is rapidly evolving, to the extent that today's malware attacks are more frequent, devious and more targeted, thus successfully penetrating many businesses including those that consider their security strategies to be adequate. This according to Carey van Vlaanderen, CEO at ESET Southern Africa, who elaborates that hackers are now more methodical and flood targets with an overwhelming amount of new malware, using social media sites and bring your own device (BYOD) security loopholes to quickly distribute and execute attacks.

Fiendish threats

Van Vlaanderen warned that the explosive growth of malware is fuelled by numerous factors – financial motivation, the availability of DIY virus modules, easier attack routes through social networks, and Bring Your Own Device (BYOD) devices in the workplace - all which present exploitation possibilities. Furthermore, companies need to be wary of fake antivirus, known as scareware, which imitates legitimate security products to trick users into giving up confidential information or buying rogue security software. Additionally cyber extortionists use 'ransomware' to lock users out of their own systems until they pay a ransom.

Exacerbating matters, she believes, is that many small and medium businesses (SMB's) underestimate the security dangers they face in today's threat environment. Many businesses have little training or understanding of laws governing how personally identifiable information should be encrypted, shared, or stored and lack policies ensuring their staff comply with those requirements.

These same businesses often rely on single-layer security solutions, such as standalone antivirus software, which leaves them open to attack if their defence is breached. Additionally, she warned that hackers are more likely than ever to target SMBs, hoping their lack of preparation and limited security expertise will make it easy to penetrate their systems and those of their business partners. Van Vlaanderen advised that SMB business owners should correct these vulnerabilities to keep themselves protected.

Foibles and flaws

Alas, SMBs make several security mistakes, the first of which is just relying on traditional antivirus. While traditional antivirus products compare the files on a user's system to only a limited library of known bad signatures, these do not perform advanced heuristic analysis (examining the structure or behaviour of malicious code). Such security products have difficulty detecting malware that is released in many subtle variations or morph every few hours to evade signature-based detection.

Van Vlaanderen cautioned against another typical security mistake, of employing just one line of defence against malware such as antivirus, and failing to include an advanced firewall to block and flag suspicious network traffic. Furthermore, for companies that allow employees to BYOD, these personal devices can be an attack route into the corporate network if users download malware disguised as legitimate applications. Thus, being able to lock down specific USB ports is essential. Finally, she warned that social media access at work leaves businesses vulnerable to viral malware, particularly as attackers use the viral aspect of social media (and the unsuspecting and trusting nature of many users) to disseminate viruses globally.

"Just because you're a small business does not mean you can't be ruined by hackers. Protect your finances, your brand, your reputation, and your relationships with a security solution that protects you from today's complex, fast-changing threats against SMBs," she concluded. **TSB**

Advanced Persistent Attacks and how to deal with them

Fortinet's Jonas Thulin speaks to TechSmart Business about why Advanced Persistent Threat attacks are not your ordinary intrusions, and how enterprises can cope.

Jonas Thulin, Security Consultant, Fortinet

While enterprises may be accustomed to hearing about threats, security vulnerabilities, and the dangers cyber-criminals pose to the safety of their information, there lurks another minefield on the security landscape - Advanced Persistent Threats (APT).

Jonas Thulin, a security consultant for network security provider Fortinet, explains that APTs are different from your run of the mill intrusions in that they entail highly skilled hackers who target a particular organisation and, instead of just deploying a virus or Trojan, keep trying multiple attack vectors until they are successful at stealing data. There's no doubt that APTs are bad news for enterprises, but Thulin reassured that these pervasive and persistent attacks can be mitigated.

Counter measures

One such approach employed by Fortinet is sandboxing, which address the fact that many threats evade security measures by hiding inside the code itself. "Before we use code that has been downloaded, we run it and ensure that it doesn't behave maliciously," he explained. Beyond sandboxing, another way to counteract APTs is through reputational filtering. In this methodology, spammers typically are identified by their IP address and blocked. This same approach can be done with botnets. "This enables us to track commands and build up a botnet database, so that although we might not know what the vulnerability is, we can identify who is likely to exploit it," he added.

Admittedly, how much of an organisation's budget is dedicated to tackling security threats like APTs will vary from one business to the next. One thing, however, is for sure – top management, CIOs and risk boards around the globe must urgently assess their exposure to APTs and start taking preventive measures. [RN] **TSB**

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Cisco survey highlights SA's BYOD, Internet of Everything readiness

A new study by Cisco ahead of Cisco Connect in November has revealed eye-opening findings with regards to the Internet of Everything (IoE), Bring Your Own Device (BYOD) and cloud in South Africa.

The future of IT, and megatrends in particular (Cloud, Mobility, BYOD, Next Generation IT, Internet of Things), have been dominating industry discussions this year, with companies the likes of Citrix Systems and Dell – and, on a grass roots level, manufacturers at Computex 2014 – all paying noticeable attention to these areas.

Reassuringly, a recent survey done by Cisco has shown that South African companies are certainly not far behind their developed nation counterparts when it comes to taking these trends seriously and preparing themselves for what is being billed by Cisco as the driving forces for the future of the IT sector.

Planning ahead

The research found that BYOD is alive and well in the South African business context, with almost two-thirds (63%) of South African employees being allowed to use their own devices to access the company server or network. Furthermore, more than half of all employees (52%) bring at least one of their own devices to work.

Alpheus Mangale, MD, Cisco South Africa

> **"Cloud computing is the next big step in the evolution of computing and the internet in South Africa."**

Alpheus Mangale, the managing director for Cisco in South Africa, pointed out that BYOD is not just about catering to different smartphones, but rather encompasses enabling employees to use the workstations and operating systems of their choice in a corporate environment. According to the survey, more than half (56%) of companies are taking cognisance of the trend, with a BYOD plan already in place.

Cloud's silver linings

Along with BYOD, cloud was yet again touted as being an essential component of this revolutionary change. Indeed, Mangale didn't mince words about its importance, asserting that cloud computing is "the next big step in the evolution of computing and the internet in South Africa." The ray of light in a local context is that 79% of those surveyed reported that companies in South Africa were aware of cloud and were actively "doing something about it," while a full 90% of those surveyed identified cloud as being important to the future of their organisation.

Another piece of the puzzle was the rise of online video, which is largely expected to grow six-fold by 2018, while the preponderance of high definition video is also expected to increase. This has a potential for impacting on the enterprise, with 7 in 10 respondents agreeing that business-class video will save travel costs and smooth out any issues related to telecommuting, along with reinforcing relationships with dispersed colleagues.

Rising to the challenge

The study was based on 150 interviews with respondents who had to meet a comprehensive list of requirements, which included having to be involved in decision making and manage staff; have at least two years' experience in their current job and be employed full time, and spend at least 50% of their work day in an office environment.

"Our research demonstrates that the biggest challenge South African organisations face today is adapting to the fast pace of change that the technology transitions that are enabling the IoE, such as increased mobility, increased use of video and cloud, are bringing," explained Mangle.
The Cisco study is slated to be explored in further detail at Cisco Connect, aptly themed Tomorrow Starts Here, and which will be held from 2nd to 4th November 2014 in Sun City. [RN] **TSB**

Empathy: the new company imperative for innovation

As global competition for both customers and talent heats up, enlightened companies are realising that being a good corporate citizen is also good for business, and that cultivating empathy is key.

While the idea of being a responsible corporate citizen is not exactly new, doing good works that benefit the community and world at large may well have become essential to building a strong business in the 21st century. The reason for this is that customers are drawn to companies that are authentically committed to social innovation, while employees are attracted to organisations with a strong sense of purpose. This according to Tom Kelley, partner at design firm IDEO, the author of the *Art of Innovation*, and one of the keynote speakers at this year's The Nedbank Digital Edge Live 2014.

"If you want to win the talent wars of the 21st century, it's not enough to make a good profit. You have to have a visible purpose and uphold that purpose with actions, not just words," he explained.

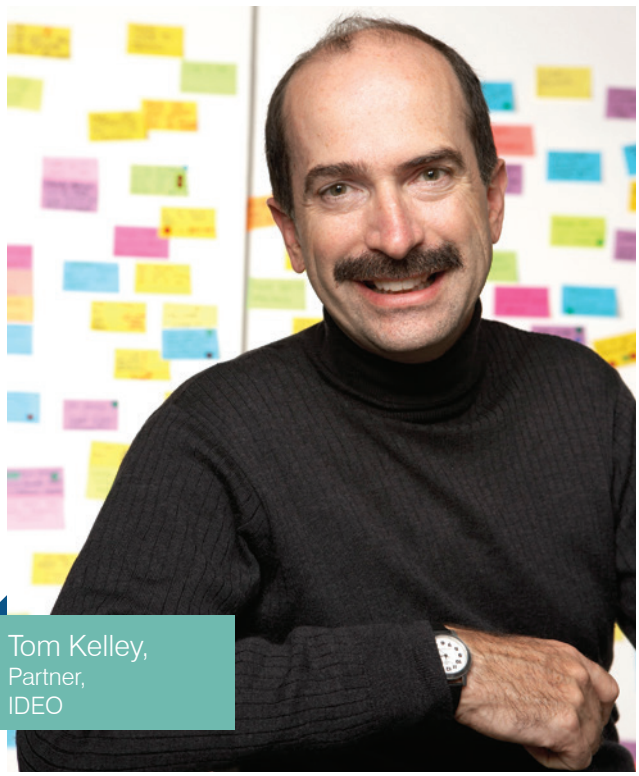
Empathy key to innovation

Kelley continued that it is important to start by making empathy the cornerstone of consumer research. He explained that empathy in terms of creativity and innovation is the ability to see an experience through another person's eyes, to recognise why people do what they do. Kelley says companies can use this kind of anthropological research to gather inspiration at the beginning of a project, to validate concepts and prototypes generated throughout the design process, and to rekindle momentum when ideas or energy are running low.

"Gaining empathy can take some time and resourcefulness, but there is nothing like observing the person you're creating something for to spark new insights. We've found that figuring out what other people actually need is what leads to the most significant innovations. In other words, empathy is a gateway to the better and sometimes surprising insights that can help distinguish your idea or approach," he noted.

Empathy ignored

Kelley pointed out that in organisations with millions of customers, or in industries serving the broad public, there is a temptation to stereotype or de-personalise the customer. They become a number, a transaction, a data point on a bell curve, or part of a composite character built on market segmentation data. While that clinical approach might seem useful for understanding data, it doesn't work well when designing for real people. Exacerbating matters, he pointed out, is that the notion of empathy and human-centeredness is still not widely practiced in many corporations. "Business people rarely navigate their own websites or watch how people use their products in a real-world setting. And if you do a word association with 'business person', the word 'empathy' doesn't come up much," notes Kelley.



Tom Kelley,
Partner,
IDEO

> **"Empathy is a gateway to the better and sometimes surprising insights that can help distinguish your idea or approach."**

The good news is that empathic abilities can, according to Kelley, be learnt and improved with a little practise. It is this, rather than benchmarking, that he touted as being important for companies in order to understand the customers they want to attract, and then enable them to commit to improving those relationships.

Tom Kelley will be one of the key note speakers at The Nedbank Digital Edge Live 2014 at the Vodadome on the 30th September. Visit **www.thedigitaledge.co.za** for more information. **TSB**

THE DIGITAL EDGE LIVE 2014

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Managing payroll fraud and the risks thereof

TechSmart Business recently attended a presentation by Sage VIP's risk and fraud division manager, Yolande Schoültz, who presented her findings on the key threats facing the payroll environment for both SMEs and large corporates.

In the recent *Report to the Nations 2014* study by the Association of Certified Fraud Examiners (ACFE), most fraudulent activities were found to be discovered by accident, with a turnaround time of 18 months to uncover all the related activities. For a business owner, this not only presents a significant investment from a financial perspective, but wastes time as well. This is often a factor that many smaller businesses cannot afford to deal with, leading to their untimely demise in some cases.

Effecting the bottom line

These were some of the harsh truths dispelled at Sage VIP's Woodmead offices, where Yolande Schoültz, Risk and Fraud division manager, detailed the schemes and tactics employed by payroll fraudsters across the country. Schoültz was quick to point out that the world of payroll fraud is cut and dry, with no areas of ambiguity that are free to interpretation. She stressed emphatically, "Fraud is a black and white area, there is no grey," serving as a strong indication that this is one facet of business she is intensely passionate about protecting. The reason for her fervour stems from the fact that many payroll fraudsters often escape prosecution, with companies simply asking them to resign in order to avoid any reputational risk.

For Schoültz this is one of the reasons why there are very few hard statistics on how much of a negative impact payroll fraud is having on businesses within South Africa. In 2012, payroll fraud accounted for more monetary losses than cash-in-transit heists in SA, according to Sage VIP, a figure that Schoültz believes has only increased since.

Segmented duties is key

After painting a rather bleak landscape, Schoültz did detail two ways that business owners can increase their degree of protection against payroll fraud. The first and most important element, is to ensure that payroll activities are correctly segmented between different individuals. "The non-alignment of segregated duties is one of the primary reasons that fraudulent activities can go unnoticed," she added. If one person is responsible for all payroll related tasks, business owners and employees are often left in the dark, from a back-office perspective, on what is truly occurring in the company. Next is to view the payroll division not as a subsidiary of the human resources department, but rather tied to the financial-related aspects of the business. If a company's chief financial officer for example can be brought into the payroll fold, they can ensure that an additional layer of protection is in place as a safeguard against fraud.

Yolande Schoültz,
Risk and Fraud Division Manager,
Sage VIP

"The non-alignment of segregated duties is one of the primary reasons that fraudulent activities can go unnoticed"

It may require greater effort, but it is up to the business owner to ensure that he or she does not lose sight of the financially related activities taking place in the business, even as one's company grows and remains fixed on generating a profit. [RC] **TSB**

Go jump in the (data) lake

IT technology analysts, Gartner, have weighed in on data lakes, cautioning users against being swallowed up by hype.

In a view that some may consider a splash of cold water in their face, Gartner has a somewhat sobering and down to earth view of data lakes. It has 'credited' growing hype surrounding data lakes with causing "substantial confusion" in the IT sector. Furthermore, it noted that several, but unnamed, vendors are marketing data lakes as an essential component to capitalise on Big Data opportunities. The caveat is that there is apparently little alignment between vendors about what comprises a data lake, or how to get value from it.

"In broad terms, data lakes are marketed as enterprise-wide data management platforms for analysing disparate sources of data in its native format," clarified Nick Heudecker, research director at Gartner. "The idea is simple: instead of placing data in a purpose-built data store, you move it into a data lake in its original format. Once data is placed into the lake, it's available for analysis by everyone in the organisation," he continued.

Look closely

However, Gartner pointed out that, while the marketing hype suggests audiences throughout an organisation will leverage data lakes, this assumes that all those audiences are highly skilled at data manipulation and analysis. "The need for increased agility and accessibility for data analysis is the primary driver for data lakes," said Andrew White, vice president and analyst at Gartner. "Nevertheless, while it is certainly true that data lakes can provide value to various parts of the organisation, the proposition of enterprise-wide data management has yet to be realised."

Andrew White,
Vice President and Analyst,
Gartner

> **"Do we allow or even encourage one-off, independent analysis of information in silos or a data lake, bringing said data together, or do we formalise that effort?"**

The data lake concept hopes to solve two problems, the first of which deals with information silos. Rather than having dozens of independently managed collections of data, users could combine these sources into the unmanaged data lake. Secondly, data lakes conceptually tackle a problem pertaining to Big Data initiatives, which typically require a large amount of varied information. Unfortunately, this information is so varied that it's not clear what it is when it is received.

Data lake or data swamp?

White added that addressing both of these issues with a data lake certainly benefits IT in the short term, in that IT no longer has to spend time understanding how information is used. However, he stressed, getting value out of the data remains the responsibility of the business end user. White also warned that without at least some semblance of information governance, the lake will end up being a collection of disconnected data pools or information silos all in one place.

Gartner warned that data lakes therefore carry substantial risks; the most significant of which is the inability to determine data quality or the lineage of findings by other users that have found value, previously. Another risk is security and access control, in which data could be placed into the data lake with no oversight of the contents.

"The question your organisation has to address is this — do we allow or even encourage one-off, independent analysis of information in silos or a data lake, bringing said data together, or do we formalise that effort, and try to sustain the value-generating skills we develop?" said White. "If the former, it is quite likely that a data lake will appeal, otherwise it is beneficial to quickly move beyond a data lake concept quickly," he concluded. **TSB**

Samsung showcases the 840 EVO SSD for the local market

As the move from hard disk drives to solid state drives (SSD) becomes the norm as far as PCs and notebooks go, Samsung recently unveiled its latest local SSD offering, the 840 EVO. It is specifically designed to offer South African customers a higher volume of storage, and more importantly, faster speeds than previous iterations.

The improved speed is courtesy of a 3-bit MLC NAND flash memory setup, which is said to store data more efficiently and delivers three times greater multitasking power than a conventional hard disk drive. Added to this is Samsung's belief in the robust design and reliability of their device, which supported by a three-year warranty to compliment the 840 EVO's low failure rate. Currently retailing within SA, the 840 EVO SSD is available in four different storage sizes, 120 GB, 250 GB, 500 GB and 1 TB, with the range topping variant estimated to cost R8 000.

WD expands line to include 5 TB, 6 TB NAS storage

WD, a Western Digital company, has released 5 TB and 6 TB capacity hard-drives for NAS (network attached storage) systems. Additionally, the company has further launched its 3.5" WD Red Pro hard drives that address the medium to large business NAS market and are available in 2 TB to 4 TB capacities. The company explained that, by increasing NASware 3.0 capability, the WD Red 1 TB to 6 TB capacity drives are capable of supporting up to eight bay NAS systems with no negative impact on performance.

Meanwhile the WD Red hard drives boast 3D Active Balance Plus, an enhanced balance control technology, which WD claims significantly improves overall drive performance and reliability. The price of the WD Red 5 TB is R3 000, and the 6 TB model will set you back R3 7000. The WD Red Pro 2 TB, 3 TB and 4 TB models carry R2 000, R2 300 and R3 100 pricetags respectively.

Ricoh SA launches world's first battery powered printer

Ricoh has announced a world first in the form of its battery powered multifunction geljet printer, the SG 3120B SFNw. The purpose of this battery powered printer is to provide a range of multiple document functions in remote areas where reliable power sources are few and far between. Among its many functions, the SG 3120B SFNw can print, scan, copy and fax, and like most other all-in-ones, now comes with wireless connectivity.

The SG 3120B SFNw is powered by a 240 V rechargeable battery pack, that produces an estimated 500 copies or 1000 prints, with a printing speed of 20 pages per minute for b&w, and 14 pages per minute for colour. Furthermore, it can house up to 600 sheets of paper, with the additional feature of an LED lit output tray designed for use in low-light conditions. Given the current state of our power grids, the SG 3120B SFNw may be a worthwhile investment.

Galaxy Tab 4 arrives in SA

Samsung's latest Galaxy tablets, the 7" and 10.1" Galaxy Tab 4, are now available locally. The former carries a reasonable R4 000 pricetag, while the latter is nearly double at R7 000. The specifications on board each though are quite considerable, including a Marvell PXA1088 quad-core A7 processor clocked at 1.2 GHz, HD displays (1280x800) and up to 64 GB of storage on the ten incher or up to 32 GB on its smaller sibling. Given that the weight and the thinness of its profile is still an important part of a mobile device's appeal, each is relatively light – the Galaxy Tab 4 10.1" weighs in at 495 g and is 7.9 mm thick, while the 7" device is lighter at 276 g and only slightly thicker at 9 mm.

The tablets bring a few freebies to the table, including office productivity app Hancom Office 2014 and Kindle for Samsung, which grants readers one free book every month for a year, as well as a free 1 GB of AlwaysOn Wi-Fi access per month for the first year.

New low-cost ink multifunction range from Brother

Owning an all-in-one inkjet printer can be a convenience for a small business, but the cost of replacement cartridges is usually a burden. Brother's latest range of multifunctionals uses its new InkBenefit cartridges, with a 2400 page yielding black cartridge retailing for R200 and each of the three colour cartridges (1300 pages) going for R150. The range comprises of the DCP-J105 InkBenefit, a 3-in-1 inkjet Multi-Function Centre, and the MFC-J200 InkBenefit, a 4-in-1 inkjet Multi-Function Centre. Both machines are wireless and have the ability to scan, copy and fax, with the MFC-J200 also including a document feeder, to help with scanning and copying of multiple pages. According to Brother, their new print heads contain Lamination Technology which incorporates stainless steel elements that helps protect against corrosion. The DCP-J105 is set to retail for R1 500, while the MFC-J200 goes for R2 000.

Netshield unveils data centre in a box

Local ICT developer and innovator, Netshield, has unveiled its Data Centre in a Box offering, a self-contained IP54 rated mobile unit that enables a business to rapidly deploy a complete IT infrastructure that can be managed from a single IP address in minutes. Additionally, the Data Centre in a Box is equipped with an air-conditioner, access control keypad, electronic locking, and a Netshield UPS. Furthermore it includes a temperature and humidity monitor, flooding detection, as well as smoke, fire and flood detectors. If need be, the built-in fire extinguisher can be used without damaging the equipment. The units are available in a variety of sizes and configurations with cabinets ranging from a 15U, 25U and a 42U, in both indoor and outdoor varieties. The Netshield Data Centre in a Box is available through all Netshield and Westcon resellers. Visit **www.netshieldsa.com** for more.

Dell unveils new Venue 11 Pro Tablet

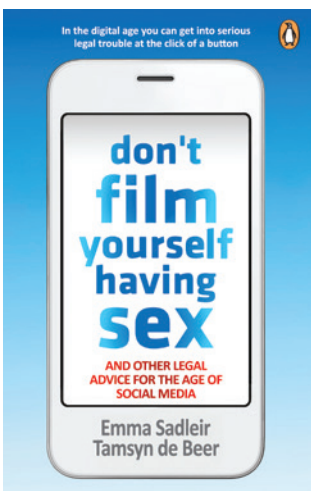
Adding to its range of business-oriented tablet offerings, Dell has unveiled its new Venue 11 Pro. According to the American manufacturer, the Venue 11 Pro is designed to merge the power of ultrabook, functionality of a PC and portability of a tablet. In an effort to meet those lofty claims, Dell has fitted the 10.8" (full HD) tablet with a range of different processing options, including a 2.4 GHz quad-core Intel Atom, 1.2 GHz dual-core Intel Pentium, 1.5 GHz dual-core Intel Core i3 and a 1.6 GHz dual core Intel Core i5. To complement the range of processors, Dell will offer 32 GB, 64 GB and a massive 256 GB SSD storage choices.

Windows 8 does the operating, so installation of the usual Windows applications would be possible. The entire Dell Venue 11 Pro tablet range is currently available locally from **www.drivecon.net**, with prices starting at R11 700.

Don't Film Yourself Having Sex:

And Other Legal Advice for the Age of Social Media

by Emma Sadleir and Tamsyn de Beer



The shift from passive internet user to active digital citizen has brought about unprecedented levels of online interaction, creation and connection; but there is a dark side to all this virtual freedom. *Don't Film Yourself Having Sex* covers the social traps and legal tangles that you could find yourself facing as you navigate the murky waters of the digital age. Although the book is written in a witty and easily accessible style, it more seriously details the legal, disciplinary and reputational risks that you and your company face online. Furthermore, it outlines the laws and rules applicable to what you do and say on social media, the abuse of which has to date landed more than one company or professional in hot water.
R230, Penguin Books. **TSB**

Ideco's eBook EVIM solution ahead of the curve

As the Protection of Personal Information Act seeks to further regulate data on visitors entering or exiting any given business, Ideco's new eBook solution, Electronic Visitor Information Management (EVIM), aims to ease the burden.

With the capture of visitor information being one aspect of business administration often glossed over, the new Protection of Personal Information (POPI) Act, is set to change the way companies view the traditional visitor's book. The new POPI law will enforce regulations on how organisations handle their visitor data, as well as the manner in which that information is protected. Local biometric security solution provider, Ideco, believes they can ease this burden, having recently unveiled their new eBook solution, Electronic Visitor Information Management (EVIM).

Finger on the pulse

The reason for the company's confidence is that these new regulations align business access control practices with the systems that Ideco already implement, as their products are built around the use of biometric technology to capture information securely and accurately. Furthermore, as this information is stored digitally, it can be referenced and catalogued with relative ease.

Marius Coetzee, MD at Ideco, stressed that South African businesses will now be forced to re-evaluate their access control procedures and ensure they are in keeping with modern day standards. "Businesses should seriously consider stopping the use of non-compliant, outdated visitor management and access control systems and investing in a viable, credible and trusted electronic solution." Ideco believes that its EVIM product is one such solution, which, according to Coetzee, is designed to automate visitor registration and reinforce accuracy across all ID-based transactions. He added that this would drastically help combat escalating incidents of identity theft emanating from exposed visitor information in the traditional logbook.

The digital age

The EVIM solution itself is based on a mobile data terminal design with an integrated fingerprint scanner to capture visitor information. Ideco notes that EVIM carries the added benefit of being the only offering in the country which is fully compliant with the newly implemented POPI act. Some of the features of EVIM include the ability to scan barcodes from both one's driver's licence or ID. These details can then be cross-referenced against the national ID database for real-time checks, as well as specific user created lists for VIPs, scheduled appointments or those denied access for example.

As companies across the country will be prompted to re-align their current access control procedures and practices to the new regulations of the POPI act, the added layer of security and accuracy afforded by Ideco's EVIM solution will become all the more significant. Ideco believes that for those looking to be ahead of the curve and close any loopholes left by traditional paper-based access control, there are few better digital alternatives than EVIM. **TSB**

> EVIM carries the added benefit of being the only offering in the country which is fully compliant with the newly implemented POPI act.

Dell launches its new Cloud services offering

The latest services that Dell has added to its broad portfolio focus on one of the more persistent megatrends reshaping the industry, namely the cloud.

Dell has been steadily transforming itself as a company over the past few years, with its focus on services playing a particular pivotal role in the company's effort to reinvent itself. Thus it perhaps came as little surprise that the company would revitalise its offerings around cloud.

Flexibility first

However, one of the most notable aspects of the launch of its Cloud Services in Melrose last month, was just how much of a flexible approach the company has adopted. In essence, Dell has taken it on itself to offer businesses who want to venture into the cloud the means to do so in any number of ways. The company elaborated that its new offering enables customers to choose between private, public and hybrid cloud environments, according to their needs.

Nick Hyner, the director of cloud services for EMEA at Dell, explained that the new offering further enables customers to access local cloud services if desired as well as global platforms from the likes of Google or Amazon, through one provider (Dell). Furthermore, Dell's newly announced Cloud Services solution enables customers to manage different cloud environments with one management tool. Hyner continued that, with its new service, Dell could build a private cloud on whatever platform their customer desired. While Dell has a strong relationship with Microsoft, he stressed that the service was completely platform agnostic, as determined by the customer's preference.

A return to mainframe?

Addressing the presumption that business' takeup of cloud services signifies a return to the mainframe era, Hyner disagreed, explaining that the point of cloud services was to use the internet to access a greater range of IT. Hyner asserted that Dell's raft of acquisitions place the company in a strong position to manage a variety of cloud environments for its customers securely, thus addressing what has traditionally been a key concern for those migrating to the technology.

"Dell Cloud Services is an unmissable opportunity for customers in Africa to explore the technologies, techniques and strategies that they need to accelerate modernisation by ways of virtualisation, convergence and the cloud," he concluded. For more information visit **www.dell.co.za** [RN] **TSB**

Nick Hyner,
Director of Cloud Services for EMEA, Dell

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Veeam: Backups now able to move businesses forward

A change in approach appears to be predominant theme in IT at present, and the familiar concept of backups is similarly calling for a different perspective. Warren Olivier, the regional manager of Veeam South Africa explains.

Warren Olivier,
Regional Manager,
Veeam Southern Africa

While working backups are essential, Warren Olivier of Veeam South Africa pointed out when backups are virtualised, they can also be a valuable business tool, particularly as businesses deal with the need to be always-on and always available.

Olivier elaborated that virtualised backups can be used in a myriad of other ways, such as being utilised for trouble-shooting, testing and development. "In a virtual environment, every server is just another file. That means you can make a new, up-to-date copy of that file every couple of minutes. If you'd like to use one of them to test a new software patch or some code under development, it's easy and there is zero risk. There's no longer any difference between the testing environment and the production environment," he explained.

Right tools for the right time

In a nutshell, this means that virtualised backups could be used as a production environment in their own right, effectively offering businesses greater agility. The problem, according to Olivier, is that there has been a lack of tools available to business at the right price.

> "How quickly a business is able to be up and running could be a matter of its continued survival versus its sudden death."

To this end, the company offers Veeam Availability Suite, which is aimed at ensuring that data centre managers enjoy all the benefits of the flexibility of virtualised backups, says Olivier. "Virtualisation has changed the game, but it's taken a while to really explore all the possibilities. Our new tools combine all the functionality that is used to require separate tools for backup, replication, WAN acceleration, archiving and business continuity," he asserted.

Rising to the challenge

Additionally, Olivier believes companies are facing new challenges. The first of these is that while the preponderance of data has expanded exponentially, company's backup window – the time they can comfortably make backups – has only become smaller. Secondly, businesses are increasingly under pressure to be available and accessible 24/7. What's more, the stakes have also been raised; if a company has a critical failure, it simply may not be able to recover its reputation.

Indeed, one example of a company that recently found itself painfully discovering how quickly a business can be obliterated is code hosting service Code Spaces. The company, which was relying on Amazon's cloud, had its EC2 control panel hacked and was being held to ransom for a cash amount. When the company took countermeasures, the cybercriminal proceeded to delete all of its hosted customer data and backups stored on the cloud, which led to the company folding almost overnight.

Insurance and assurance

Code Spaces' fate doesn't only highlight the necessity of having multiple backups on different kinds of storage. It also shows when an organisation does become victim of an outage, whether maliciously caused or due to natural disaster, how quickly it's able to be up and running could be a matter of its continued survival versus its sudden death. For Olivier, along with being a business tool allowing for great agility, and ensuring that one's business is secured in the event of a worst case scenario, he asserts that the reliability of its backups is paramount. "Our focus is on guaranteeing that businesses can be always-on while providing them with reliable backups, allowing their owners to sleep better at night even as the world changes around us," he concluded. [RN] **TSB**

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Shareholders vote in favour of Business Connexion acquisition

The Telkom acquisition of Business Connexion has received favourable, and apparently overwhelming support from its shareholders. The deal values BCX's shares at R6.60, or a significant R2.67 billion in total. Explaining the support, Isaac Mophatlane, Business Connexion Group CEO, elaborated that the company believes that working together with Telkom will "improve its customer value proposition through a greater ability to provide integrated end-to-end ICT solutions." Additionally, the transaction is in line with BCX's existing convergence strategy. The company reaffirmed that the BCX brand and management team will also remain in place in the event of a successful transaction.

Amazon takes on PayPal with its Local Register

Ecommerce giant Amazon has confirmed that it too is entering the mobile payment space, with its newly announced Local Register product in direct competition with the likes of PayPal. The product enables retailers to accept credit card payments using an iOS or Android-based mobile device, or of course, Amazon's own Kindle Fires, with Amazon raking in 1.75% of the payment. The new product is directly aimed at sole proprietors, professionals providing a service as well as small businesses. At present it is only available Stateside.

Vodacom opens new data centre

Vodacom has officially opened Data Park, its eighth data centre in South Africa. The environmentally-friendly 3000 m^2 facility, is part of Vodacom's stated and ambitious enterprise goals and cloud. "With this, and our cloud strategy, we have entered the next phase of our evolution towards becoming a total ICT services provider. Cloud services sit at the top of a pyramid of services and solutions we are now able to offer our enterprise customers," explained Ermano Quartero, managing executive at Vodacom Business South Africa.

Takealot stocks and sells Google Glass Explorer Edition

Google Glass Explorer edition has finally made it to South African shores, albeit unofficially, and is now available from Takealot.com. That is, if you can afford the hefty R27 000 price-tag for the internet connected wearable. Acknowledging that the price point will exclude the vast majority of South African users, Takealot.com co-CEO Willem van Biljon commented that the company expects to sell the product to a highly engaged niche of technologists eager to be the first in the market to own Google Glass. The device sports an optical display that sits above the right eye, with a 640x380 resolution, and enables users to communicate with the internet via voice commands.

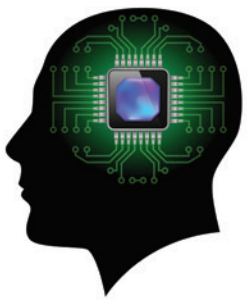
Uber launches UberX locally

The current darling of the IT world being used as a model example of disruption, Uber, has launched UberX in Johannesburg. Along with the high-end UberBlack service, which launched a year ago, UberX will now offer up a more affordable, low-cost, cashless service. Riders requesting a ride using the application will be able to see their driver's photo, name and registration before they get in the car. Additionally, Discovery Insurance members will receive a 25% upfront discount on Uber trips. It will cost a base fare of R5 along with a further 75c per minute.

Top tech and business titans unite in search of Africa's best

Deloitte Technology Fast50

Deloitte has joined forces with Dell, Endevour, Investec, SAP and SEDA to launch the Deloitte Technology Fast50 Africa Programme. Kamal Ramsingh, technology leader for Africa at Deloitte, explained that the programme aims to recognise African run and majority-owned companies that are contributing to enhancing technical innovation on the continent. Fast50 Africa winners will automatically enter the prestigious Deloitte Technology Fast500 EMEA competition. The main accolade is the recognition of appearing on the list of winners. In order to qualify, companies must be African run and have base operating revenues of at least $70 000 (R700 000) and current yearly operating revenues of at least $500 000 (R5 million). Visit **http://fast50africa.com.**



IBM unveils sophisticated chip that mimics Brain's neural function

Not content with simply manufacturing industry-standard computer chips, IBM has detailed its recent efforts in designing a chip that mimics the functioning of a human brain, dubbed TrueNorth. The chip itself was designed in conjunction with Samsung and a team from Cornell University, and marks the first tangible result since the project begun in 2008. According to IBM, the TrueNorth chip is designed to drastically reduce power consumption and houses 5.4 billion transistors, four times that of traditional PC chips. Added to this, the transistors are structured to mimic the brain's neural synapses, with each transistor capable of communicating freely with any other.

Business Software Alliance finds security concerns

BSA Business Software Alliance MEMBER

In its latest Global Software Security survey, the Business Software Alliance (BSA) has noted that piracy is on the decrease, dropping 1% since last year. This is apparently due less to fears around being prosecuted for intellectual property (IP) right infringements, and more out of concerns that data would be compromised or the user could be vulnerable to being hacked while using pirated software. Despite this, according to the report, 43% percent of the software installed on personal computers globally in 2013 was not properly licensed, which underscores the need for enterprises to still adopt effective software management practices.

Bitcoin vending machine opens for business

Africa's first Bitcoin vending machine has opened for business. The machine, which was imported into the country a few months ago, has now officially found a home – sports bar and barber store Metroman in Kyalami. The importing of the machine, from Lamassu Inc, is intended as a pilot project to assess the interest in Bitcoin and cryptocurrencies from general users.

uBeam prototype charges devices wirelessly via ultrasound

Having to deal with cumbersome wires and cables while charging may be a thing of the past, according to Meredith Perry, founder of uBeam. The young entrepreneur recently showed off a working prototype of her ultrasound-powered technology for wirelessly charging devices. uBeam's technology is able to convert electricity into sound, which is then used to charge any number of devices, in a similar fashion to Wi-Fi. Still in the early stages of development, the ultrasound-based charging could result in the creation of thinner devices with smaller batteries, as constant wireless charging becomes a realistic possibility.

CISCO™

Cisco to shed 6 000 jobs

Microsoft is not the only company trimming its organisation of late, as Cisco announced that it will implement layoffs, reducing its global workforce by 8%, or 6 000 employees. Apparently the cause of the cuts came from lacklustre business in emerging markets, as well as Cisco's desire to "make room" for different skills, according to John Chambers, the company's chairperson and CEO. Which departments exactly were receiving the chop to enable the company to shift skills to well-performing businesses were not disclosed. **TSB**

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Xiaomi becomes top Chinese smartphone manufacturer

As Samsung posted a decrease in mobile sales during the past financial quarter, it cited as one of the contributing factors the mounting threat from Chinese competitors that produce low cost smartphones. Canalys now reports that Chinese manufacturer Xiaomi has emerged as the top smartphone designer in China, beating the likes of Samsung and Lenovo.

The market research company noted that Xiaomi shipped 15 million smartphone units in China during the second quarter, a dramatic rise from the 4.4 million in the same period of 2013. That has resulted in a growth of 240% between the two financial quarters and sees Xiaomi claim a 14% share of the smartphone market in China, helping to make it one of the top five manufacturers worldwide.

Investments in Nigeria's Telecoms sector grow to $32 Billion

According to a recent report from the Nigerian Communications Commission (NCC), investments in Nigeria's telecoms sector has totalled close to $32 billion since 2001. This is one sector that Nigeria has placed a great deal of focus on, yielding a year on year growth of 30%. The executive vice chairman of the NCC, Dr. Eugene Jawah, also noted that to date, there were more than 130 million connected lines within the country. Added to this, Nigeria has seen an increase in Gross Domestic Product (GDP) over the past 13 years, with the GDP increasing from 4.5 % in 2001 to the current level of 8.69%.

MTN opens 4G/LTE network to prepaid users

In a move that puts them on par with rival service providers Vodacom, MTN has now opened up its 4G/LTE network to all prepaid users. Interested users must purchase a new PayAsYouGo LTE SIM from any MTN store across the country. Along with the new LTE SIM, MTN will also be launching PayAsYouGo-specific data bundles, with the service provider offering 790 LTE sites across South Africa and download speeds of up to 33.89 Mbps, making it 10 times faster than 3G.

Gumtree set to deliver free Wi-Fi

In a new deal with Alan Knott-Craig Jnr's Project Isizwe, Gumtree has announced a new initiative to deliver free Wi-Fi to South African users across the country. Project Isizwe first began its free Wi-Fi rollout plan in parts of Pretoria with the aim of connecting a million people by the end of August. Gumtree has since backed this programme, in the form of funding to assist Knott-Craig Jnr and his Project Isizwe team in extending the free Wi-Fi service to more areas of South Africa. The Project Isizwe initiative also means that more rural communities can be connected to free Wi-Fi, should it prove to be successful.

Production of sapphire screens for iPhone 6 underway

As the tech world anxiously awaits the 9 September unveiling of Apple's iPhone 6 smartphone, details from industry insiders have emerged regarding the mass production of sapphire screens in both 4.7" and 5.5" variants. The sapphire screens are said to be nearly unscratchable, with the very same material currently being favoured by the Cupertino-based company for use on the fingerprint reader and camera lens cover of the iPhone 5s.

This adds further credence to the rumoured increase in screen size that Apple will be introducing to its smartphone line-up. The screens are being produced by GT Advanced Technologies, with reports suggesting close to 80 million iPhone 6 units being produced during the initial rollout.

Ericsson study details benefit of ICT for seniors

In a recent study conducted by Ericsson ConsumerLab, it was discovered that senior citizens (65-75 years old) that make use of communications technology often feel more enriched and have a stronger connection with those younger than them. Much of this is down to the fact that communications technology is helping to bridge the demographic gap that exists between the two generations. Texting was highlighted as one key area gaining popularity for communication, with many seniors using it to interact with their children and grandchildren. Smartphones and tablets in particular, were identified as the integral pieces of technology being favoured by seniors, as their large displays and easy to learn user interfaces make communication technology more enticing.

Telkom suspended CFO retires

Following a disciplinary hearing, Telkom has announced that suspended chief financial officer, Jacques Schindehütte, will be voluntarily retiring from his role within the company in an effort to reassure shareholder confidence. As Schindehütte is voluntarily opting to retire, the telecoms service provider will not be taking any disciplinary or legal action against him. He will receive his full retirement benefits.

Vodacom debuts R550 Smart Kicka

The Smart Kicka is a new budget friendly smartphone to debut from Vodacom. It is set to retail for R550, as one of the company's best value for money prepaid offerings. For R550, users will receive a 3.5" display (320x480) running the latest version of Android, 4.4 KitKat. Under its plastic frame, Vodacom has opted for 512 MB of RAM, 4 GB of internal storage and 1 GHz dual-core Mediatek processor. The Smart Kicka is currently available for purchase at any Vodacom branded store across the country.

RiCharge unveils new public charging solutions

Specialising in the manufacture of public charging solutions, RiCharge has recently unveiled its latest offering, the Super Station, specifically designed for tablets and smartphones. According to RiCharge, the Super Station is intended for use in schools, hotels, restaurants and gyms, where access to plug points and chargers is not always available. Capable of charging up to 12 devices at one time, the Super Station is equipped with independent drawers, each with its own built-in charging tips compatible with a range of devices. The Super Station forms part of RiCharge's aim of delivering connectivity across Africa, with an initial rollout to 12 different countries. **TSB**

Connecting two points requires a dedicated delivery network

Your business connectivity should be no different. Ensure your connectivity solution is efficient and dedicated enough to carry the load.

www.broadlink.co.za

BROADLINK
it's a linking business

Best New Business Apps

The app marketplace can be difficult to negotiate, with the sheer numbers being overwhelming and work deadlines not conducive to browsing. We've simplified things by listing four new business apps set to make waves.

M4JAM (Android, BB10, iOS and Windows Phone via WeChat)

M4JAM (Money for Jam) is a local app which launched in the middle of August, and offers a micro jobbing service akin to that of Taskrabbit. The app is currently facilitated through online messaging platform WeChat, with business being able to post jobs, and users being able to search for jobs that pay anywhere from R15 to R50, as well as filter work according to location.

A range of local enterprises have already begun throwing their weight behind it, with research companies in particular using M4JAM to conduct quick and easy surveys. Also necessary is an eWallet-type account, with M4JAM taking a small percentage of one's earnings. Still in the early phases of rollout, M4JAM could prove to be a valuable marketing tool for fledgling businesses vying for recognition.

Timeful (iOS only)

Next up on our list is a new calendar app exclusive to iOS users called Timeful. Billed as being more of a "time assistant", according to its eponymous developers, this calendaring app collates all users daily events and to-do lists into one seamless view.

For the most part Timeful is on par with the competition, however its one trump card is the sophisticated algorithms and behavioural science working in the background of the app to provide users with personal interest-based recommendations according to time left in one's schedule. Added to this, Timeful can track the frequency of certain activities, referred to as "good habits", like scheduling a brainstorming session or fitting in a quick workout. This app is currently listed for free on the Apple App Store, with Timeful, Inc. stating that an Android version is in the works.

Google Analytics (Android and iOS)

If your business is built around knowing your target market, chances are you're using an analytics system to uncover new data and identify any meaningful insights. One of the most popular out there is Google Analytics, which has had an Android-based version of the system since June.

Now an iOS version of the analytics software is available for Apple users, offering the same real-time reporting and customised data segmentation as its forebear. It's a great tool for checking the productivity, or lack thereof for one's website during any part of the day, and serves a useful purpose in uncovering new business opportunities to take advantage of. Like the Android version, the new iOS variant is free, giving access to Google's analytic software to even more users.

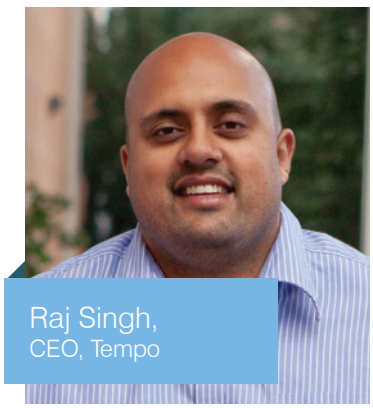
Digify (Android and iOS)

With information freely available nowadays, businesses are more concerned than ever with safeguarding intellectual property from prying eyes. For larger corporations, this means implementing a complicated IT system that smaller enterprises simply cannot afford. That's where an app like Digify can step in, offering a free and, more importantly, secure file sharing service that users can customise to their needs.

Freely available for iOS and Android users, Digify gives control over which individuals can view or edit a document, with the original file sharer permitting access. Added to the service is a copy protection function to ensure that authorisation is given before a document can be copied, as well as a self-destruct feature that sets a viewing time limit on files for anywhere up to one month. **TSB**

Quick talk: Tempo Smart Calendar's Raj Singh

In the wake of Tempo Smart Calendar's latest substantial update, the company's San Francisco-based CEO, Raj Singh, spoke to TechSmart Business about personal information management and what lies ahead.



Raj Singh,
CEO, Tempo

Earlier this year, Tempo Smart Calendar impressed us with its rich functionality and intelligent assistant capabilities, proving itself a worthy organisational tool in a professional's working life. More recently, the app received a notable update, bringing with it new features and refinements to the user experience. Tempo AI's co-founder and CEO, Raj Singh, explained that the company found that there were different types of caledar users. These ranged from university students and working professionals to casual users, with each having their own usage profile according to their needs.

> The new release has gone a step further by integrating travel details as well, and enables users to instantly view their flight status.

With this in mind Singh elaborated that the company had revamped the user interface to provide what it thought would offer the best experience for each user. Furthermore, the new version has included iOS reminders, and has integrated these within the Tempo Smart calendar as well, to help users manage their schedules more easily.

Going the extra mile

Additionally, Tempo Calendar has aimed to emulate this often required level of personal assistance, by offering one-tap directions and driving times. The new release has gone a step further by integrating travel details as well, and enables users to instantly view their flight status, once they have inserted their airline and flight number into a calendar entry

The good news is that the app will shortly be available on the Android platform as well and will be designed for larger device form factors (such as iPads) in the months ahead. "This is extremely important, because people want certain universal experiences across the range of the devices, and productivity is one of those categories that really benefits from a multi-platform experience," he concluded. [RN] **TSB**

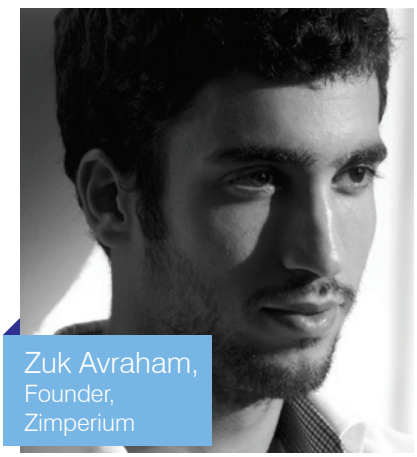
Quick talk: Zimperium's Zuk Avraham

As mobile devices have gained in popularity, so have security attacks by cybercriminals become more frequent, but San Francisco based Zimperium believes it has cracked the code on how to thwart hackers.

Security company Zimperium has a noble goal – to finally offer enterprise customers complete protection on their mobile devices from cybercriminals. This, however, is more challenging than it sounds, explained Zimperium CEO Zuk Avraham. He elaborated that the variety of devices, fragmentation of operating system versions, and the fact that there are numerous manufactures all add to the complexity of securing smartphones.

On target

Exacerbating matters, Avraham stressed that a device's security can be compromised not just via malicious apps or viruses, but through multiple vectors, including network attacks, which users are particularly vulnerable to when using public Wi-Fi; host attacks and by the more insidious base station attacks.



Zuk Avraham,
Founder,
Zimperium

Avraham though believes he has found an innovative solution, which, rather than just detecting viruses, instead measures the impact of an attack from any threat vector. More specifically, he explained that the company's mobile intrusion prevention system, called Zips, uses machine learning algorithms and behaviour-based monitoring to collect thousands of different parameters from the operating system, and then is able to measure the impact of an attack. In essence, this effectively turns mobiles devices into 'sensors' which can detect attacks inside and outside of the organisation, information which can then guard against hackers' multi-vector attempts to compromise security.

The impossible made real

He explains that the approach differs from other conventional mobile security solutions in that it doesn't consume large amounts of battery life and system resources, nor does it need to be connected to the internet to offer protection. "People called us crazy, and told us it could not be done," he relates. That, of course, didn't stop the company from achieving its goal anyway. Interested companies can visit **www.zimperium.com.**[RN] **TSB**

In flight with : Brad Pulford, Dell South Africa

Progressive airlines, a good travel pillow and a cheescake factory - we talk travel with Brad Pulford, Dell SA's Director of Enterprise Solutions Group.

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

BP: I do approximately four international trips a year and some domestic trips throughout the year – most of these are across Europe. In this year I have visited Barcelona, Copenhagen, Frankfurt and I am off to Dublin next week.

TSB: Do you make use of any apps while travelling?

BP: To stay abreast of what's happening and just to stay relevant I use News24, and another one is Passbook to coordinate all of my travels.

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

BP: This is a tough one; I enjoy Virgin Atlantic primarily because of the service and in flight experience. Unfortunately I am not always that lucky to travel with them, but I feel that they are the most progressive from a technology point of view.

TSB: Do you have any tips on how to survive those long-haul flights?

BP: It might sound stupid, but a decent travel pillow and some noise cancelling headphones are very important. Preparation is essential and having a decent tablet loaded with the latest movies and music is important in case the in-flight entertainment doesn't live up to standard.

TSB: Are there any special hotels you can recommend?

BP: The one I enjoy funnily enough is The Address – Dubai Marina.

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

BP: A universal travel adapter and decent headphones.

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

BP: I have travelled into various parts of Europe and my luggage always seems to go missing – it is a nightmare. The hotels are normally very good at sorting out the toiletry part of the deal, but because I am mostly in executive briefings and meetings I need to go and buy a whole new wardrobe and that is not always great.

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

BP: For me it's probably the case that every location has something that you can reference, but there is a place that has nothing special, it is affordable and generally just nice to go there and that is The Cheesecake Factory in the US. I always make a point to stop there on my travels to the US. Then there is a restaurant in London that I enjoy for a decent curry, called Needoo Grill. **TSB**

Brad Pulford,
Director of Enterprise Solutions Group,
Dell SA

Outside The Boardroom -
Best Business Lunch Venues

Contracts may be signed inside the confines of air-conditioned boardrooms, but the finer details are often fleshed out during a business lunch at an exciting restaurant or interesting venue. We detail some of the best places to seal the deal.

The Saxon Hotel, Johannesburg
www.saxon.co.za

When trying to sign a big client, a fair amount of wining and dining is sometimes needed. For those wanting to truly make their prospective client know just how important they are, there are few venues grander than The Saxon Hotel in Sandhurst. Once one makes it past the boundary wall into the lush estate, the views alone will make you understand why it feels like such a closely guarded secret.

With four distinctly different restaurants to choose from, The Saxon offers a range of unique dining experiences to distract your client just long enough to get them to sign on the dotted line. This world renowned location carries with it some upper crust prices, and should only be frequented by those with a large expense account.

For those with more of an epicurious palette, The Test Kitchen located in Cape Town's Woodstock suburb provides a one of kind culinary experience that's hard to match anywhere else in the country. Famed for their unique tasting menus, the Test Kitchen by chef Luke Dale-Roberts, is a relatively compact space that's well suited to smaller groups, making it perfecting for some one-on-one time with your client.

Nestled neatly within the heart of Woodstock's refurbished Old Biscuit Mill, The Test Kitchen is wildly popular, with reservations often needed to be placed several months in advance. That wait however will be fully justified, as both you and your client will be served some of the finest fare locally available. Much like The Saxon, The Test Kitchen is not cheap, but it will be money well spent, especially if that deal gets done.

The Test Kitchen, Cape Town
www.thetestkitchen.co.za

Signature Restaurant, Johannesburg
www.signaturerestaurant.co.za

If the highly inventive and unique culinary stylings of The Test Kitchen is not quite your pace, then the Signature Restaurant in the Morningside suburb of Johannesburg offers a little more old-school flavour. Signature features a more discerning selection of meals, and boasts a superb wine menu, should your skills not be needed back in the office afterwards.

Opening their doors from noon onwards, Signature has a large dining area with roomy seating booths, perfect for taking out a couple of your key shareholders. It is however advisable to make one's reservation at Signature at least one week in advance, which also serves as a solid barometer for how popular the restaurant has become since debuting in 2009.

Rounding off our list is the Twelve Apostles Hotel and Spa, which features some rather breathtaking natural surroundings, being flanked either side by the Cape's iconic Table Mountain and Atlantic Ocean. The beauty of its location is matched by the fine dining experience of the Twelve Apostles' Azure Restaurant, a great choice for lovers of seafood. If however a slightly more informal environment is required, one can head up to the Leopard Room, which offers a relaxing sunlit terrace view of the ocean.

For those with the means, Twelve Apostles also offers a unique dining experience in the heart of Table Mountain National Park, providing the perfect backdrop when courting foreign investors. It may be well suited to business lunches, but one could be easily tempted into staying for dinner for the views alone. **TSB**

Twelve Apostles Hotel, Cape Town
www.12apostleshotel.com

Precision and Passion

When looking to stray from the world of well-specced saloons and luxury SUVs, there are a plethora of high performance small coupés to choose from. Two of the best at the moment are the BMW 2 Series Coupé and Alfa Romeo 4C.

BMW 2 Series Coupé

This year marks the reincarnation of one BMW's most important vehicles, the 2 Series Coupé, which in the 1970s brought the Bavarian manufacturer out the financial doldrums and onto the plateau of automotive superiority. Whether or not the modern day iteration can make the same impression as its forebear is up for debate, but one thing that cannot be argued is the quality of its performance and a definite return to BMW's sports coupé roots.

Forward thinking

From a design perspective, the 2 Series is not as striking as other small high performance coupés, but still retains the lengthened bonnet and muscular frame found on many of BMW's newer vehicles. One of the other key design features is the forward-leaning grille, which is surrounded by four distinct contour lines to increase both airflow and create a menacing profile. This new release symbolises a return to form by BMW, building on a historically strong sports coupé reputation.

Conversely, the rear of the 2 Series is slightly shorter and wider than most of BMW's cars, adding to a coupé that hunkers closer to the ground. BMW has also opted for a twin exhaust setup which helps to balance out the look of the 2 Series' surprisingly powerful silhouette.

Turbocharged

Sitting atop the 2 Series range is the M235i that's powered by a turbocharged six-cylinder engine, making use of BMW's TwinPower Turbo technology to produce 240 kW and 450 Nm of torque. This combination allows the M235i to accelerate from a standstill to 100 km/h in only 4.8 seconds, onto a top speed of 250 km/h (electronically limited). Numbers like that should prove more than enough to take on any would-be pretenders and put them in their place.

If you're a fan of German precision engineering and feel the lure of the 2 Series Coupé's understated styling and high quality performance, the range topping M235i will set you back R551 000 (M Sport package). If however that's a little too rich for your blood, the entry-level 220i model (Modern line package) will cost an estimated R405 000.

Quick Specs (BMW M235i)

Price	0–100 km/h	Engine	Top Speed
R551 000	4.8 sec	Six-cylinder inline M Performance TwinPower Turbo	250 km/h electronically limited

Alfa Romeo 4C

As *Top Gear* will attest, any true petrolhead should have owned an Alfa Romeo in their lifetime, with part of the Italian manufacturer's appeal being their beautifully styled and evocative vehicles. The new 4C is one such coupé that lives up to the Alfa Romeo heritage, and is set to make its debut on South African roads in the coming months.

Stylishly suited

Drawing inspiration from the unmistakable shape of Alfa's 33 Stradale coupé which debuted in 1967, the 4C has a touch of both classic car elegance and modern day refinement. This is particularly evident in the arch of the rear, which bears a striking similarity to the 33 Stradale, but makes use of contoured lines to increase its aerodynamic shape.

The same aerodynamic enhancements have also been integrated into the bonnet of the 4C, with sweeping diagonal lines guiding onlookers' eyes to Alfa Romeo's iconic inverted triangle grille. Alfa also integrated two air intakes on either side of the grille that not only cool the engine but also add to the amount of downforce and stability at high speed.

Bantamweight fighter

Weighing in at a mere 895 kg, the Alfa Romeo 4C is extremely light, even by modern day coupé standards, carrying both benefits and disadvantages. The upside of the 4C's lightweight construction means Alfa Romeo can fit a relatively small engine and still generate plenty of speed. To that end, the 4C features a four-cylinder direct injection engine tuned to produce 180 kW of power and 350 Nm of torque. As expected, this results in a 0-100 km/h time of 4.5 seconds and top speed in excess of 250 km/h.

To ensure the quick accelerating 4C stays pinned to the road, Alfa has incorporated a new rear-wheel drive system and mid-engine setup to ensure the car remains well balanced while cornering.

Still not equipped with a South African release date, the Alfa Romeo 4C is set to retail for an estimated R800 000 and should disrupt the status quo as far as the local motoring scene goes. **TSB**

> Quick Specs (Alfa Romeo 4C) >

Price	4.5 sec	Engine	Top Speed
R800 000	0 – 100 km/h	Four-cylinder direct injection 1750cc	km/h 250

The Business Guide to: FLY-FISHING

You've seen the rise and managed to land the fly perfectly close-by. The trout circles past, scrupulously investigating your offer. Just as you think it might be losing interest (again), it turns and snaps. It's game on! For your own fly-fishing adventure, the following gear could make a good investment.

The Rods

Casting with a Hardy is pretty much the fly-fishing equivalent to driving a Bentley, with the company's Gladstone Cane Series described as the 'pinnacle' of classic rod design. You'll find no modern carbon fibre here, with Hardy preferring hand split pre-embargo Tonkin bamboo. Handcrafted in England by master rod builder Calum Gladstone, it will set you back a considerable R32 000 (R37 000 for a flame finish). Solly's Angler's Corner, 012-348-0207.

GREYS
GR50

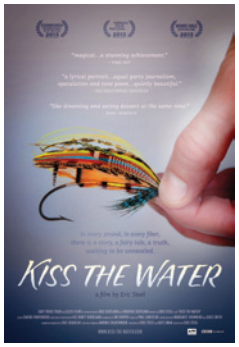
The relatively new carbon-fibre Greys GR50 is getting great feedback from the field thanks to its solid action, lightweight design and accuracy. You should actually be paying more than its R2 000 pricetag requires. Mavunga Flyfishing, 011-268-5850.

The Reels

You can't buy a Hardy rod without investing in the reel too. The Hardy Ultralite DD fuses the modern with the classical to produce a reel that looks, and performs, like an engineering marvel. You don't want to be caught wanting, so remember to invest in two – one for floating line and the other for sinking line. R2 595.

The Xplorer Guide series of reels is tried and tested, with the Guide III providing the latest evolution. Constructed from Aero-grade aluminium with a hard anodized protective finish, you'll know where your R1 820 went once you start fighting a robust Vaal Yellow. Solly's Angler's Corner, 012-348-0207.

The Extras

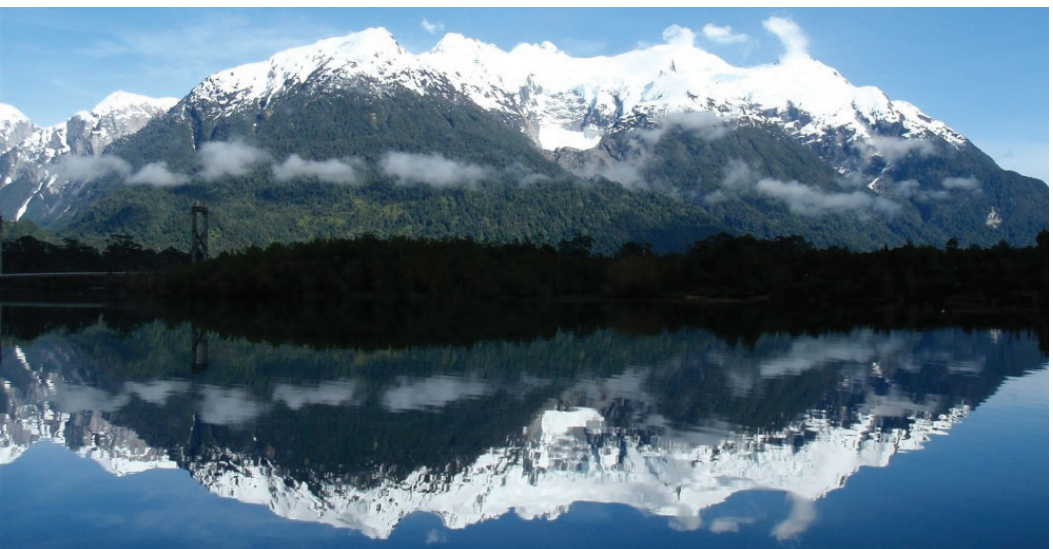


We don't want to say that the traditional fly-fishing vest is dead just yet, but with something more versatile such as the 2-in-1 daypack/chest-pack Xplorer Highlands Tactical Pack, it's certainly under threat. Now to remember in which pocket you put what. R1550. Solly's Angler's Corner, 012-348-0207.

You can venture forth with an aluminium landing net, but why not opt for something a bit more special? We suggest you consider the custom made Curved Japanese Stream net. **Customflyrods.co.za** can actually make your net according to any specification you prefer. What you land with it though is your problem. R850.

Can fly-tying be described as an art form? Well those dressed by the legendary Megan Boyd come pretty close. A perfectionist in every sense of the word, she never fished, although her skills saved many of her customers, including the Prince of Wales, of an empty creel. Boyd's peculiar story is told in the documentary *Kiss the Water* and is well worth a watch.

The Destination



It's no use owning the gear but not trying it out in awesome environments. So, how does Lake Yelcho in Chile sound, where the local record for trout stands at a breath-taking 17 kg. Closer to home you won't find another rush quite like fly-line burning your finger and your reel about to explode due to an angry Tiger on your line in the Okavango Delta. **WildflyTravel.com** should be able to sort you out on both accounts. POA. **TSB**

SAY WHAT?

TOP 3 BIGGEST GROWTH ACTIVITIES ON SA CELLPHONES

1. Mobile Data activities. From 13.8m to 17.5m at 27%
2. Internet. From 7.4m to 11.1m at 49%
3. Taking photos. From 14.2m to 17.7m at 25%

Source: #MobileRocks AMPS Report

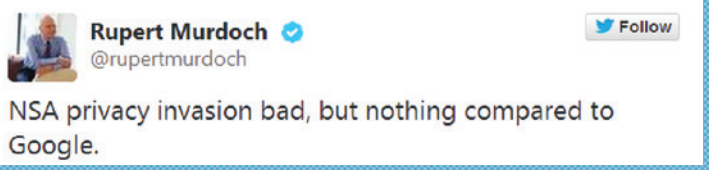
$199

Price of the HP Stream 14, an ultra low-cost 14" notebook, supported by Microsoft to combat the rise of Google's Chromebooks.

IoT

The Internet of Things: Most hyped technology in 2014, replacing 2013's 'winner' Big Data.

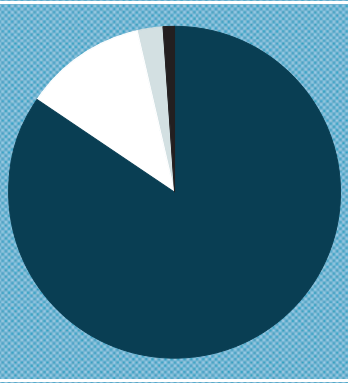
Source: Gartner Hype Cycle for Emerging Technologies



Controversial tweet by media mogul Rupert Murdoch, throwing another punch at Google in a long running tirade.

Google will be using a Kevlar-like material to protect some of its undersea optics cables. Sharks are confusing the cables' electric signal with fish in distress and having a nibble.

Q2 2014 SMARTPHONE OS MARKET SHARE



- Android. 84.7%
- iOS. 11.7%
- Windows Phone. 2.5%
- Others. 1.1%

MTN Business App of the Year 2014

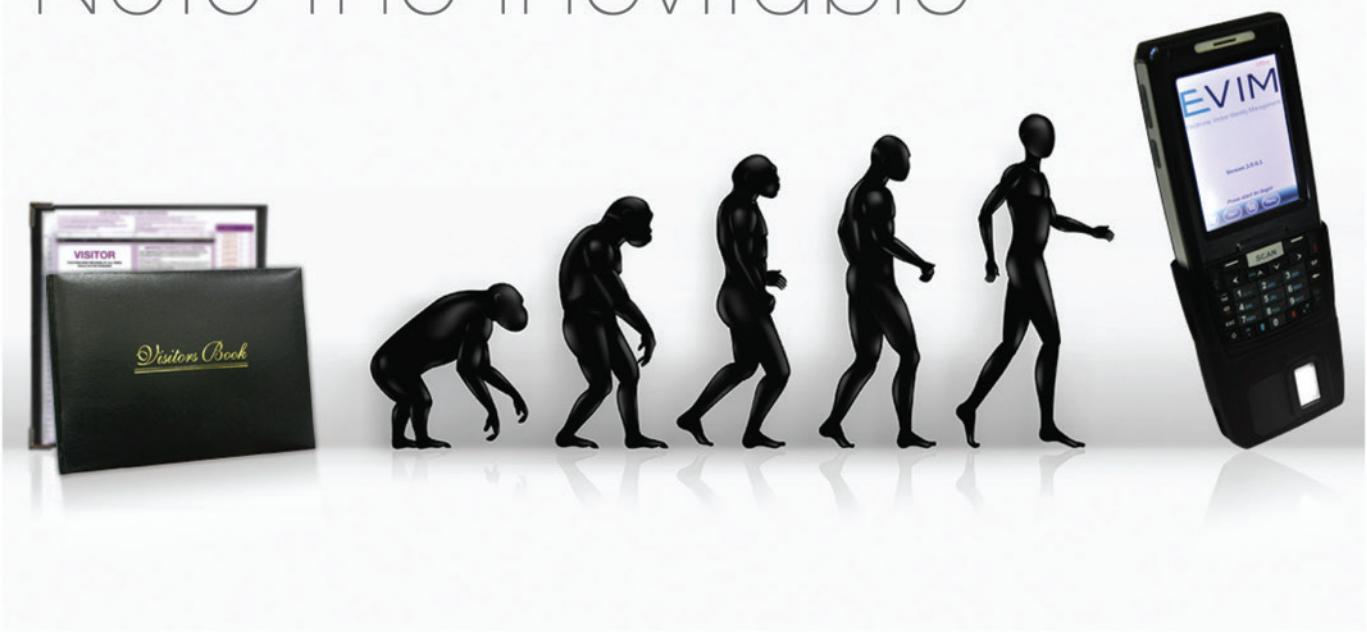
LIVE Inspect (*bit.ly/liveinspect*)

An app that assists short term insurers in performing effective inspections on vehicles.

More Winners:

Best iOS App (Enterprise): SyncMobile
Best App use of Microsoft Cloud Services: Vigo
Best App for the Microsoft Platform: Zapper
Best Garage Developer App: Rea Vaya
Most Innovative App: Wildlife tracker

Note the inevitable



- Digital visitors register
- Accurate information
- Live ID verification checks
- Driver's license and barcode scanning
- Custom visitor management rules
- Fully compliant to POPI and OHS Acts

Visitor management is a critical component of every world class security solution. EVIM is ideal for use at boom gates and security check points, replacing the old paper based process with an accurate digital visitors register. Fingerprints are used to securely sign, linking the person with the transaction.

Accurate ✓ Secure ✓ Convenient ✓ Compliant ✓

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YOU, PLUS THE WORLD AROUND YOU

8MP BSI front camera with panoramic selfie

HUAWEI *Ascend* P7

Excellence With Edge

Redefining Craftsmanship
Sleek glass back with 7-layer metallic feel treatment
6.5mm slim body with ultra fast LTE connectivity

Redefining Camera Experience
Powerful 8MP BSI front camera with panoramic selfie
13MP rear camera with ISP powered low-light shooting

Redefining Connectivity
2500mAh high density battery with ultra power saving mode
Innovative dual antenna design with smart network switch

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