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**How to plan
for IT Disasters**

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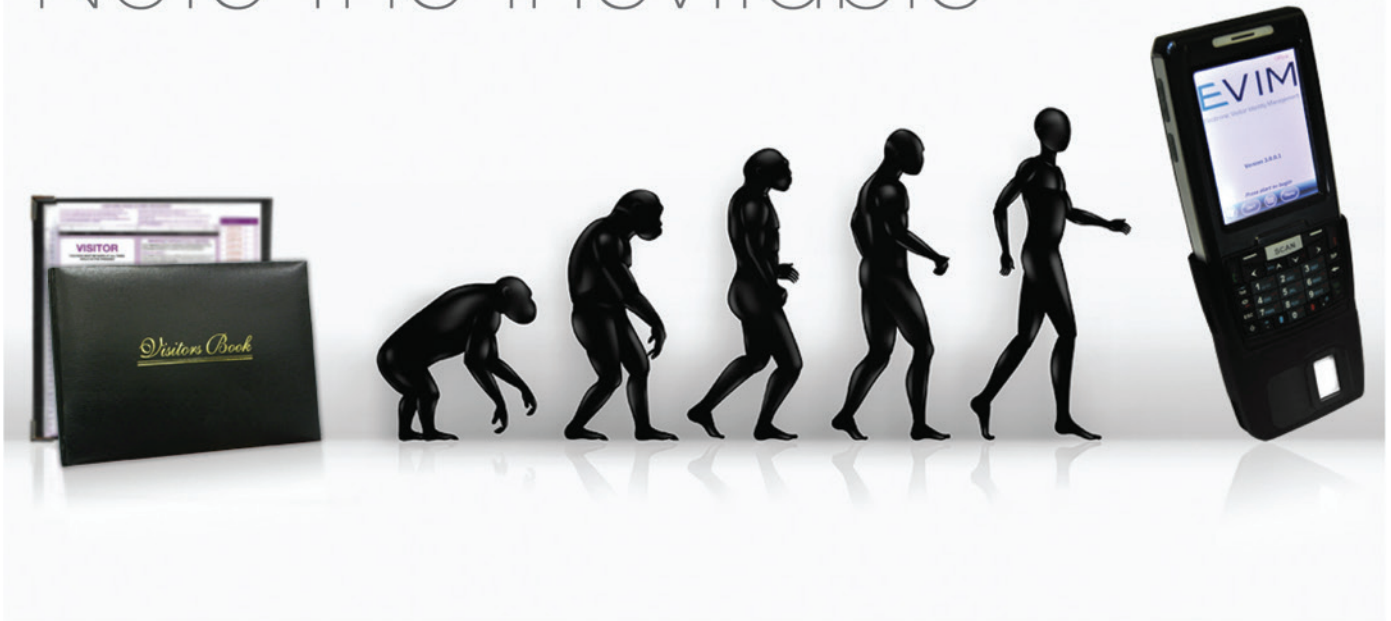
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You ain't seen nothing yet

While the term Internet of Things (IoT) has been increasingly bandied about, I certainly didn't pay it enough mind. That is up until last month's Gartner Symposium 2014 held in Cape Town. IoT popped up frequently, and when an important tech research company such as Gartner starts vouching for its importance, you know you better listen. Senior vice president at Gartner, Peter Sondergaard noted that in future every product above \$100 will include a sensor of sorts, providing a variety of information back to the owner and/or internet. While 2009 had 0.9 billion of these connected sensors, 2020 will see a massive 30 billion of them employed in a variety of situations, including health and safety, public transport, situational monitoring and municipal infrastructure.

In a one-on-one interview I had with David Cappuccio, research VP at Gartner, he stated quite frankly that the IoT will have just as a profound impact on our everyday existence as smartphones and the PC had. If this is indeed the case, how should we think about this? Part of the problem is that right now it's difficult to see past this IoT 'singularity', meaning it's difficult to grasp what is coming once all these sensors are commonplace. For example, how many people could correctly predict the profound effect the internet would have only a few years past its inception, changing almost all aspects of modern business/life?

Maybe simply realising that this massive IoT disruptor is coming is step number one. Gartner further emphasised that a bimodal model of IT is needed for companies to make full use of transient "Business Moments" that will be created in future by the IoT, which you can read more about on p24 and p28.

One thing is for sure, if you think that the technology space is currently exciting, you ain't seen nothing yet.

Enjoy the issue,

Mike
(mike@techsmart.co.za)

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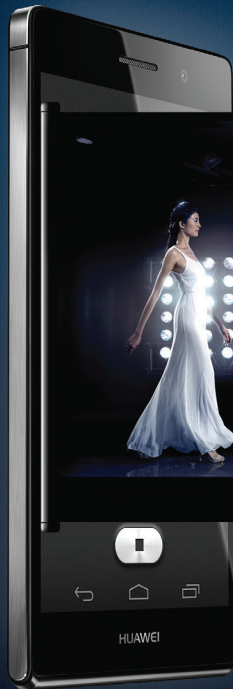
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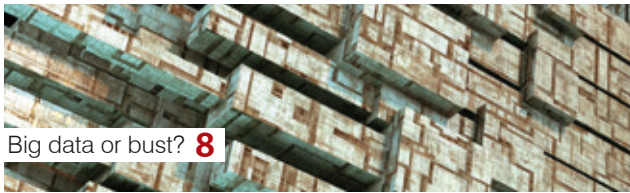
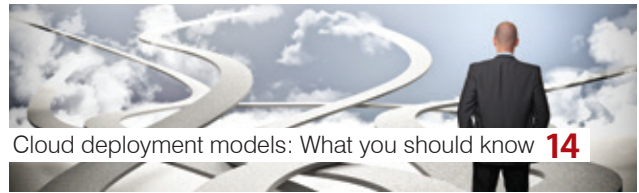


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About the Cover

Erasmus Jacobs, GM and sales director, HDS Sub-Saharan Africa, invites all TechSmart Business readers to Hitachi's Information Forum, set to take place on 7 November at The Campus, Bryanston. For more information, please turn to p6.



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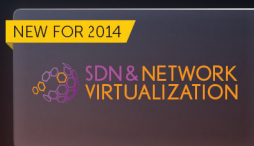


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Hitachi Information Forum imminent

November is set to start off on an informative note, with Hitachi's Information Forum on business defined IT taking place in its first week.

The Hitachi Information Forum, set to take place at The Forum, The Campus in Bryanston on 7 November, will definitely be one companies don't want to miss. This event is one of a series of global information sessions presented by Hitachi Data Systems to take best practice information to CIOs around the globe.

Turn information into innovation

Data is the new gold for global enterprises. But according to IDC, in 2013, only 22% of the information in the digital universe is a candidate for analysis, and less than 5% of that is actually analysed. Meanwhile there is an unprecedented explosion in data worldwide. IDC estimates that this year, the digital universe will equal 1.7 megabytes a minute for every person on Earth. Tapping into this vast resource to derive actionable insights to drive business forward demands a dramatic change in how organisations use information and run their data centres.

To this end, the forum will offer attendees the opportunity to discover how the right information in the right places can support them in making the right decisions to uncover new opportunities. They will learn how to manage and analyse data effectively for new competitive advantage, and discover changing trends in IT delivery models.

Get set for the future

At the event, attendees will be able to:

- Hear technology leaders and analysts share the latest IT and storage innovations, and shed light on the new Business-Defined IT model
- Discover how to transform the IT department to make services more responsive to business needs
- Learn how to innovate with information in a rapidly changing landscape



The forum will offer attendees the opportunity to discover how the right information in the right places can support them in making the right decisions to uncover new opportunities.

- Get insights into driving business innovation and growth using technology
- Learn how to break through the limitations of IT infrastructure and achieve higher levels of agility, efficiency and infrastructure resilience
- Find out how to maintain control and enable mobility with cloud and automate to reduce complexity
- Discover how to deliver on a data center geared for the future
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Big data or Bust?

Big data is said to be the must-have tech for modern companies. But what is it and do you need to get into the action? James Francis investigates.

Harnessing data for a company's advantage is not a new concept. Even before the age of modern business intelligence, those with an analytical streak have been crunching numbers to spot trends. But gaining intimate knowledge of a single company's data was expensive and demanding on resources, or required help from an outside source, such as a research firm.

The data epoch

That picture is rapidly changing. With technology forming the foundation of just about every medium to large business today, there is an inherent capacity to mine the information that gives a critical edge to operations and strategy. It is a concept called big data, though the definition is not always as clear. "Big data has become a catch-all term for quite a wide selection of ideas that people want to propose," says Alastair Turner, field engineer at Pivotal, a company developing the next generation of data-centric operating systems. "Vendors often use it to differentiate their offerings from what is already in the market. So there is a need to talk about the details: what specifically a company is proposing and what do you hope to get out of your data."

It is easy to get lost in the large numbers thrown around about how much data our world generates, but that is akin to considering all of the world's roads when you plan to buy a car. Big data is not about numbers. It's not even about technology. Instead the concept should be approached from a fundamental business perspective. "A big data plan has to come from an organisational level. It is a conversation that should start in the boardroom," says Ayanda Dlamini, business development manager at LGR Telecommunications, a solutions provider that specialises in the global telecommunications industry. "Unless a company drives analytics as a strategic asset, it will not create the framework to reap real benefits. The key questions have to come from the business people."

Finding the sweet spot

Dlamini suggests looking at historical data first: big data is not a cure-all, but instead a culture and the place to germinate

"Don't ask 'Do I need big data?' Instead look at what you want to accomplish and if data can provide the answers"

that culture is in realising what a company already has. This may fly in the face of some sales arguments lauding the value of harvesting external data, but how a company realises the value of its data is the bedrock of future big data strategies. This helps to evolve the critical conversation that must happen before taking the big data plunge.

"A company should talk about where its focus lies," says Natus van der Watt, Cisco South Africa data centre specialist. "If you are into manufacturing, you might want to track parts of assembly lines. But if you run a restaurant, you'll be looking



Ayanda Dlamini,
Business Development
Manager,
LGR Telecommunications



Natus van der Watt,
Data Centre Specialist,
Cisco South Africa

“A big data plan has to come from an organisational level. It is a conversation that should start in the boardroom”

at client opinions floating on social networks. I expect the term ‘big data’ may become useless soon, because it fails to capture the many individual characteristics of what makes data important to any given company. Don’t ask ‘Do I need big data?’ Instead look at what you want to accomplish and if data can provide the answers.”

This business-first approach means that a company must also carefully consider what it plans to outsource, warns Turner. “Ultimately data interpretation should be in-house, because the value of data is nothing without the right people to understand what it means for the business. That is not an IT function. You want to engage with the people who know what to do with a piece of data once they have their hands on it, such as a plant engineer in a manufacturing environment. They are likely to ask the right questions and bring a practical reality to your big data ambitions,” he says.

Big data, small startup cost

Yet the underlying infrastructure can be handed to a partner. Today big data can be driven cheaply through cloud services or by repurposing older company hardware. It certainly doesn’t require one to start from scratch. “Larger enterprises already have the infrastructure to create a big data approach,” says Van der Watt. “Smaller companies often lack flexibility, so they benefit from cloud deployments or point solutions installed on their premises. This is the part that an

integration partner can manage, while the processes and results are controlled by the company on the application layer.” He adds that a company should assess the when and where of its data: if the need is immediate, big data infrastructure can run off the cloud while a company develops its internal systems.

Yet while cloud solutions allow companies to taste the fruits before buying the farm, Turner cautions against adopting big data without some sense of commitment: “You can approach big data from a too-piecemeal view as well. There is a lot of new ground here and companies should be prepared to learn how things work. Big data is not a one-stop solution, but a shift in a company’s way of thinking. Being too ruthlessly pragmatic risks missing the future opportunities big data may offer.”

Ultimately a company’s road forward with big data starts with its own data maturity, concludes Dlamini: “Your maturity is determined by things like having clearly defined policies and processes around your data. If this is the case, there is more room for a company to try different combinations of solutions. But if not, an off-the-shelf solution is the best place to start.” **TSB**

Finding a big data fit

A lot of the talk and hype around big data is focusing on the future, where it is assumed that the world will draw data from just about everything thanks to abundant connectivity and cheap sensor technologies. Cisco’s Natus van der Watt brings up a popular example: a farmer can use sensors to track if fields are being seeded properly or how rainfall varies in different parts of the same field. But he admits that these non-traditional concepts are still approaching us. The technology is there, but the conversations that will stimulate adoption are only starting. For example, it is unlikely a company like Cisco will engage directly with a farmer, but perhaps John Deere or a similar industry peer might. As such, big data and the oft-mentioned Internet of Things are not mutually exclusive.

A big data strategy is nuanced by the industry involved: some may pull data from sensors on an assembly line, others want to find customer feedback on Facebook. Much of big data is still conceptual, so the real question to ask is what a company hopes to gain from data and then investigate how its industry has been tackling the problem.

Big data for the smaller company

There is a big data business case for mid-sized businesses, but the necessary skills and the cost of the technology pose significant barriers to entry. Lance Harris checks the info.

Think

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Everyone in the world of technology seems to be talking about the benefits of big data, and how it can help organisations improve business decisions and understand customers better, all in real-time. But does big data offer as much opportunity for smaller businesses as it does for large banks, utilities, manufacturers and telcos? The experts say that depends on the nature of your business and how data-intensive it is. But the reality is that even small businesses face the challenge of coming to grips with growing volumes of consumer data and mining it for insights that will allow them to make better decisions.

Companies of all sizes are more connected than ever, thanks to smartphones, GPS, wearable devices, mobile applications, and social media, says Simon Campbell-Young, CEO of software distribution firm, Phoenix Distribution. The result is that we are producing and gathering more and more data about ourselves, our activities, our movements, our likes and dislikes and our relationships. Big data tools and disciplines are all about efficiently managing this proliferation of data and analysing it in real time. The data might be unstructured data such as text, videos, audio and images. Or it could be stored in a structured relationship database. But the trick is to use it to understand the business and its operations better. Some of the promises of big data include competitive advantages, productivity growth, operational efficiency and innovation, says Campbell-Young. Though some of these business

cases apply to SMEs, the way they will use big data technologies will usually be more limited than the way large corporations do, he adds.

Gary Alleman, MD at Master Data Management, says that the opportunities for really small businesses to tap the power of big data analytics are restricted. But mid-sized business - those with 150 employees or more - might find some great opportunities to improve their businesses with big data tools, he adds. For example, small financial services firms can use big data to detect patterns in transactions and customer behaviour that could indicate fraud. Or retailers can use a range of big data technologies to better understand and predict customer behaviour to improve and personalise their marketing efforts. Phoenix Distribution gathers a wealth of data that it provides to its resellers, many of them small companies. It mines data to understand where clients are, how big their businesses are, what solutions they need, and so on, for market segmentation.

Right time, right place

This data supports marketing for Phoenix and its resellers by allowing them to better target the right customer with the right message and the right product at the right time, says Campbell-Young. The company gathers and mines data from a wealth of sources, include its call centre, online software registrations, transactional systems and search engine optimisation to improve marketing and generate leads for its resellers. "We have a myopic view of big data, but we absolutely see a strong business case for it," says Campbell-Young.

Alleman says that an SME should start out with a big data project by looking at the business problem it wishes to solve. "You don't know what data you need until you understand what your business objectives are," he says. In other words, big data should be applied for business goals, and not as an end in itself.

Once you understand what you hope to achieve with big data analytics, you can start thinking about which data sources you wish to tap. These data sources might not



Mid-sized business - those with 150 employees or more - might find some great opportunities to improve their businesses with big data tools.

necessarily be the social media or Internet of Things data often associated with the concept. Some companies find a lot of value in web logs and server logs, says Alleman. Start off by trying to find out where businesses in the same industry and of the same size as yours have derived value from big data, Alleman advises. "What are the questions you can't answer with traditional business intelligence?" he says. "For example, could you get better profitability through a scientific approach to data driven pricing?"

Other areas where smaller companies can get value from big data is in understanding the customer journey. For example, big data might help you answer questions such as whether a customer who likes your business on Facebook is more likely to shop with you, or whether sending birthday cards to customers improves your ability to cross-sell and upsell.

A Big Challenge

One big challenge in big data is that it often involves bringing together large amounts of structured and unstructured data from multiple sources, such as CRM, social media and the web. This means that companies may need to turn to complicated and exotic tools like Hadoop to solve their big data challenges. Though cloud computing has made processing power cheaper and many of the technologies are open-source, big data is not cheap. Even large companies are just starting to get to grips with these complexities, says Alleman. "Big data technologies such as Hadoop are new and constantly evolving - they rely on skills that are rare in the marketplace," he adds. Any mid-sized business that adopts big data should, therefore, keep it simple. If you're going to use Hadoop, for example, go with a vanilla implementation. Data integration can also be complex, and you also need to think about data visualisation and analytics solutions, warns Alleman.

There are also privacy and regulatory issues to think about when you're working with customer data. However, you can sidestep them by stripping out information that could be used to personally identify customers and by ensuring you have customers' permission to gather data, says Alleman. "Don't use your data in a way that is creepy," he says. "Use your knowledge in a responsible way." **TSB**

In other words, big data should be applied for business goals, and not as an end in itself.



Simon Campbell-Young,
CEO,
Phoenix Distribution



Gary Alleman,
MD, Master Data
Management

What is Hadoop?

If you've read articles about big data, you've probably encountered discussions about a piece of software called Hadoop. Supported by Apache, a non-for-profit foundation of open-source software developers, Hadoop enables the distributed processing of large data sets across clusters of commodity servers. It is the technology that digital companies use to manage the massive amounts of data they need to crunch. For example, Facebook relies on Hadoop to process and manage the many petabytes of data its 1,2 billion active users generate as they share text, images and videos. According to IBM, Hadoop changes the economics and the dynamics of large scale computing due to its four salient characteristics:

Scalability: New nodes can be added as needed, and without needing to change data formats, how data is loaded, how jobs are written, or the applications on top.

Cost effectiveness: Hadoop makes it cheaper to process and manage massive data sets.

Flexibility: Hadoop can manage and absorb any type of data, structured or not, from any number of sources.

Fault tolerant: Because processing is distributed across many servers, the system can simply redirect work to different location if you lose a node.

Big data - the next major disruptor

In an insightful interview, Gerhard Botha, the CTO of PBT Group explains why big data is a larger and more significant trend than most actually realise.

The term big data has been bandied about quite a bit, but make no mistake, this particular megatrend is no passing phase, and according to Gerhard Botha, the chief technical officer (CTO) of PBT Group, it may end up being a disruptor more significant than the introduction of the tablet and even the internet. Botha began by explaining that the core of big data is the use of a storage platform, the tools to move data from one location to another and then the analytics component, which is where value is gleaned from the data collected.

Trend alert

He continued that the biggest trend that is going to emerge in the big data environment entails logs. "Any machine that generates data, whether it is from phones or various devices inside your house, all talk via the internet and create logs," he elaborated. These logs and the data they contain can then be used for a variety of purposes. The combination of big data and the Internet of Things - in which connected chips could be placed in virtually everything users touch from their doors and cars to their shoes and appliances could spawn endless applications in healthcare, personal monitoring and other industries.

"Everything you touch or use will log information about its use, so you can just imagine the value of that information," he enthused. What's more, individuals can expect to be tracked considerably more in the years ahead, such that it may well become close to impossible in the future to go off the grid.

Value found

Botha elaborated that big data's reach will become even more apparent when different types of data, gleaned from logs, are combined. For example, on a broad scale, cities or roads agencies would be able to see the impact between traffic incidents and weather patterns, and then this information could then be used to affect the behavior of drivers.

For businesses, big data's reach is no less considerable. Thanks to the growing trend of telematics, information pertaining to driving behavior and even when and where cars are driven could be taken into account by insurance companies. Furthermore, policyholders, employees, consumers and customers' habits could be (and is already being) mined via the open data (big data that is freely available) that is placed in the public domain.

The future waits

Botha pointed out that big data and analytics will enable companies to directly see where their customers shop and



Gerhard Botha,
CTO,
PBT Group

“Everything you touch or use will log information about its use, so you can just imagine the value of that information”

offer them competitive vouchers. "Marketing in the future will not be these very crude billboards that are trying to publish to everyone - it will be very direct and specific, and potential customers will receive such specific and personalised marketing that they will almost feel compelled to act," he elaborated.

Whether it comes from data mined from logs, devices, people or other sources, it's quite clear that big data could just as easily be called omnipresent or massively ubiquitous data. As a megatrend, all indications are that it will likely shape and influence businesses and the world in ways that cannot yet be fully conceived nor constrained. [RN] **TSB**

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Cloud Deployment Models: WHAT YOU SHOULD KNOW



The cloud is here to stay, say SA's ICT players. The only question now is what flavour of cloud best suits each business. Tracy Burrows does some scoping.

In research released ahead of its Connect South Africa 2014 event to be staged later this year, Cisco said that of the future business leaders polled, over three-quarters are familiar with cloud computing and of these, 79% are working in companies that have adopted it. More than half say this is the 'age of cloud computing', backing the growing industry perception that cloud is here to stay.

But players are quick to point out that the term cloud does not refer to a single concept. 'Pure cloud' might be a situation where all aspects of IT – from applications and software through to infrastructure including networks – reside on a public platform and components of these are used as and when needed. In a 'pure cloud' environment, there might be little or no need for an IT department or possibly even for enterprise premises in some sectors. This flavour of cloud, however, is not what South Africa's enterprises are adopting. Local businesses are moving cautiously to cloud, assessing the risks and benefits of shifting certain workloads and generally taking their least-valuable assets to the cloud as a form of test case. In many cases, individual departments within enterprises are simply adopting readily-available cloud-based tools, without necessarily involving IT.

Pros and cons

For many companies however, getting to grips with the pros and cons of hybrid, private and public cloud, remains

problematic. Tyrone Gruner, territory manager of Seagate South Africa, notes that public cloud offers advantages such as low upfront costs, high scalability and redundancy. It allows you to trade capital expenses for operating expenses, but on the downside, public clouds may not hold up as well on the parameters of reliability and risk management. "Some organisations, particularly those that require a very high level of security, are less likely to move into public clouds owing to the security or regulatory concerns. This is coupled by the fact that today few people really understand all the legislation involved in third-party cloud services," he says.

Gruner believes this is where private cloud picks up, where it essentially takes the concept of a dynamic data center to the next level. "Enterprises have their own compute capacity dedicated specifically to their data, and they maintain direct control over the operational costs, security protocols and storage architecture," he says. Pippa Wilson, manager of Cloud Solutions at Jasco Enterprise, says the private cloud is often the first choice for most large organisations due to the isolation it provides. However, for some applications, specifically SaaS, the public cloud may be more efficient and cost effective.

Finally, Gruner notes that hybrid cloud solutions can offer the best of both worlds, where businesses are able to store unrestricted data in a public cloud solution while continuing to manage certain amounts and types of data in-house for enhanced security.

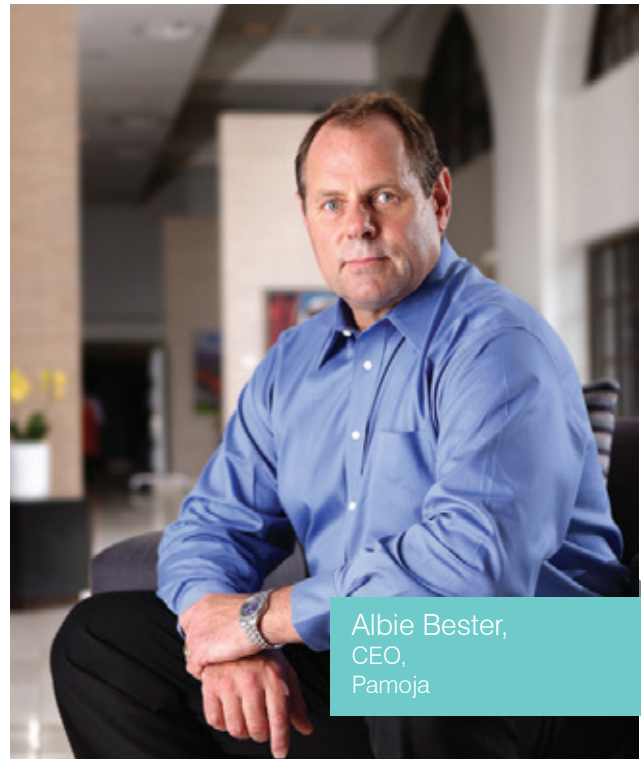
The mid-size and smaller business market is moving to public cloud faster than the enterprise market.

Going hybrid

Albie Bester, CEO of cloud services company Pamoja, says his company is seeing a steady uptake of cloud services in South Africa and East Africa. "There is steady growth – nowhere near what we seeing in the US, Europe and parts of Asia, but there are clear signs that enterprises have become more comfortable with cloud," he says. Andrea Lodolo, CTO of CA Southern Africa, agrees: "Cloud computing, in its many guises, and I say guises because the term has been completely bastardised to include more than was originally intended, of SaaS, IaaS, PaaS, on demand, and others, is taking off in South Africa. I don't think companies have embraced hybrid insofar as having a single application spread between public and private environments. Where this is working is where companies are hosting complete applications or functions externally, and others internally."

Hamilton Ratshefola, director of General Business at IBM South Africa, believes that a mix of public cloud and private cloud is the model most enterprises are likely to adopt. Describing this as a hybrid model, he says enterprises are seeking control of key data and applications.

Tyrone Gruner,
Territory Manager,
Seagate South Africa



Albie Bester,
CEO,
Pamoja

Overcoming fear

Security fears once dogged cloud conversations in the local market, but these seem to have been allayed, says Bester, with CIOs now understanding that the choice of service provider and the right levels of certification can minimise cloud risks. However, enterprises do want to retain control over their data and systems, so private cloud is still a top choice for enterprise CIOs. The mid-size and smaller business market is moving to public cloud faster than the enterprise market, believes Bester. "Smaller businesses are naturally faster and they want more bang for their buck. In the public cloud, they are able to get enterprise-grade systems for an affordable cost," he notes.

Lodolo says local companies have overcome their fear of hosting data outside their datacentres, and even outside South Africa's borders. "Even some banks are prepared to have some cloud solutions hosted outside the borders of South Africa, where they believe there is no sensitive data traversing the network. This is a huge breakthrough, so as companies see this shift, they too are giving cloud more serious consideration, and this is happening more frequently. As companies put their toe in the water and have good experiences with cloud, they are becoming less afraid to embark on larger cloud projects," he says.

"Local cloud vendors are struggling to move up the stack though. The majority of cloud vendors still only offer hosted services, or IaaS. Not many have more to offer (from a locally hosted cloud solution), and those that do don't offer enterprise scale solutions. A lot of today's local offerings that play in that space are hosted internationally and managed by large corporates. In some cases local representatives of these conglomerates are able to replicate the solution locally. The local industry is still in its infancy," Lodolo believes. *[continues on p16]*

[continued from p15]

South African enterprises are open to cloud, but traditional 'vanilla' hosted services are not good enough.

But companies like Pamoja are now playing in the IaaS and PaaS space, and seeing strong interest in this offering. Bester says: "My initial thinking was - why should we play in that space when the likes of Amazon have economies of scale? But we see organisations saying 'I'd rather have my server located locally'. We set up data centres in South Africa and Kenya specifically for this and after eight months, it's looking promising, with growth in the region of 20-30% a month."

Meeting CIO demand

Speaking recently at the launch of Vodacom's eighth South African data centre, Data Park in Midrand, local CIOs said South African enterprises were open to cloud, but that traditional 'vanilla' hosted services were not good enough. A panel discussion featuring the CIOs of a range of large enterprises said service providers needed to understand their businesses and start bundling appropriate solutions for their specific businesses.

Clive Donninger, the CIO of Associated Motor Holdings, said CIOs were no longer worried about cloud security, and that cloud service providers now needed to focus on meeting enterprises' commercial requirements. For example, he said, the automotive industry runs niche and specialised applications. "Software as a service is a challenge if you aren't running mainstream software," he said. However, AMH applications such as mail and networks are migrating to a private cloud environment. In considering moves to the cloud, he added, CIOs also needed to get value out of their existing investments.

Nampak is an example of an enterprise that has embraced the cloud for its lower cost and risk benefits and increased



Andrea Lodolo,
CTO,
CA Southern Africa

agility. CIO Toni Serra said: "We are outsourcing our technical IT in its entirety, selling off IT assets and buying IT back as a service."

Veteran CIO and CEO of Jika Africa, Ken Jarvis, said cloud was set to become mainstream as CIOs became challenged in delivering innovation while still 'keeping the lights on'. He noted that while enterprises as a whole might not be moving to mainstream cloud adoption, departments within enterprises were going ahead and adopting whatever cloud-based applications met their business needs. "Coverage and the cost of bandwidth are still issues service providers will have to address," he said. **TSB**

Edging into the cloud: What goes first?

Greenfields companies and SMEs have the edge in cloud adoption. With little in the way of legacy systems and infrastructure investments to hold them back, they can leapfrog into the era of cloud. Most larger enterprises, however, are moving cautiously.

- ➔ Enterprises tend to move email into the cloud first, on the reasoning that email already lives in the public domain.
- ➔ This is generally followed by layers of security and archiving, backup and data recovery
- ➔ Tools such as CRM, payroll, inventory management systems and Office 365 follow on the back of earlier cloud successes
- ➔ Enterprises then start looking at IaaS and PaaS
- ➔ Last to move is generally ERP, banking systems and those systems most critical to the business success

Cloud security risks “overstated”



Andre le Roux, African region managing director for Interactive Intelligence, explains why the prevailing belief that data in the cloud is at greater risk than data on-premise is overstated.

As South African contact centres become increasingly interested in the benefits cloud can offer them, we tend to hear the same concerns arising: What about the security of my data? How do I control my systems? And how do I guarantee continuity and support from my service provider? Instead, according to Le Roux, it all comes down to a business' cloud model and service level agreements (SLAs).

The truth of the matter is that the majority of cloud solutions are going to be more secure than your on-premise systems. Cloud is mature, and most service providers go to great lengths to ensure bullet-proof security. In contrast, anyone could likely slip into your data centre and compromise the data therein.

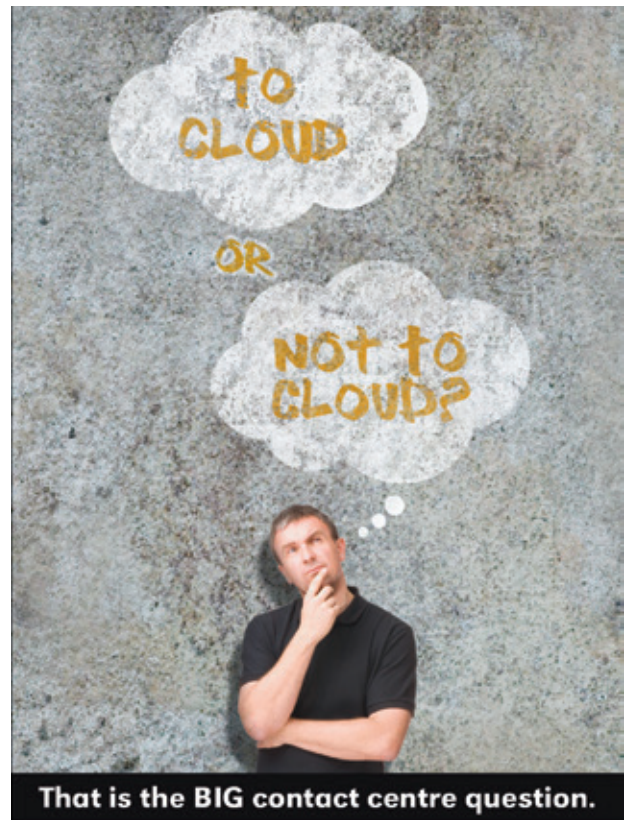
Compelling cloud

If you extend the security conversation to include business continuity and disaster recovery – both of which are critical in preventing the risk of business downtime and data losses – then cloud presents a compelling and cost-effective solution to BC and DR concerns. With an effective cloud solution in place, business can be assured of limited downtime and rapid recovery from unforeseen circumstances.

However, the responsibility for security in the cloud rests with the enterprise, and its due diligence in choosing the most appropriate service provider and service level agreements. When selecting a cloud partner, the enterprise must carefully assess that service provider's stability, track record and corporate strategies. You need to check their compliance, policies and appropriate security certifications, such as the ISO 27001.

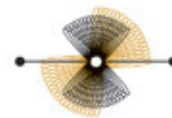
Consider this

In addition, the business should look at the actual cloud services being offered and consider whether they have redundant data centres, flexible and compliant architecture, isolation of customers and watertight SLAs. These SLAs need to be specific and appropriate for the business's needs, their software must also be mature and proven, and network operations centre should offer proactive, 24/7/365 monitoring. **TSB**



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Cloud Applications in a Post-Technology World

Pieter Bensch,
MD,
Oracle South Africa

Pieter Bensch, VP and MD at Oracle South Africa, looks at how the cloud debate is set to evolve with a focus on delivering business advantage.

To date the real meat and potatoes of the cloud – the transformational cost and performance benefits it brings to businesses – has been somewhat obscured by the technology debate.

As a consequence, the very thing that makes the cloud exciting – how it can dramatically improve business efficiency and productivity – has been shrouded in a fog of acronyms (ITaaS, DBaaS, SaaS), as well as debates over which ‘flavour’ of cloud is best: public, private or hybrid. This technology-centric view of the cloud brings unnecessary confusion to something that should in fact be simple.

Dispelling illusions

It is becoming clear that the debates that have raged over the various merits and demerits of private and public cloud are largely illusory. Rather than making an either/or decision on whether to use public or private cloud, businesses are discovering that the cloud is about finding the right solution to each and every unique business challenge. In some cases the answer will be a private cloud implementation; in others, a public; in others still, a combination of the two.

Similarly, any notion that on-premise applications and infrastructures will disappear entirely in the wake of faster, less expensive and more agile cloud alternatives simply does not hold water. The nature of certain business functions means that some form of on-premise approach will always be required.

Business solutions have always been about achieving specific capabilities to overcome roadblocks or improving business performance, and the cloud is no different. Determining what functionality is required will be the first step in deciding which

platform is right for the business. As long as a company feels secure, the delivery system becomes less important.

Potential clarified

Business leaders will need to balance their needs, constraints, and security concerns to ultimately choose the solution that ticks all the boxes. The potential this practical approach to the cloud opens is huge. Today it is already possible for businesses to select cloud applications from service catalogues to meet specific business challenges. These capabilities are set only to become more powerful.

For example, I believe that in the next five or so years fewer people will buy complete off-the-shelf applications. Instead, it is likely that business users will select components of apps according to their needs and integrate them into what is effectively a bespoke application. Businesses will be able to benefit from database-as-a-service to develop new applications in a public or private environment, depending on their preference. This approach is enabled by the cloud, but it's still at its heart good business sense – understanding what the business challenge is and then finding the best way to address it.

Meaning matters

The cloud is beginning to mature and as it does so too does the way in which we view it. Businesses must worry less about which letters precede their cloud service and instead view the cloud for what it is: a channel for connecting business challenges with the solutions that address them best.

This is what we mean by ‘cloud applications in a post-technology world’ – it is about bringing meaning back to the cloud by demonstrating what it delivers rather than how it is delivered. **TSB**

Constant assessing and monitoring key to securing cloud environment

There's more to cloud than simply jumping on-board - security remains a primary concern.

While locally the uptake of cloud solutions is on the increase, Jonathan Kropf, CEO of local cloud vendor, Cloud On Demand says that many organisations are still grappling to pin down what is essentially a very broad concept. This is resulting in a situation where many are jumping on the so-called cloud bandwagon without adequately thinking through the risks.

"The general perception among organisations seems to be that you can simply just hand over the cloud function to the service provider and forget about it. However, as with any other IT component or function, cloud services must be managed and secured using policy, monitoring and the necessary security tools and services," he comments.

A big weakness

Richard Keymer, head of Pre-Sales at SecureData Africa, says that when it comes to cloud its biggest strength, in it being easily accessible and available, is often also its greatest weakness. "Cloud by its very nature is prevalent to risks with its architecture lending itself to the increased risk of data loss or theft.

"Locally, however, the cloud market is not mature enough yet in terms of following proper due diligence when it comes to implementing adequate security measures. Compounding the problem is that while IT security practices may be clearly defined, cloud is not. The fact that it is so dynamic makes planning and implementing security measures more complex, requiring constant assessing and monitoring to stay on top of a landscape that is evolving at a rapid rate," he says.

Best practice

For Keymer, while it is impossible to conclusively define best practice when it comes to the cloud environment due to its dynamic nature, there are a number of practices and processes that when done correctly can ensure your cloud deployment is relatively secure.

"The first step is to assess the environment. Ideally organisations should ensure their current internal IT security is up to date before contracting with a cloud service. Following that, cloud-related security weaknesses need to be identified and ranked according to which threats pose the most risk. Only once this has been done should the solutions to best mitigate these risks, whether it is antivirus or a firewall, be weighed-up implemented. And last, and perhaps most critical, is monitoring. Here organisations need to be prepared to ensure that all risks are identified and mitigated on an ongoing basis.



Jonathan Kropf,
CEO,
Cloud On Demand

"Cloud services must be managed and secured using policy, monitoring and the necessary security tools and services"

Implementing security solutions is by no means a once-off process; rather it's a case of continuously identifying further vulnerabilities," he explains.

When it comes to monitoring, Keymer emphasises the importance of working closely with the cloud service provider to ensure you have comprehensive control and extensive visibility over your cloud infrastructure. "It is very important to ensure that the hypothetical line in the sand has been drawn upfront in terms of who is responsible for what. Here what needs to be clarified is whether the service provider takes responsibility for your data and provides security guarantees, as well as what level of access your organisation has to the cloud infrastructure," he adds. **TSB**

How to plan for IT DISASTERS

There's more to a good business continuity plan than simply backing up your data.

Small and medium enterprises (SMEs) have become every bit as reliant on technology to keep their businesses running as large banks or government departments. That means that it's as important for SMEs to have robust disaster recovery and business continuity plans in place to ensure that they can recover from an event that causes their IT systems to fail.

Though the term 'disaster' brings to mind visions of earthquakes and hellfire, although most disasters in this context are more mundane. The most common reasons that companies in South Africa invoke their disaster recovery and continuity plans include hardware and software failures as well as power outages, says Lynn Jackson, a consultant at ContinuitySA. But even these routine problems can bring an SME to its knees if it does not have the policies, procedures, systems and people in place to get its business up and running quickly. One important nuance to keep in mind is that disaster recovery and business continuity are two different concepts, even though many people use the terms interchangeably.

Does your plan come together?

Disaster recovery refers to the plans the business has in place to recover IT systems, applications and data after an outage, says Jackson. Business continuity refers to the wider picture of providing the infrastructure, people, supplies and services the business needs to keep running after a natural, manmade or systems catastrophe. "Business continuity is driven from the top of the business, whereas disaster recovery should be driven by the IT department," says Jackson.

"Business continuity is driven from the top of the business, whereas disaster recovery should be driven by the IT department"

Providing vital business infrastructure and functionality is just as important as using your data back-ups to get your computer systems running. For example, where will call centre operators work if the office building burns down? Or how will you source parts and spares if an industry-wide strike disrupts your supply chain?

The guidelines in place

One framework that companies can use to manage their business continuity plans is Good Practice Guidelines from the Business Continuity Institute, a worldwide professional association for the continuity industry (bit.ly/1oiSs5u). The Good Practice Guidelines provide six professional practices that companies can follow to draw up their continuity plans.

The first element is policy and programme management. The policy should be a succinct document - two pages perhaps - that outlines what management believes needs to be put in place to keep the business running through a disaster, says Jackson. Programme management is about putting a team in place that is trained and empowered to implement the continuity programme, adds Jackson. "You need to get everyone to take the policy and programme seriously, and ensure they understand what they are implementing and why," he says. *[continues on p22]*

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[continued from p20]



Heidi Weyers,
GM for Sales,
Attix5

Understanding the threats

The next step is to conduct a business impact and threat analysis to understand potential dangers to the business as well as how these risks might impact operations, says Jackson. This practice is about identifying the most important functions in the business and the resources that support them - people, IT systems, suppliers, office infrastructure and so on. Heidi Weyers, general manager for Sales at Attix5, says that business continuity and disaster recovery planning starts with an assessment of the risks the business faces. You should look at the risks attached to your location - for example, is there a history of flooding or crime in the region your office is located? One should also consider the risks inherent to your industry - mines and manufacturers may have different processes, risks and dependencies to consider when they draw up their plans, she adds.

Following business impact analysis, you can move onto designing a business continuity plan. The goal should be to minimise risks to the business and reduce as far as possible the need to invoke your business continuity plan, says Jackson. That said, you can never completely eliminate risk, so you need to manage it. There is a delicate balance to strike here between the high costs of building completely resilient and redundant business processes and the real risks the business faces, Jackson says. Not every business can afford the costs of running a mirror site and replicating all of its data in real time.

"The next phase is implementing the design and documenting your continuity plan," says Jackson. "You need to put a structure in place: strategic, tactical, and operational." The final step is to validate the plan - you should test to fail and throw as many spanners in the works as possible to ensure that the plan caters for most eventualities. The elements of the plan will be based on a photograph of the business at a particular time, noting that your company is a living entity that changes all the time. That's why you should revisit your continuity plan once a year or so to ensure it remains relevant, says Jackson. **TSB**

"You need to get everyone to take the policy and programme seriously, and ensure they understand what they are implementing and why."

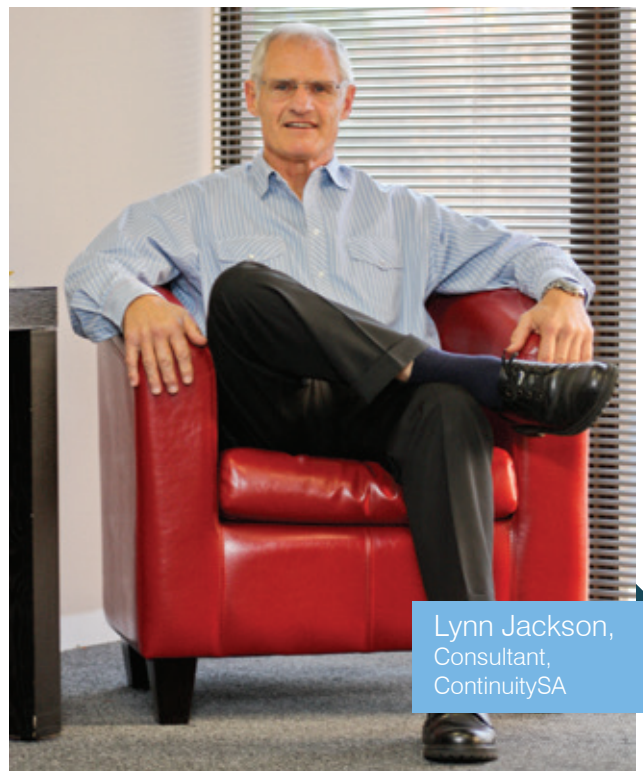
Defining your recovery objectives

When disaster strikes, you want to get your systems up-and-running as quickly as possible to keep revenues flowing and ensure that your customers remain happy. But just how do you balance the potentially prohibitive costs of a completely failsafe disaster recovery plan against the risks you face? Gareth Tudor, CEO of Altonet, recommends looking closely at how much tolerance the business has for loss of data and functionality across its various systems and then looking at solutions that will deliver the level of protection they need. There are three aspects to consider, he says.

Recovery time objective (RTO): This is about how quickly you need to get your business up-and-running with its data after you suffer an outage or disaster.

Recovery point objective (RPO): This defines the target age of the data you need to recover to resume normal operations. If the RPO is one hour, you'll need to make backups every hour. If it is every 48 hours, then you need to back up every two days.

Recovery Granularity Objective (RGO): This refers to how granular your data recovery must be - whether you need to recover your data at a file, block or transaction level. For transactional systems, you might need continuous data protection, but a daily backup might suffice for less mission-critical applications.



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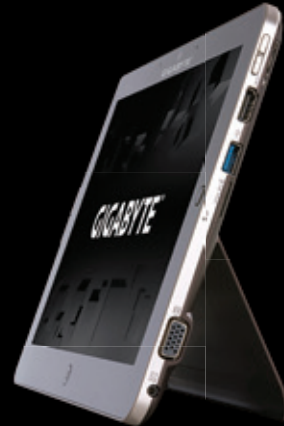
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Gartner Symposium: A new world of IT awaits

If you think that the world of IT is currently challenging, just wait for the future. At the recent Gartner Symposium/ITxpo Africa 2014 held in Cape Town, the technology research company provided some important insight for survival.



Peter Sondergaard,
Senior VP,
Gartner

I imagine this scenario: You're involved in a car crash on the N1. Luckily your smartphone notes the sudden deceleration, checks smart sensors on your clothes for vital signs, and sends this data to first responders. A damage report is collected from your vehicle, and sent to the fire service, police, towing and insurance companies. Video is also collected from nearby cameras, with this portfolio then sent to law firms for assessment. All while your next of kin is notified via text or Facebook within the first few seconds of this event taking place.

This is the type of "Business Moment" that Mark Raskino, vice president & Gartner fellow, presented as one of a number of digital transient opportunities awaiting companies in the future. Unlike business now, these digital events require not only the interaction between people and companies, but extends the equation to include 'things' – more specifically the 30 billion devices connected to the Internet of Things (IoT) by 2030.

How to get from here to there

While it currently sounds far-fetched, the scenario mentioned above is not so far off in the future. The problem faced by many businesses though, is how to get from here to there? 'Here' being the current state where the IT department is used mainly to keep the lights on, with

67% of current IT budgets typically going towards this purpose. 'There' refers to a position where IT plays an active role in helping the company move in the right direction and seizing business opportunities. According to Peter Sondergaard, senior vice president at Gartner, business units must begin to think like start-ups, which implies that just like start-ups, companies must think about the future, be flexible and able to react quickly. One important aspect of this is that the 'keeping the lights', pragmatic side of the IT budget must actually drop to about 50%. The rest of the budget would go towards growing and transforming not only the IT department but also the business as a whole to enable it to make use of new opportunities.

CIO must be trusted ally

Throughout the conference the various speakers referenced a bimodal model of IT. In explaining this model, Mary Mesaglio, research vice president at Gartner, noted that the IT department should have two modes running



These digital events require not only the interaction between people and business, but extends the equation to include 'things'



Mary Mesaglio,
Research VP,
Gartner

alongside each other. One, the traditional that makes sure IT runs smoothly and safely. The second mode takes more of an exploratory role, with an emphasis on agility and speed – sprinters more than marathon runners. Although each is essential in its own right, these two modes need to run side by side, since without this bimodal model, companies simply cannot confront “the range of needs presented by digital business,” as Mesaglio noted.

For Lee Wheldon, research director at Gartner, this new digital business space companies are moving towards, shifts the role of the CIO from merely the enabler of business, towards a sphere where he/she is also applying technology to drive business growth, becoming a trusted ally in the process. Connected to the bimodal model of IT, the trusted ally CIO moves from a pragmatic towards more of a visionary role, foreseeing how information and technology drives companies forward. Once again, keeping the lights on is not enough, as a trusted ally the CIO is valued more as a business leader who happens to be in charge of IT. This new CIO’s reputation is built on his/her impact on the business, and he/she is one of the main executives involved in shaping business strategy.

A team effort

Although 46% of CIOs believe they need to lead the company’s digital charge, only 16% of CEO’s deem this to be the case. Instead, CEOs are rather more inclined to see the move to digital as a team sport.

During the Gartner Symposium David Cearley, vice president and Gartner Fellow, identified the top technology trends that companies cannot afford to ignore in their strategic planning processes. As part of a heading “Intelligence Everywhere”, Cearley identified:

➤ 1. Advanced, Pervasive, Invisible Analytics ➤

Analytics will take centre stage as the volume of data generated by embedded systems increases and vast pools of structured and unstructured data inside and outside the organisation are analysed.

➤ 2. Context-Rich Systems ➤

Ubiquitous embedded intelligence combined with pervasive analytics will drive the development of systems that are alert to their surroundings and able to respond appropriately.

➤ 3. Smart Machines ➤

Prototype autonomous vehicles, advanced robots, virtual personal assistants and smart advisors already exist and will evolve rapidly, ushering in a new age of machine helpers. “The smart machine era will be the most disruptive in the history of IT,” said Cearley.

Sondergaard did offer CIOs a few choice recommendations, which would not go to waste if CEOs also took note. Firstly, he noted that success should not be measured by the IT investment as a percentage of revenue, but rather as revenue generated per IT investment. Furthermore, the modern CIO needs to play an active role in reskilling the organisation, and not just the IT department. This might be trickier than it sounds, with Sondergaard stating that by as soon as 2018, companies will be employing 50% less business process workers, and 500% more key digital jobs. Taking into account the previous mention of the importance of the IoT, it’s not difficult to see why he notes that some of these key IT positions of the future are experts in smart machines, robotics and automated judgment. These positions are not exactly what you would call common skills, nor are many tertiary education institutions currently offering training in these.

It is imperative that CIOs take responsibility for the company’s data, to make sure that it is treated like the asset it is. After all, with the IoT upon us, “data is the oil of the 21st century,” as Sondergaard noted. [MJ] **TSB**

Keeping the lights on is not enough, as a trusted ally the CIO is valued more as a business leader who happens to be in charge of IT.

Odyssey - Enhancing backoffice visibility through CRM software

TechSmart Business talks to Odyssey CRM CEO, Etienne Smith on how Odyssey's locally designed CRM solution is giving business owners a distinct edge.



Etienne Smith,
CEO,
Odyssey CRM

As any small business owner knows, one has to be a jack of all trades to compete against the manpower of larger competitors. This can, however, leave companies severely lacking from a back office visibility perspective, and as such necessitates the implementation of robust and efficient Customer Relationship Management (CRM) software to ensure businesses remain productive. Local solution provider Odyssey is one such company aiming to enhance SMEs level of service delivery through mobile and agile CRM software.

Extracting value

The first role that CRM software fulfills, is the efficient storage of customer data, commonly found in spreadsheet form. With CRM software, business owners can effectively capture and increase their customer database to yield overall value. CEO Etienne Smith added that "CRM software enables small business owners to tackle operational challenges, including sales decline, improved service levels, and better communication between sales staff and clients."

Secondly, the CRM solution must be agile, adapting to business trends in a seamless and effortless way. To that end

Odyssey CRM has increased both its speed of service delivery and ease of use, since its initial development in 2009. This evolution has yielded a larger customer base for Odyssey, as well as a solution designed to meet an ever growing mobile sales force. Odyssey's increased mobile focus is set to continue into 2015, with the company aiming to deliver a complete 360-degree solution for its customers with an entirely online back office offering.

Proudly SA

Over and above these two elements, the most significant aspect of Odyssey CRM is the fact that it's locally designed from the ground up. This gives Odyssey a distinct advantage over other off-shore CRM solutions, as they can offer customers timely and responsive feedback, uniquely tailored to the South African business owner. As a result of its locally-based roots, Odyssey has seen a number of companies shift from other CRM software providers to Odyssey. According to Smith, "the main reason is the fact that our support staff and developers sit in South Africa and we can communicate in our local languages."

Looking forward, he identified three key focus areas that Odyssey is integrating into its CRM software. Partnering with accounting systems, will give Odyssey a distinct edge over competitors, as will its incorporation of mobile-based banking services like using QR codes and vehicle tracking software for on-the-road sales staff.

For more information on a comprehensive local client management tool, head over to www.odysseycrm.co.za. **TSB**

Four ways CRM can positively affect the bottom line:

- ▶ 1. One can use CRM to gain more visibility into your client base and evaluate the tactics required for more profitability.
- ▶ 2. It can improve a company's customer service practices, helping employees respond to clients' queries quickly and effectively.
- ▶ 3. CRM allows managers to track interaction between sales staff and customers. Always know in what stage of negotiation every deal finds itself.
- ▶ 4. It enables you to keep your most valuable asset, customers. People change jobs, but keeping your database in one central cloud can ensure they move without your clientele.

Answering the ‘Where’ questions

Local technology innovation company, AfriGIS believes that the answer to “Where” holds the key to future growth. TechSmart Business spoke to its MD, Magnus Rademeyer to find out more.

With big data as one of the current major trends, it’s easy to forget that a number of companies have been working with, and refining, large data sets as part of their primary business for many years already. None more so than local geographic information system provider AfriGIS.

“Geographic data is big data,” says Magnus Rademeyer, MD of AfriGIS, noting that some of the largest data sets in the world refer to mapping and the information derived thereof. For businesses, it is the unlocking of information coupled with this geographical data that can hold the key to future growth. Called Spatial Information Intelligence, Rademeyer explains that it is one of the drivers of efficiency since it solves the problem of ‘Where’. A courier, for example, needs to know the ‘where’ when delivering a package; companies need the ‘where’ when selecting the location of a new franchise or shop; and banks need the ‘where’ when choosing to provide credit to certain areas.

The Knowledge Tool

“If you can use geolocation meaningfully, you can quantify demand,” said Rademeyer, noting that it is here where AfriGIS plays an important role. For one, the company has a number of data sets available, plus the ability to build more if so required. Secondly, as anyone who has had experience with big data knows, you need to have the correct data extraction tools in place to be able to answer the questions asked. Rademeyer believes that AfriGIS’s Search offering, powered by IntiendoS and Analysis tool GISlike, are precisely such tools, helping local businesses and organisations use spatial information to gain a business advantage. “The information we have available holds the key to, amongst others, traffic management, telecommunication planning, and governmental planning. What we do is pull all disparate data sets together and make it easily accessible,” he says.

The AfriGIS GISlike analysis application works online and allows companies to not only make use of the AfriGIS maps, but also the datasets incorporated in it, including Census and infrastructural data. Users of GISlike can therefore employ it to enable market, consumer and risk profiling; assist with



Called Spatial Information Intelligence, Rademeyer explains that it is one of the drivers of efficiency since it solves the problem of ‘Where’.

market research; and of course help with projects’ risk analysis. Furthermore, clients are able to integrate their own data from Excel to have it displayed spatially on the maps. While there are many companies that can offer parts of the solution, what sets AfriGIS apart, is that they can provide the complete package. The company has been in the geographic information industry for more than 15 years, and counts the IEC, Famous Brands, Nando’s, SARS and RAM Hand-to-Hand Couriers as some of its big clients.

And the Power

If you believe in the old adage that knowledge is power, when seeing GISlike in action, one quickly comes to the conclusion that AfriGIS has a wealth of information to seriously bulk companies’ planning muscles. According to Rademeyer, if you know how to use geolocation properly, it is easy to spot supply and demand. And is this not the first key to a growing business? **TSB**

For more innovative solutions visit www.afrigis.co.za.

Get ready for the new world

Information technology is undergoing a massive shift, and CIOs in particular need to keep abreast of the seachange affecting the industry as a whole. TechSmart Business interviewed George Ambler from Gartner to find out more.

Traditionally, George Ambler, executive partner, Gartner Executive Programs believes, organisations were built upon responding to the industrial IT era, in which its solutions and infrastructure were intended to be reliable and cost effective, and around which the pace of upgrading was typically slow. The problem is that these same factors are not well suited to a digital IT era, in which agility, innovation and speed to market are critical.

Internet, everywhere

Mobile is not the only factor that is spurring on this new era of IT, so too is the much discussed Internet of Things (IoT). Indeed this is expected to change the way companies do business – and the fields in which they operate. “We are moving into a much more digital world, and it poses the challenge for organisations to create new forms of value and new business models,” he continued. As an example of organisations that have taken advantage of this shift, he cited Nike, traditionally a shoe manufacturer, which has steadily been making inroads into the healthcare sector.

Granted, while this can bring exciting opportunities for savvy businesses, actually taking advantage of the digital mobile era is not so simple for CIOs tasked with making this change happen.

Shift your mind

Ambler pointed out that many CIOs were accustomed to dealing with and approaching IT from an industrial era mindset, which now could act as a hinderance. “CIOs have to rethink how they use technology, and the processes they have in place so that they can adjust to the mobile world,” he stressed.

Ambler though, does not believe that organisations need to choose between an industrial era IT approach and a digital/mobile era one, but rather stressed that they can instead establish a bimodal plan. In this, a business would have one team that focuses on the conventional approach to IT (what Ambler refers to as keeping the lights on), while the second team would then be free to give particular attention to IT agility and innovation, to exploring and creating those new business models that take advantage of this transition into a new era.

Advising the advisors

Ambler’s has some immediate advice for CIOs caught in this shift. First he stressed that CIOs need to rethink their contribution to the enterprise. He noted that, in the past, CIOs saw themselves as enablers, but in a digital world, their role shifts from “rowing the boat to steering the boat.” In practical terms,



George Ambler,
Executive Partner,
Gartner Executive Programs

“CIOs have to rethink how they use technology, and the processes they have in place so that they can adjust to the mobile world.”

this means that CIOs need to be better at understanding business, and have leadership skills so that they can lead the way in creating new business streams. They also need to be able to influence and persuade C-level executives to become more tech savvy, and position themselves as trusted advisors in this regard.

Ambler further encouraged CIOs to address their core infrastructure that is not digital or cloud ready and that is not mobile friendly. Finally, he encouraged considering adopting a bimodal approach, so as to be able to not only maintain the status, but also to innovate, in order to create a product and take it to market in a few weeks. [RN] **TSB**

Citrix predicts the Future of Work

The latest annual *Technology Landscape* report, released recently by Citrix, has indicated that the future of work will largely be shaped by employees.

Citrix's annual *Technology Landscape* report brought with it a few eye-opening revelations, the first of these being that it's not so much enterprises that will determine how people and businesses work over the next five years. Rather, this power rests with individual employees and the technology they each individually choose.

More specifically, the report identified three key trends that are expected to shape the workplace moving forward. The first of these relates to an organisation's employees themselves, with Citrix asserting that enterprises are becoming matchmakers, "pairing great talent to great work" as they embrace the freelance and creative economies.

Future proofing

Additionally, workplaces of the future are expected to adjust to the incoming workforce's anticipated demand that they embrace 'anywhere, any device and anytime' practices. Johnny Karam, regional vice president for Middle East and Africa at Citrix, believes organisations that adopt these practices will attract the highest caliber of talent, and thus thrive and grow.

The second megatrend cited in the report was that of an abundance of technology, which catalyses a potential "creative revolution" and enables individuals to make unique contributions to society. The report noted that internet-enabled sharing economies, such as Uber and AirBnB, and 'giving economies', such as Kickstarter, are also expected to become more pervasive.

Digitally advantaged

The third, somewhat more complicated, megatrend influencing the future of work is that of the Personal Digital Advantage, and its role in defining success. Karam pointed out that there are an overwhelming number of devices and software tools available today to enhance, automate, and assist people with work.

The Personal Digital Advantage, he explained, is made up of all the digital tools, hardware and software, that enable people to work and live more meaningfully. However, in order to reap the value of this trend, individuals need to master certain practices.

Enterprises are becoming matchmakers, pairing great talent to great work.



Johnny Karam,
Regional Vice President
Middle East and
Africa, Citrix

These include attention and information management, which includes managing distraction. The report noted that while the average worker's ability to filter, consume, connect and act on information hasn't improved through the years, the amount of information available has expanded exponentially. Thus, those individuals who can use tools to filter out the most relevant information to act on will be able to more successfully move forward.

Leveraging assistance

Additionally, another essential practice is that of speed learning, or the ability to embrace the evolution in learning, which allows people to learn quickly in small chunks. Further encouraged in order to glean the benefits of the Personal Digital Advantage is leveraging hybrid intelligence, which mixes human and computer effort. A prime example of this was using real-time digital assistants such as Siri and Cortana. These, along with crowdsourced intelligence, are ultimately designed to improve the user's ability to get things done. Thus, future intelligence is expected to be about asking good questions, being aware of the nature of things, and working with one's memory set. [RN] **TSB**

How SMEs can effectively negotiate regulatory red tape

One of the unseen hurdles hampering small businesses and enterprises are the many regulatory bodies and requirements in South Africa. CEO of Sage AMEAA, Ivan Epstein, details five regulatory checks for SMEs to keep in mind.



Ivan Epstein,
CEO,
Sage AMEAA

For those running a local small to medium business or enterprise (SME), one's plate is full enough without having to worry about the different regulatory bodies within South Africa and their often time consuming requirements. To ensure that this interaction is carried out more effectively, Ivan Epstein, CEO of Sage AMEAA (Australia, Asia, Middle East and Africa), details five regulatory checks every SME should keep front of mind.

As interaction with these bodies is unnegotiable, they present a necessary evil for business owners to ensure their endeavours stay above board. According to Epstein, compliance with these bodies may prove difficult, but will reap unexpected dividends in the end. "Putting the processes and systems in place you need to satisfy various laws and regulations will give you visibility into, and control over, your business," he added.

Pay the taxman

Nothing is certain except death and taxes. Both of these concepts are quite sobering, but the latter is something that every South African, individual and business owner alike, must deal with. The South African Revenue Service (SARS) is undoubtedly the biggest regulatory body in the country, so crossing their path is ill-advised. Epstein advocates registering

with SARS as a provisional taxpayer, specifically if you're a sole proprietor. If you have registered a company, registering with SARS is a natural and necessary step to take, says Epstein. He also went on to add that businesses must ensure that tax is deducted from all employees, as well as the payment and collection of VAT, should your annual earnings exceed R1 million.

Educate yourself

Knowledge is power, especially if you're an employer. That's why Epstein urges business owners to familiarise themselves with Labour Law, as well as Health and Safety regulations. An understanding of the Basic Conditions of Employment Act will ensure employers know their limits in terms of assigning over time and dismissing employees. The Occupational Health and Safety Act outlines the rights for employees in terms of working conditions, a thorough knowledge of these rights will prove of vital importance for employers to ensure their business environment is up to scratch.

Compliance with these bodies may prove difficult, but will reap unexpected dividends in the end.

Municipal bylaws too, are well worth a thorough read, as they detail important aspects like hygiene, noise levels and government zoning. One of the growing regulatory environments identified by Epstein, is that of consumer rights. A firm grasp of the Consumer Protection Act is of paramount importance, as it provides the guidelines for handling customer's data and dealing with those dreaded returns and warranty issues.

Seek help if need be

Above all, Epstein advises business owners not to become intimidated by these large and powerful regulatory bodies, as failure to understand the rules and requirements themselves can create added pressure for the SME itself. Consultation with professionals is also a good idea for SMEs to follow, says Epstein. They should have a thorough knowledge of these regulations, with the ability to provide welcome suggestions. "Seek professional tax, accounting or legal help than risking non-compliance - it will be well worth the investment," he concluded. **TSB**

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WE DELIVER

Data Centres: 10 Points to Note

MWEB Business provides a check-list for data centre selection.

Any business wanting to outsource its data needs instead of buying, maintaining and hosting its own servers in their own data centres, must do its homework first. So says Debbie Pretorius, GM of MWEB Business who points out that with so many different options available it can be difficult to determine which data centre solution is best for one's business.

"Before starting on the outsourcing journey it's important that you understand which issues you hope to resolve by outsourcing your data needs, as well as the types of services you may require from an offsite data centre," she adds.

The following 10 points could help you to make the right decision:

1. **Location.** If you are co-locating, or need to get to the facility to update or service your equipment, is the data centre conveniently located and easily accessible at all times – including rush hour and outside normal business hours?
2. **Flexibility.** Will the data centre provider be able to meet your needs now and in the future? How flexible is the provider in terms of accommodating your needs? Will you be able to change from one solution to another? Will you be able to upscale or downscale as the need arises?
3. **Scalability.** Will the provider be able to scale with you over time? Does this include the availability of additional space, power and connectivity?
4. **Reliability, reliability and reliability.** Reliability is measured as uptime. What level of uptime is the provider able to offer? A reliable provider should have five 9s uptime, meaning they are reliable at least 99,999% of the time.
5. **Business stability.** How financially stable is the provider? How committed is that provider to South Africa? You don't want to spend a lot of time and money investing in a data centre that may not be around, or could be under different management, within a few years.
6. **Disaster recovery.** What type of disaster plan does the data centre have in the event of a fire, or flood?
7. **Power.** Does the data centre have sufficient power to keep the servers up and the temperature in the centre down – even when running at full capacity?
8. **Backup power.** Are there sufficient generators to keep the data centre operational should there be a major power outage? For how long? And how often are the generators used, checked etc?
9. **Contracts and SLAs.** Before committing to anything, review the contracts and service level agreements carefully.
10. **Network performance.** How stable and secure is the data centre's connectivity to the outside world? Are there redundant connections? How fast is the data centre's connection? How will high traffic volumes into and out of the data centre affect your access to your data?



Debbie Pretorius
GM,
MWEB Business

MWEB has invested heavily in developing and upgrading its data centres, ensuring that it is able to meet the hosting requirements of every business. For more information about MWEB Business' data centre offerings, contact 087-700-0111 or send an email to business@mweb.com. **TSB**

4most launches EMA solution



Marking what it calls a milestone in the industry, 4most officially launched its enterprise management solution, EMA, into the automotive market.

At the launch event for its unique enterprise management solution, EMA, 4most began by pointing out that 2008 had ushered in a great deal of instability. Eugene Oliver, the business development director of 4most believes that since the recession continued volatility had become "the new normal." Adding to this was the changing nature of customers themselves. "Ten years ago, a buyer would enter a car dealership six times, now, that has dropped to 1.3 times," he commented.

EMA unwrapped

Along with currency changes, which resulted in the same product being significantly more expensive nine months later, businesses were further faced with increased competition. "What this means is that businesses need to do a hell of a lot more, with a hell of a lot less," he stressed.

To this end, Marius Fabian, the MD of 4most noted that EMA, which is powered by SAP Business One, is particularly aimed at addressing the automotive industry's needs. More specifically, the solution provides a management system for

large manufacturers (original equipment manufacturers) as well as vehicle dealerships (sales and service). It offers users an integrated dealer management solution, and a single system that automates processes and delivers a reliable, unified picture of operations based on up-to-the-minute information.

Benefit bounty

The benefits of deploying EMA are potentially far reaching. These include enabling businesses to foster better customer relationships and thus build their customer base; achieve efficiency and transparency through integration with the supply chain, and enable users to access accurate, complete information to respond to market needs.

Fabian stressed EMA was designed to be both broadly customisable and versatile, and reiterated that the solution could be deployed on an intranet if desired, as well as being accessible from anywhere at anytime across the cloud. Additionally, users pay for the solution by monthly subscription, while a portion of the fees then go towards further development of the product based on customer feedback. For more information visit www.ema-on-one.com today. **TSB**

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Kaspersky Lab launches Internet Security multi-device 2015 locally

Part and parcel of owning a PC or notebook these days, is the acquisition of some robust security software to safeguard against the threat of prying eyes. Smartphones and tablets however, remain a potential area for malicious threats. As such, Kaspersky Lab has debuted its newest offering, Internet Security multi-device 2015 for South Africa. This new software is designed to protect one's PC or notebook, as well as Android or iOS devices.

New features integrated into the 2015 offering include webcam protection to ensure one's webcam is not hacked; System watcher to safeguard against the growing threat of crypto malware; and Wi-Fi security notification to warn users against any malicious Wi-Fi hotspot activity. The entry-level option costs an estimated R400, and protects up to two different devices for one year.

BlackBerry believes it's hip to be square

BlackBerry is aiming to re-enter the business sphere with its new square display touting, QWERTY keyboard sporting, Passport smartphone. This device is described by BlackBerry as being purely focused on delivering a productive user experience.

The square display in question is a 4.5" IPS LCD version (1440x1440), with BlackBerry opting for the flagship standard quad-core Qualcomm Snapdragon 800 processor, clocked at 2.26 GHz. Added to this is 3 GB of RAM and 32 GB worth of internal memory, with a microSD slot for up to 64 GB. More than just a novelty, the QWERTY keyboard is also touch sensitive, affording a typing experience on par with full screen versions, according to BlackBerry. With local pricing unconfirmed, it should prove interesting to see how local customers react to the BlackBerry Passport.



APC unveils new Smart-UPS on-line power server protectors



An unstable power grid is the last thing that an enterprise wants to worry about when installing sensitive technological equipment. In order to protect against this eventuality, APC has debuted its new Smart-UPS On-Line 230 V, designed to operate in the harshest of power conditions to ensure user's devices remain intact and operational.

The 230 V incorporates true double-convention to provide online power protection for servers, voice and data centres, medical labs, as well as power-critical light industry applications. Available in several model options, depending on client needs, APC's 230 V is capable of supporting loads from 5 Kilovolt Ampere (kVA) to 10 kVA in a rack/tower convertible chassis. Added to this is a green mode, achieving 98% efficiency in both utility and cooling costs without compromising on performance or reliability, according to APC. For more info on the APC 230 V, head to www.drivecon.net.

Ericsson to debut first indoor picocell solution



In an effort to meet the increased demand for mobile data access within buildings, Ericsson is set to launch the first ever picocell solution, with full carrier aggregation, for South African users. Codenamed

the RBS 6402, this new tablet-sized platform will offer up to 300 Mbps LTE bandwidth speeds for specific use in smaller areas and buildings, where the standard of coverage may not be as strong as it is in the larger metropolises of South Africa.

Not just designed for LTE bandwidths alone, the RBS 6402 will offer compatibility with up to 10 different bands, including WCDMA and Wi-Fi, offering up to 5 000 m² worth of coverage. Furthermore, the RBS 6402 will incorporate Ericsson's Real Time Traffic Steering technology in order to seamlessly shift one's device connection based on the best available network. Added to this is plug-and-play style installation, using the building's existing ethernet connection for power to become network-live in only 10 minutes.



WD introduces cold-data-storage HDDs

Designed and optimised for use in modern-day data centres, storage solution specialists Western Digital (WD) has introduced its new Ae lineup of cold-data-storage HDDs. Built on a platform for users to achieve the optimal level of Total Cost of Ownership (TCO), the Ae HDDs utilise the lowest possible power consumption, according to WD. One of the other key elements in their design is a progressive capacity model to enable a new tier of storage for large-scale cloud infrastructures.

Cold, or archived data, remains a key focus for WD's storage solution design, as it forms an integral aspect of progressive capacity data centre models, particularly the cloud-based options favoured at the moment. The Ae lineup itself consists of five options in total, each with storage capacities in excess of 6 terabytes (TB), and up to 6 GB/s interfaces. Furthermore, it boasts reliability rating of 60 terabytes per year by WD and offers up to 500 000 hours of use time before failure.

Seagate debuts its new data-focused Cloud and Enterprise solutions

Debuting earlier in the month, Seagate has refreshed several of its key data-focused product lineups in order to meet the growing demand for hardware capable of handling the increased levels of creation and consumption in the sector. Among its releases is a new Cloud Systems and Solutions group (CSS), set to be the world's most scalable and secure cloud service offering available, according to Seagate. Currently available, the Seagate Clusterstor 9000 solution is a fully integrated Lustre-based solution designed for HPC and big data customers, delivering 50% higher performance than previous Clusterstor products.

Along with the new CSS launch, Seagate has unveiled the its eighth-generation enterprise hard drive range and expanded PCIe Flash Accelerator Card lineup. These new product offerings now give Seagate a complete hardware, storage solution and cloud systems services to end-users and clients alike.



Dell introduces Dell Cast

Dell has launched its productivity and screen mirroring solution, Dell Cast, specifically for its Venue Android tablets, which consists of an HDMI adaptor and the Dell Cast application. The former plugs into the USB port of monitors and TVs. Users are then able to launch Dell Cast in either entertainment mode or productivity mode. Entertainment mode easily mirrors the tablet's content onto a larger display – enabling one to watch movies on a big screen or move a presentation onto a larger monitor while controlling the content and slides from the tablet.



In productivity mode, the adaptor and software application acts as a 'wireless dock', and turns a larger display into a desktop with a wireless or USB-connected keyboard and mouse. The company elaborated that the solution "transforms the Android interface into an elastic user interface" that resembles a traditional desktop, with the ability to organise tiles, open multiple browser windows and edit and create documents.

Acer launches new Chrome devices

Acer has expanded its line of Chrome OS devices to include the new Chromebox CXI and Chromebook 11. The new offerings are particularly aimed at businesses, organisations, educational institutes, budget-conscious users, and those who are either invested in or want to leverage the affordability and security of the Google Chrome ecosystem. With the Chromebox CXI, Acer is offering users the speed and security of Chrome in an alternative space-saving form factor.

The Chromebox CXI is powered by a Celeron 2957U processor and supports up to 4 GB of memory. It further boasts a boot time of 8 seconds due to its 16 GB solid state drive, and is housed in a compact chassis aimed at optimising space. The Acer Chromebook 11 C730 model, meanwhile, boasts the latest 802.11ac wireless communication for faster connection speeds, an Intel Celeron N2830 processor, a 16/32 GB solid-state and an 11.6" 1366x768 display. Prices were not available at the time of going to print. **TSB**



Huawei launches Next-Gen Agile Network Solution to South Africa

South Africa has joined the ranks of countries to benefit from Huawei's agile network solution with its local launch.

In an auspicious debut that bodes well for the country's future growth prospects, Huawei recently rolled out its agile network solution in Johannesburg. This enables businesses to give its end-users or employees the flexibility or "agility" to access services on any device they are using, at any location – whether it is on a mobile, notebook, tablet, in the office, in a car, or at home.

Huawei explained that its agile network solution has helped enterprises build multiple high-profile solutions such as intelligent transport, wireless cities, smart shopping malls, and smart travel.

Delving deeper into agility as an idea, the company elaborated that there are three concepts (and the launch of three firsts) behind agility. These include Agile Business – with Huawei claiming the world's first network that allows free mobility; Agile Management – the world's first network that enables IP network quality awareness; and Agile Evolution – once again, the world's first software-defined campus network.

Huawei explained that its agile network solution has helped enterprises build multiple high-profile solutions such as intelligent transport, wireless cities, smart shopping malls, and smart travel.

"With booming connectivity in Africa, businesses must make full use of cloud computing, Internet of Things (IoT), and big data to create new digital and service experiences for their end-users or employees," commented Swift Liu, global president of Switch & Enterprise Communications, Huawei.

Change is coming

In the past year though, Huawei has also broadened the scope of the network architecture to include Agile Branch, Agile Campus, Agile Data Centre, and Agile Wide Area Network (WAN) solutions, with the Huawei Agile Controller at its core. With these additions, Huawei explained that it can now offer a complete end-to-end agile network architecture which it asserts, will accelerate innovation and new service provisioning for enterprises.

Furthermore, the agile network is aimed at enabling enterprises to respond quickly to market changes and carry out innovations in their data centre, branch office, office campus, and general open areas which utilises WAN connectivity – all of which will lead to the creation of more efficient, highly secure service platforms for end-users within these areas.



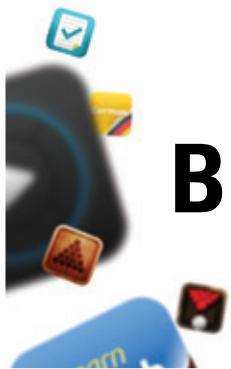
Swift Liu,
Global President of Switch &
Enterprise Communications,
Huawei

Agility unwrapped

It is certainly not the first time that these major trends have been mentioned this year, nor is it likely to be the last for some time to come. However, what makes Huawei's launch heartening is that it indicates that now South Africa is at least in the same boat as the rest of the world when it comes to adapting to the changes the likes of cloud and IoT portend.

Besides from catering to the megatrends that are currently shaping the course of IT across the world (South Africa included), the solution has a strong track record. Indeed, it has been deployed in nearly 200 networks for commercial use in a range of industries across the world, including finance, medical services, large enterprise, transport, education and broadcast media sectors.

"Huawei is one of the few vendors in the industry that can provide a wide variety of servers, storage and network products at the same time. Huawei is able to integrate cloud computing, IoT, and big data to reshape an enterprise's ICT architecture and give them the competitive edge in agility," concluded Liu. **TSB**



Best New Business Apps



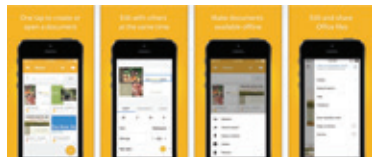
With one's smartphone or tablet being the weapon of choice for productivity on the fly, here are four apps worthy of adding to one's smart device rotation.

Google Slides (Android, iOS)



Any avid Android user will be all too familiar with Google Drive and its offerings. As a rival to Microsoft's veteran Powerpoint program, users of Android have opted for Google Slides as an alternative. Now this simple to use presentation application is making the jump over to iOS, giving Apple fans a replacement for Keynotes.

One of the other key features is full integration with Microsoft Powerpoint files, to make transferring and use thereof seamless. As with the range of Google Drive's core applications, Slides is completely free, which makes it even more appealing to those business-focused users operating on a cost-savvy budget. Added to this, presentations can be shared with others who possess the Google Slides app, for collaborative editing.



Boxer (Android, iOS)



Aggregation apps have always found a comfortable niche for themselves within the news feed arena. Hoping to bring the same sort of experience to one's e-mail experience is Boxer. This app is designed to be a smarter and faster multitasking tool than other options out there. The reason for this is Boxer's ability to integrate user information from other services like Evernote, Dropbox and Twitter into a traditional mail client. With support for Gmail, Microsoft Outlook and Yahoo!, Boxer is able to bring a more efficient element to one's productivity.



Compatible with both Android and iOS, Boxer features a series of swipe and tap gestures to save, delete, move, reply or action a notification or message quickly and easily. Like the other apps on this list, Boxer is free and proves an interesting notification platform to try out.

Monocle 24 (Android, iOS)



Often viewed as being a little too dense for everyday reading, Monocle has simplified things to make their expertly written content far more accessible, thanks to a new Android and iOS compatible app, Monocle 24. Designed to offer users up-to-date and relevant news on business, current affairs, culture and music, Monocle 24 is great for a quick read, especially for those who pride themselves on being well versed on a variety of topics.



Furthermore, Monocle 24 gives its users full access to its radio broadcast 24-7, as well as a nifty timeshift browser to sift through and select any stories one might have missed. Unlike Monocle's publications, which command a high price tag, Monocle 24 is completely free, and well worth trying out.

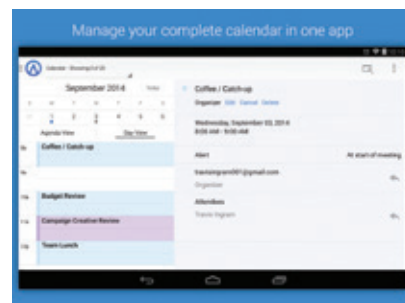
Acompli Email and Calendar (Android, iOS)



Another new free mail-focused app worthy of a try is Acompli Email and Calendar. Compatible with a number of top ranking mail clients including Gmail, Microsoft Exchange and Yahoo!, Acompli prioritises one's most important mails based on the level of interaction and nature of relation to one's contacts. At the same time, those other mails are not completely forgotten, as Acompli schedules a reminder for you to address them when you're less pressed for time.

Added to this is full calendar integration for scheduling interviews and meetings, as well as setting personal reminders. One of Acompli's other key features, is a smart filter system to make searching for and referencing older mails and contacts far easier.

Furthermore, users can attach files from their respective Dropbox, OneDrive and Google Drive accounts. Download it for free from the respective stores. **TSB**



Microsoft reveals new look, cross-platform Windows 10 OS

Distancing itself from Windows 8 by an additional version, Microsoft skipped Windows 9 altogether and went straight to announcing Windows 10. Making a welcome return in this new version will be the Start menu, blending the familiar Windows 7 user interface with that of Metro's large icons. Additionally, Windows 10 will boast virtual desktops and will apparently be able to more smoothly switch between touch, keyboard and mouse modes, depending on how the user is working. Microsoft has also placed an emphasis on Windows 10's scalability, which should add a seamless user experience across multiple form factors. To further enhance its enterprise user engagement, Microsoft announced Windows Insider Program (WIP) as a collaborative discourse portal for fine tuning the Windows 10 experience prior to release in the latter half of 2015.



MWeb Business being sold to Internet Solutions

Internet Solutions has announced an agreement to purchase three business units within the MWeb Connect group. The deal will see IS incorporate the associated assets of MWeb Business, MWeb ISP and Optinet (MWeb's network support division) for an undisclosed fee. The transaction itself is still subject to approval from the South African Competition Tribunal, but serves as a move to further enhance IS' ICT services offering, according to Derek Wilcocks, CEO, Dimension Data Middle East and Africa. Added to this, the deal could potentially see Naspers enter into an infrastructure agreement with Dimension Data.

City of Cape Town approves open data platform

The City of Cape Town had confirmed its plans to rollout a new open data portal. The proposed plan will allow Cape Town residents access to various data sets regarding infrastructure and planning within the city itself as a means to engage more directly with the community. Added to this, an open data steering committee will be created, incorporating members from the community itself, to decide on which data sets will be posted on this new portal. Following the policy decision, the City of Cape Town is planning to have the public portal up and running within the next three months.



DHL's parcelcopter drone taking to the air



The exploits of Amazon's Prime Air drone programme have been well documented; now German-based delivery company, DHL is launching its own parcelcopter drones for deployment across Europe. The parcelcopter first debuted in December 2013, the same time as Amazon's proposed drone delivery service, but DHL has beaten its US counterparts to the punch, as the parcelcopter is a fully fledged service set for mainstream operation. Utilising a remotely controlled quad-copter drone, DHL's new service will send its parcelcopters to the small German island of Juist, while flying 50 metres above ground to avoid any air control regulations.

Kaspersky strengthens relationship with Interpol

Kaspersky Lab has signed an agreement with Interpol and a memorandum of understanding with Europol to extend the scope of cooperation between the company and the law enforcement agencies in their joint fight against cybercrime. Under the new agreement with Interpol, the company will provide threat intelligence as well as both hardware and software to establish and run the Global Complex for Innovation (IGCI)'s digital forensics laboratory. Kaspersky Lab will also run a series of training sessions for Interpol officers to transfer to them expertise in malware analysis, digital forensics and financial threat research.



Altech launches Node

Altech has launched its Node, a fully converged home gateway console that combines entertainment features with smart home functionality. The device grants users immediate access to more than 700 hours of entertainment in full HD (1080p) without any buffering. The company promised that 10% to 20% of movies and TV shows will be updated monthly as older content is replaced with the latest releases. Node maintains a library of content on its hard drive, most of which can be accessed as part of the monthly subscription fee of R299. Additionally, the device can be used to control one's lights, monitor live feeds from IP cameras on the TV, control one's geyser, pay one's Telkom and Eskom bills, and purchase airtime, through the device. The Node costs R3 500.



Mark Shuttleworth wins landmark case against the Reserve Bank



Along with being a self-made billionaire, internet entrepreneur and the first African in Space, Mark Shuttleworth can add another victory to his name, having won a case against the South African Reserve Bank. Following what has been hailed as a landmark ruling, the Reserve Bank has been ordered by the Supreme Court of Appeal to pay Shuttleworth R250 million. This is in lieu of the amount he had to pay the Reserve Bank when he wished to move his financial resources outside of South Africa. According to Shuttleworth, the funds would be used to help fund future litigation against the state accused of breaching the constitution and will help those unable to afford to take legal action.

PayPal partners with PayGate to provide service for local market



Local online payment service provider, PayGate has announced a partnership with PayPal to enable local merchants to facilitate online purchases far more easily than before. This partnership will add an increase exposure for businesses and customers alike, ensuring that the already 152 million active PayGate accounts in more than 200 different markets have more options available to them. It will also benefit PayGate's reach, as a recent 2013 study conducted in Europe, found that 37% of buyers would not have made cross-border purchases had it not been for PayPal.



Startup Knight 2014 set to highlight this year's budding talent

Now in its third year, Startup Knight 2014 is a Byte Orbit sponsored event to uncover some of the most promising Startup initiatives in the country. The theme of this year's competition is "Technology That Enables," with the competition focusing on projects and innovations that enable SMEs to operate more efficiently. Startup Knight 2014 is split between two distinct categories, Concepts and Startups, offering a R100 000 and R150 000 first place prizes for each category respectively. The final date for entries is 31 October, with the added incentive of winners showcasing their offerings at the Standard Bank Matchi event in December. Interested Startups can visit www.startupknight.co.za for more info. **TSB**

TELECOMS NEWS

sponsored by



Vodacom to rollout 100 Mbps fibre to business service for SMEs



Vodacom has announced plans to rollout its Broadband Connect Fibre services to a select number of SMEs in business parks in Johannesburg, Pretoria, Cape Town and Durban. More importantly, this new fibre solution will provide access to up to

100 Mbps broadband speeds thanks to the latest passive optical network (PON) technology, according to Vodacom.

Pricing for this new offering is set to start at R2 600 per month for 5 Mbps speeds, with the highest part of cost spectrum demanding R17 000 per month for the aforementioned 100 Mbps. Having spent more than R2 billion on connecting its fibre network to 10 000 cellular base stations since 2008, this new service will form the basis of Vodacom's business-focused offerings.

Google unveils Android One smartphone to target emerging markets



While flagship devices dominated many of the recent major announcements, Google opted for a different tactic and unveiled its new smartphone solution for emerging markets, Android One. This new initiative is aimed at tapping into a potential one billion users, as Google has partnered with a number of manufacturers with a strong presence in the emerging markets of Asia, including Karbonn, Acer, Asus, Lenovo and Qualcomm. The first range of Android One devices are set to go on sale in India on 15 October, retailing for Rs6 400 (R1 170). Google plans to expand Android One to other emerging markets in the early part of 2015.



mySOS is South Africa's new emergency services app

The mySOS app recently launched, billed as the first independently designed emergency app aiming to deliver quick and easy access to vital emergency services to everyday South Africans. Added to its use for an emergency medical situation, the mySOS app can also be applied to use at sporting events and security complexes. Having partnered with GPS specialists TomTom, my SOS will provide users access to the nearest emergency services in the area, given their location. Hinging off this location-based software, is a 1-button system, that notifies selected contacts of your GPS position in an emergency. Freely available to download for both Android and iOS users, mySOS features more than 20 000 medical service providers on its database.

MWeb showcases uncapped satellite broadband solution



MWeb Business has recently launched a range of new broadband satellite solutions to provide uncapped internet access to South African customers. This new Vsat solution is aimed at mining, agricultural and education sectors in particular, as the need for fast, responsive uncapped broadband has steadily increased in these areas.

With broadband speed options ranging from 1 Mbps to 10 Mbps, the entry level satellite service will cost R915 per month, and top out at R3 075 per month for the 10 Mbps option, although installation, satellite dish and modem costs have not been disclosed at this stage.

Orders for iPhone 6 top 4 million in 24 hours

After months of speculation, Apple debuted two new smartphones, both of which garnered plenty of interest. So much so that pre-orders for the iPhone 6 and 6 Plus totalled more than 4 million within the first 24 hours. That figure is more than double the number of pre-orders that Apple received for the iPhone 5 two years ago.



Much of interest in these two new additions is the fact that they both feature larger Retina HD displays, with the iPhone 6 measuring 4.7" (1334x750) and 6 Plus, 5.5" (1920x1080). Added to this, is Apple's new A8 chipset, said to enhance both battery life and performance by the Cupertino-based manufacturer.

Cell C gives contract users free access to Whatsapp



Local service provider Cell C is set to offer its contract customers a little something extra, as of 19 October this year, offering free access to Whatsapp, the popular instant messaging service. Along with sending text messages, Cell C users will be able to transfer pictures, videos and voice messages without being billed.

Dimension Data unveils WirelessCo as its new Wi-Fi solution provider



In order to meet its growing demand for an open-access carrier grade Wi-Fi network, Dimension Data, in conjunction with Multichoice, has unveiled its new company, WirelessCo. With its headquarters slated for a Johannesburg site, WirelessCo will aim to effectively merge the Wi-Fi network assets of Dimension Data-owned AlwaysOn with that of MWeb, with employees of both companies falling under the WirelessCo banner.

The cost-effective Wi-Fi countrywide network WirelessCo aims to bring in coming years will also reap benefits for local businesses, according to Francois Theron, CEO of MWeb Group. "More and more businesses across almost all industry sectors are looking to extend or entrench their value proposition through digital strategies," he added.

PwC: Increased consumer spend from increased internet access



pwc

In a new report from PricewaterhouseCoopers, increased internet access will result in an estimated R71.6 billion in total consumer spend by 2018, accounting for 37.6% of total revenues within South Africa's media and entertainment segment. A similar trend is expected to affect the rest of Africa,

including Kenya and Nigeria in particular, as increased internet access is viewed as a key driver for consumer interaction in coming years. The reason for this forecast, according to PwC, is motivated by the rise in smartphone and tablet use as users, main means of internet access, as well as the growing power of applications as productivity tools.

Ovum reveals global LTE subscriptions have hit 250 million

Independent analyst firm, Ovum, has revealed that global LTE subscriptions has surpassed the 250 million mark, detailing some of the major international players driving this increase forward. The information comes courtesy of Ovum's World Cellular Data Metrics, which keeps track of global data usage and subscription uptake.



As expected, the United States leads the charge among all nations, with its two main service providers, Verizon and AT&T accounting for 35% of global LTE subscriptions. More interestingly though, the Southern African region leads the rest of the continent, with 12 network hosts operating in the area. The one reason highlighted as a barrier to LTE uptake is the price thereof, as well as costs of premium handsets. **TSB**

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IN FLIGHT WITH:

Mark Ridley, Regional Director for Africa, NetApp

The importance of reliability and punctuality, the benefits of a window seat and pepper fish soup in Lagos - we talk travel with Mark Ridley, Netapp's regional director for Africa.

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

MR: I usually go on business trips between 3-4 times per quarter and I mostly travel into Africa.

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

MR: Yes. I use various travel apps depending on the country I go to, to monitor flights, arrange taxis etc. I also use the obvious weather apps. From a business point of view I use Salesforce.com to monitor our business as well as to approve business deals to ensure a non-disruptive environment for our customers and partners.

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

MR: I prefer to use SAA and Emirates. Both airlines are the most reliable in terms of always being on time.

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

MR: My top tips would be to always choose a window seat (to lean against while sleeping). Limit alcohol intake and always have noise cancelling earphones.

TS: Are there any special hotels you can recommend?

MR: I enjoy the Radisson group.

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

MR: Notebook, iPod and Kindle.

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

MR: Once I was in the Maldives on an incentive trip. We were flying out on a 737 to Singapore. Two minutes after takeoff our starboard engine caught fire (minor explosion). After circling and 'dumping' fuel for about 20 minutes we made an emergency landing back at Male (Maldives). The worst was yet to come since they would not let us disembark until 8 am



Mark Ridley,
Regional Director for Africa,
NetApp

the next morning. So we ended up spending 12 hours in a 737 with no air-conditioning, plus they also ran out of drinks and snacks - we were not amused!

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

MR: My favorite destination is Lagos, Nigeria. I love the people and can't leave Lagos without having had their specialty; Pepper Fish Soup. **TSB**

Outside the Boardroom - Best proudly South African experiences

When wining and dining foreign colleagues (or investors), giving them a uniquely South African experience is always a worthwhile idea. Keeping in mind that time might be limited, we list four of the best Gauteng options.

Soweto Tour, Johannesburg



Those who live in Johannesburg know just how large the urban expanse of Soweto is, and in many respects, it deserves to be named a city all by itself, seeing that it has more than one million residents within its many burroughs.

Filled with historical landmarks and cultural venues to visit, a guided township tour of Soweto is an eye opener for locals and foreigners alike. To meet the growing demand for those wanting to soak up as much South African flavour as possible, there are a number of local tour operators to choose from, each with their own sights, sounds and taste experiences. From visiting the Hector Pieterse Museum, Mandela House or restaurants producing local fare, there is plenty to enjoy. Head to www.sowetotour.co.za to view the deals on offer.

Famed for making some of the finest wines in the world, a uniquely South African experience would be amiss if a wine tasting session was not on the cards. Should a two-hour flight to the Western Cape be out the question, there are a number of Jozi-based wine experts to draw experience from. One such establishment is the one-of-a-kind winery at The Syrene Hotel in Sandton.

Run in part by well versed winemaking experts, Sara Webster and Glen James, The Syrene features a unique conferencing venue where attendees can try their hand at making their own specially blended wine, as well as giving them a taste of some of the best wines in the country. If the opportunity to create your wine is too good to pass up, visit www.thesyrene.co.za for booking information.

The Syrene Hotel (Wine Tasting), Johannesburg



Newtown, Johannesburg



With summer just around the corner, a trip to the beach is not always the most viable option, especially for those on the Highveld, but the lure of the recently improved Newton district located in the Johannesburg CBD has plenty Mzansi flavour to enjoy. Featuring a host of restaurants and buildings to serve up some local food and culture, there are many attractions to showcase to prospective client or foreign colleagues.

Among them is Museum Africa, which is open most days of the week displaying social and cultural history for attendees to take a gander at. Should something to entice the musically inclined be in order, Newtown houses the Bassline music venue, where local and international acts often perform. Head to www.newtown.co.za to find out what the district has to offer.

Located near Lanseria Airport in the North West of Gauteng, The Lion Park offers a fantastic wildlife experience without having to travel to the Kruger. Added to this, is the fact that catching a glimpse of a lion is all but guaranteed. Offering both day and night time drives for visitors, with the latter serving up a live lion feed, all from the safety of a specially designed caged vehicle.

Although eponymously named as such, the Lion Park also features a range of carnivores and herbivores including cheetahs, hyenas and a number of buck. It's not just for tourists either, with the Lion Park developing its own conference and corporate function offerings. For more info on Gauteng's Lion Park, check out www.lion-park.com. **TSB**



Lion Park, Johannesburg

SUPER SEDANS



When looking to purchase a high performance sedan, drivers rarely stray further than a German-made offering. There are however, a number of worthwhile alternatives out there, two of which are Lexus' hybrid engine GS450H SE and Jaguar's new XE S.

Lexus GS450H

Lexus is one car manufacturer that's jumped aboard the green movement, designing a range of hybrid vehicles over the past few years. Extending this initiative into its luxury sedan lineup of vehicles is the GS450H SE, offering potential Lexus drivers an option that's not only pleasing to the eye, but also quick off the mark, with the added benefit of fuel efficient performance.

Looking forward

As has become synonymous with many of Lexus' four door sedans, the GS450H SE features an angular slope to its side panel, adding not only a degree of aerodynamic design, but also serving to add some sharpness to the GS450H's clean silhouette. The front too is quite distinct, a feature most notably signified by the exaggerated Spindle grille seen in a number of the newer Lexus models. Conversely, the rear is far less dramatic, with Lexus opting for very little in terms of embellishment. This is echoed by the fact that the rear exhausts remain discreetly aloof, hinting to onlookers of its hybrid pedigree.

As well specced as the GS450H SE's interior may be with its heated, power adjustable and lumbar supporting front seats; Heads Up Display information; and a multi vision control screen panel, it's this Lexus' economical performance that makes it a wise choice in the long run. The 3.5 litre petrol-hybrid EFI engine system develops a maximum power output of 215 kW and 352 Nm of torque, climbing from 0-100 km/h in only 5.9 seconds. For the more cost savvy and environmentally conscious driver however, the GS450H SE is equally





appealing, producing 147 grams of CO₂ per km. To put that in perspective, this gives the GS450H SE a five star emission control rating.

Luxury economy

Given its capacious interior, solid build quality and environmentally friendly engine, the GS450H SE is relatively well priced, with it listed from R890 000 and upwards. This may seem a little steep, but should reap dividends in terms of fuel economy and environmental toll over time, certainly making it the thinking man's luxury sedan.



Quick specs (Lexus G S450H SE)

 R889 000	 100 km/h	 3.5 litre 6-cylinder Petrol-Hybrid EFI	 km/h 250 electronically limited
Price	5.9 sec	Engine	Top Speed

Jaguar XE S

For classic British chic, say hello to the latest addition to Jaguar's stable of beautifully designed and high performance vehicles, the XE S, keeping the manufacturer's tradition of envy-inducing luxury sedans alive and well. Slated for a local showroom appearance in early 2015, the Jaguar XE S could just be the perfect reward after your company's strong fiscal year. For those looking at getting their hands on a well specced sedan with a touch of class, the Jaguar XE S is just the ticket.

Form meets function

The gentle curvature of the XE S' arching side panel will guide onlookers eyes directly to an intimidating front grille, flanked on either side by a distinct headlight cluster. They say all cars have faces, if that were true, the Jaguar XE S is both menacing and confident at the same time. That confidence may stem from what it's packing underneath the bonnet - the same 3.0 litre V6 engine found on the modern day classic F-Type. As a result it generates 250 kW of power, which is married with 450 Nm of torque and an eight speed automatic transmission to get to 100 km/h from a standstill in a blistering 5.1 seconds.

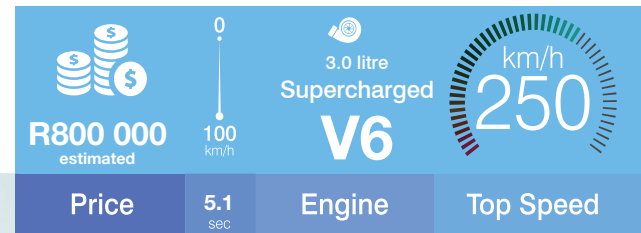
Not just built for speed, the XE S is also a technical marvel, with Jaguar designing it to have a drag coefficient of 0.26 Cd, making it the most aerodynamic sedan that Jaguar has ever produced. This sleek exterior is matched by an equally well appointed interior, with the manufacturer sparing no expense to create a cockpit like feel with deep set driver and passenger seating. Added to this is a newly designed safety sensor to assist with autonomous braking and accident avoidance system, blind spot detection and reverse traffic detection.

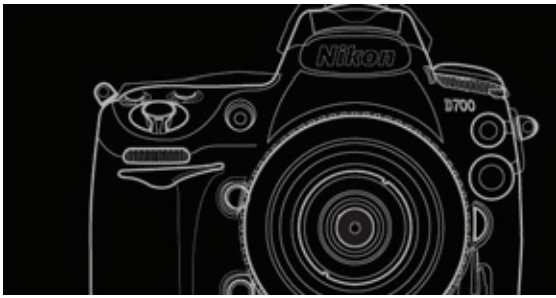
2015 and beyond

Set for an official unveiling at the 2014 Paris Motor Show in October, the XE S will also be joined by a smaller engine petrol and diesel variant later in the year. Local pricing remains unconfirmed at this stage, but the XE S is expected to retail in excess of R800 000 when it arrives in South Africa in 2015. **TSB**



»» Quick specs (Jaguar XE S) »»





The Business Guide to: Photography

There has never been a better time to get away from the office for a while, clear your head in the South African sun and go chase the light with a camera in hand. Here is some of the best photography gear currently available.



FULL FRAME

Canon EOS 6D

If quality is king for you, then consider investing in a full frame camera. The 20 megapixel EOS 6D is a terrific choice, as it is relatively light (770 g) and thanks to its superb sensor, performs fantastically in low light, whether you are capturing the office smokers hiding in the alley outside or giraffe's roaming your nearest nature reserve. It boasts eleven focusing points, and not to be outdone in the connectivity stakes, sports integrated Wi-Fi and aGPS. Best of all, it comes in at around R20 000.

Also worthy: Nikon's pixelicious D810, or the easy-to-carry Sony Alpha 7a



APS-C

Nikon D7100

Nikon's APS-C D7100 is a *tour de force*, offering a plethora of high-end, action loving features, including a 24.1-megapixel image sensor that can capture that approaching leopard at six frames per second before you start running. And, unlike your marketing department, with 51 focusing points, it will never lose focus. All this is neatly encased in a durable magnesium alloy body with moisture and dust resistance. About R15 500.

Also worthy: Canon's long awaited brand new 7D Mark II



MIRRORLESS

Olympus OMD E-M10

If you really just want a capable camera that can accompany you on your business trips without taking up too much space, then consider Olympus' OMD E-M10. This 16 megapixel mirrorless beauty won't weigh you down at 396 g, but it still offers the versatility of interchangeable lenses and comes with a 14-42mm F3.5-5.6 to get you started. Also onboard is an appealing electronic viewfinder and a tilting 1.04M dot LCD touchscreen, both of which made us fans. Expect to pay R13 300.

Also worthy: The top of the range Olympus E-M1 or Fujifilm's hot XT1.





COMPACT Sony RX100 III

Prize portability but still want an excellent camera? Take a look at Sony's new compact point-and-shoot, the RX100 III. For your money you will get a 24-70mm f/1.8-2.8 Vario-Sonnar T zoom lens, a lot of the features found in DSLRs and a pop-up OLED viewfinder that really will always be at your beck and call. It costs though, a pricey R12 000.

Also worthy: The retro Fujifilm X30 or Canon's mighty G16

TRIPODS

Manfrotto 190XDB + 804RC2 Tripod Kit

Put simply, you cannot go wrong with a Manfrotto tripod; Manfrotto's newest 190XDB + 804RC2 Tripod Kit gives you both the tripod and the head in one package. Its aluminium and Adapto polymer body means it's both portable and lightweight (2.6 kg). This tripod boasts a ground level adaptor, which when combined with the 4 leg angles, enables users to reach ultra-low positions, very handy if you are trying to get that sublime flowing water shot. R3 500 from www.studio22online.co.za.

Also worthy: The trusty Benro C38t Classic Carbon Fiber Monopod



CARRYBAGS

Lowepro Photo Hatchback 22L AW camera backpack



As long as you are only carrying one camera and a lens or two at most, the Lowepro Photo Hatchback 22L AW camera backpack is ideal for carrying your precious kit. Sporting large, comfortable straps, an all-weather cover, and space for your tablet and miscellaneous items, this backpack is compact and inconspicuous. Additionally, you can remove the internal camera storage 'box' and it will then double as a fully-fledged daypack as well. Expect to pick it up for about R1 300 from www.studio22online.co.za.

Also worthy: The wonderful Case Logic SLR Camera/Laptop backpack [RN] **TSB**

The Q + A Sessions

We asked, they answered. **What do you think is the IT industry's biggest challenge at present that most urgently needs to be addressed?**



Nkosi Kumalo,
Executive Head:
Cloud and Hosted
Services,
Vodacom Business

The pace in which businesses are embracing technology is too fast for your traditional IT department. Trends like the consumerisation of IT, Big Data, Social Media and Cloud are putting enormous pressure on IT departments as they require investment in time, money, and skill. Technology providers are also making it difficult for CIO's to embrace these trends as they are defined and presented in different ways depending on whether you engage with service providers of Network; Storage; Software; Infrastructure; Professional Services; System Integrators; etc.



Andrew Potgieter,
Business Unit
Director,
Westcon Security
Solutions

Some of the biggest challenges are specialised skills relating to ICT security and investment into these, as well as the fact that security is still viewed as a grudge purchase, possibly due to the lack of awareness of the impact to business. The resulting costs that breaches and threats have on an organisation and its bottom line, are in my mind probably the key challenges in IT.



Glyn Sowerby,
GM: Service
Support,
Quintica

One of the biggest challenges is the amount of new user devices, including smartphones, tablets, notebooks, etc., available in the market. The problem includes how these will be incorporated securely into corporate environments, and their use with and by business applications. What will be our ability as business to adjust our end-user behaviour, depending on differing device types?



Gregory Anderson,
Country Manager,
Trend Micro

I think that security risks will continue to increase globally. The drivers for this are many, firstly cloud and social media as well as the fact that more applications will be available in the cloud. Additionally, more people are connecting to the internet daily and lastly the underground world, where information is traded for a fee, is also growing – which is in itself a huge risk. Other key challenges are that business requirements themselves are not being met by IT, and that there is still a real skills gap in South Africa. Security skills in particular is a massive challenge for both small and enterprise businesses.



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

The rate at which technology is changing and the fact that companies want to sweat assets, such as data centres, doesn't allow for rapid change and innovation. CIO's also have a "why change something that works" attitude, meaning they aren't taking advantage of innovations by vendors, who are bringing new technologies to the fore on a quarterly/yearly basis. A big challenge for companies themselves is changing their thinking, from one where they want to sweat their assets to the max, to one where they are open to change and in turn open to innovation and ready to embrace new technologies. As an industry we also need to shift our thinking from a hardware-based one to an application driven one, an area where the cloud fits in quite nicely. **TSB**

SAY WHAT?

31 YEARS, GOODBYE.

It's a fond farewell as IBM finally stopped support for the iconic Lotus 1-2-3 spreadsheet program. The software was in a large part responsible for the success of IBM's PCs during the 80s in the corporate environment.



It seems like all the pieces are falling into place, since iconic video game, Tetris is set make its big screen debut. A live action, sci-fi movie from Threshold Entertainment is in the works, with the company noting that: **"WE'RE NOT GIVING FEET TO THE GEOMETRIC SHAPES."**



SNOOP DOGG.

Not just a rapper but now also a tech investor, after participating in a \$50 million dollar funding of popular content discovery and comment site Reddit. Amongst other investors are Netscape founder Marc Andreessen and Oscar winner Jared Leto.

"Our tests show that both iPhones seem tougher than the internet fracas implies."

US non-profit Consumer Reports after testing both the iPhone 6 and 6 Plus following #bendgate eruption.

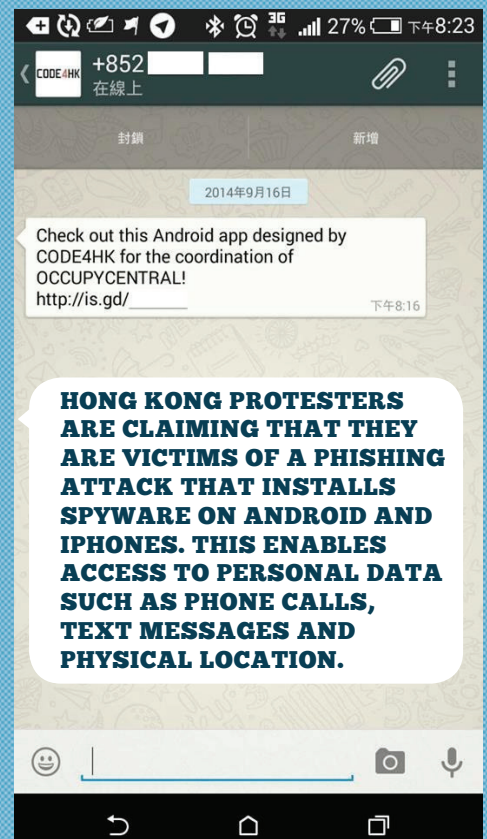
BURNER PHONE +



A single purpose phone that is usually discarded after brief use, as handed out by groom, George Clooney at his wedding to guests in order to prevent pics leaking to the press.

"IN THE MEANTIME WE HAVE PULLED BACK THE IOS 8.0.1 UPDATE"

A statement from Apple after numerous iPhone users complained about the new update.



HONG KONG PROTESTERS ARE CLAIMING THAT THEY ARE VICTIMS OF A PHISHING ATTACK THAT INSTALLS SPYWARE ON ANDROID AND IPHONES. THIS ENABLES ACCESS TO PERSONAL DATA SUCH AS PHONE CALLS, TEXT MESSAGES AND PHYSICAL LOCATION.

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1



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2



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3



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4



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