

November 2013  
Vol 17 No 11

# channelwise



**Channelwise Awards:  
All the winners ...**

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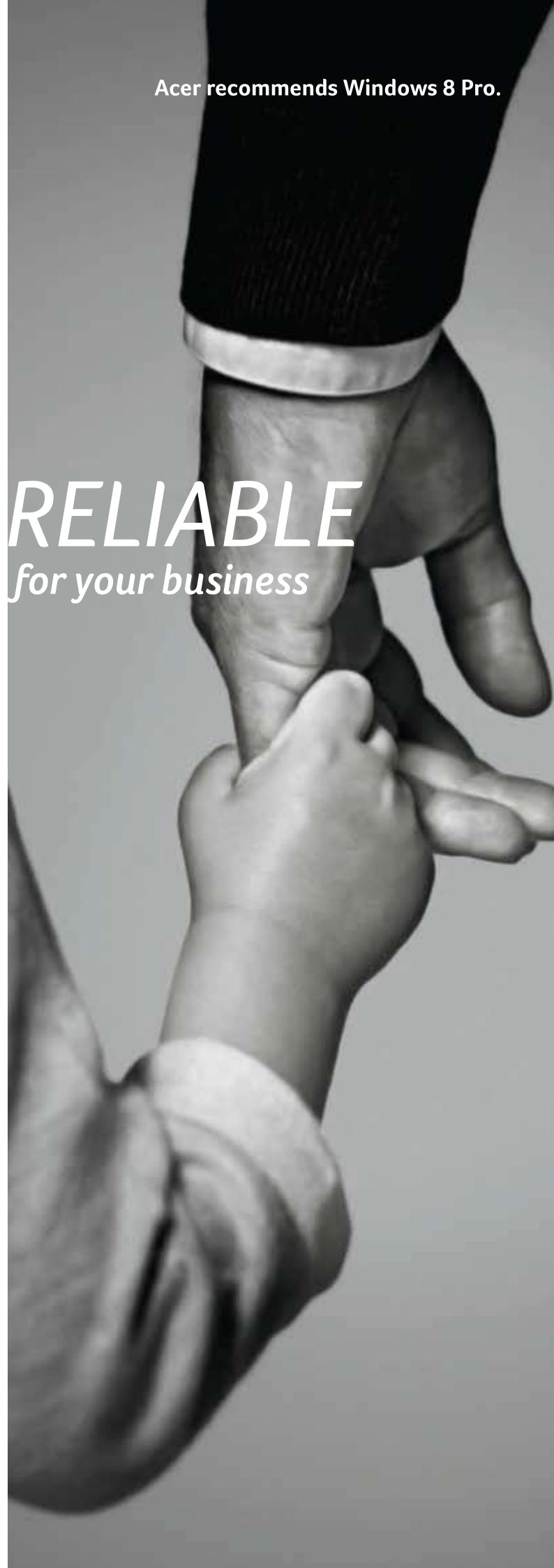
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# Want service? Insert a rocket

As I sat at The Local quite literally watching paint dry – a certain group of contractors had painted the exterior wall of the smoking area and, after some prompting, had removed the television instead of painting around it – I mulled over the current state of South African workmanship and the work ethic that, sadly, seems to be deteriorating faster than a Proteas batting line-up.

There was a time when South African workers of all hues and status were highly sought after by global conglomerates overseas – in industries as diverse as IT, banking, mining and manufacturing - but this apparently is no longer the case except for very specific, targeted and head-hunted individuals. And one can only wonder why.

As has become the norm nowadays, my general mulling was rudely interrupted by the suave, freshly quaffed and perfumed appearance of Ray-Ban Ray (he has a back-room where he does it, G), noisily scraping out a chair, dumping his designer "leather" laptop bag, clattering his various devices on the fake marble table-top, and grunting as he launched himself on to the seat opposite me. "Geez," he sighed loudly as he gestured to Cynical Cynthia for his regular post-work tipple. "What a day!"

Without a word being spoken, Cynical Cynthia scattered the ranks of the rest of the coven around the till – Joyous Joyce, Nandos, Alice in Dunderland and, now, Sole-Man Winston - and scuttled speedily towards the far-corner bar. Ethan the Hawk(e)'s beady eye monitored her every move.

Service at The Local had soared since a Facebook campaign about bad service had to be quickly appeased by owner Hein (still need an appropriate moniker!) and rockets were duly deployed. Ah, the joys of social media. No-one, from the biggest to the smallest, is immune to its faceless, anonymous venom (funny how seldom you see compliments on social media).

But, as they say, it all depends on how you deal with criticism. Hein could probably point a couple of multinationals in the right direction. Within minutes of said customer complaint – and a number of almost instant disgruntled agreements from "friends" – he had managed to calm the complainants and ensure a return visit to experience improvements.

I don't know how many free pizzas it's going to cost him, but I'm sure they will be worth every cent if he can convert dislike to like.

Cynical Cynthia delivered and deposited Ray-Ban's Irish in what can only be record time – my eyes could have deceived as I wear a pair of Ray-Ban's specs, but I could swear the contents of the green bottle on the back shelf were still sloshing around. There was even a brown bottle of my preferred amber nectar placed in front of me despite ample refreshment in the glass.

"Cynth!" even Ray-Ban was astonished. "I can see my

drinking partner leaving a very generous tip when he pays the bill."

Cynical Cynthia smiled, adding brilliant emphasis to the compliment. Ray-Ban turned to me. "The service is really fantastic nowadays," he whispered, not wanting to alert the locals. "Even when you're not here and splashing lavish tips!"

I nodded guilty. "But isn't it sad that you only get decent service from anyone once they've had a rocket put up them?" I replied. "What happened to that old South African work ethic ... the pride in a job well done ... the joy of a satisfied customer?"

He pursed his lips and nodded: as an employer, the multiple, repeat victim of the same malaise. "Maybe we should praise as loudly as we berate?" he ventured.

"I don't know ... how do you do either when the so-called service provider has already disappeared?" I continued as he tilted his head to listen. "I spent a lot of money on a new fridge-freezer and washing machine last week, plus a R300 'delivery fee'." He nodded.

"I get off the bloody plane, get home and guess what's sitting in my TV room?" Ray-Ban smiled, knowing where I was going.

"Yup," I spat. "The fridge-freezer. The delivery guys obviously knew they'd have to take the doors off to get it into the kitchen – so they just left it in the middle of the nearest room! I spent nearly two hours dismantling and re-assembling before I even had a cup of coffee or a shower!"

"You see!" Ray-Ban admonished me. "You should have a cell phone – then you could go on Facebook and tell the world!"

My death-ray stare didn't work on him as he guffawed, frightening nearby children.

"I've got a better way of doing things," I hissed. "I think I'll have a word with my good Korean friends and let them know just how a certain big home retailer is damaging their reputation. That, and an email direct to the retailer's MD with a pic of my TV lounge on the day!"

"Good luck with getting any response to that – it's not public, so they probably won't give a flying hoot," he sniggered.

"Well ..." I mused, "maybe it would make good material for some kind of column ... that's pretty public."



By Mark Davison

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## Channelwise

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Sage VIP recently awarded more than 100 employees with Long Service Awards. Pictured are Rentia Prinsloo, Anton van Heerden and Carin le Roux.





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Resellers and vendors had a well-deserved day on the links at the recent Tarsus Golf Day, held at Randpark Golf Club.



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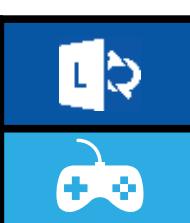


**Customers flock to the Rectron Roadshow, held in Johannesburg at the Forum.**



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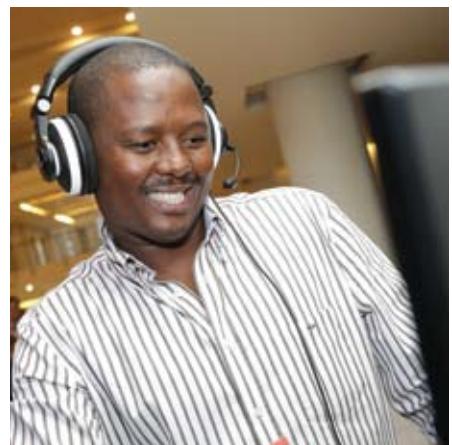
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**Vendors showed their products and solutions to resellers at the Rectron Roadshow.**



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# OKI positions itself as a dedicated brand to the channel with Connected Partner Program

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The program is aimed at enhancing business relationships with OKI resellers in the channel and encourages dialogue, as our channel is an integral ingredient for the success of business in the industry. The comprehensive network enables resellers to unlock their potential and access resources that help deliver increased value to customers. In addition the program compensates partners for the value of service and products they offer their customers.

Why become an OKI Connected Partner?

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- Exclusive rebates: OKI Connected Partners receive rebates
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**OKI**

# A WINNING FORMULA

*- The future of distribution will be built on Evolution and Revolution*



**Louise Taute**  
*Marketing Director Westcon-Comztek*

Distribution is far more than a numbers game. It is a business proposition that is built upon an intricate web of relationships and partnerships. Each of these associations feed into, and from, a very delicate eco-system where the one feeds off of and from the other.

At Westcon-Comztek we believe that the value-added cycle that today is the underlying fabric of distribution, is influenced by a series of key factors in an evolutionary process that when put into play encourages growth. Growth amongst our resellers, vendor partners and ultimately the channel as a whole.

## **Partnership + Evolution = Growth**

There are four key factors we see having an impact on the future success of our business. They include: support, enablement, growth and evolution. When married together in a value-added distribution chain each of these will have a positive and lasting impact on the overall performance of a business.

But each area is an ecosystem of its own, and one we here at Westcon-Comztek have built pillars of excellence around to ensure the

effective delivery of value-added distribution services. Within our support promise we have developed services that include: vendor certifications, sales enablement and vendor admin support.

When we speak to enablement, we speak to the provision of sales support, pre-sales, service offerings and white box offerings. Growth to us is fuelled through specialisations, marketing support as well as physical and geographical growth.

Lastly evolution as a factor in this process encompasses the ability to map a solutions roadmap as well as the affinity of our vendors to offer unique solutions and then our (distributor and reseller) collective ability to take this to market.

## A business revolution

However business as usual is dying. True value in today's world of cloud computing, virtual offerings and digital communications is created and defined through not just evolution but also revolution. Yes distribution has to change, to adapt and provide services that acclimatise around this shift, but some of these changes are so radical that they are shaking the fabric of how we have provided services in the first place.

So how do we provide a winning formula? Firstly our goal has always been to perform the role of "strategic partner" to both sides of the distribution value chain all the while being cognisant of the above four factors. At Westcon-Comztek we have managed to deliver this by providing superior account management backed by a dedicated team of responsive and reliable experts who are totally focused on our vendor's solutions and the success of our reseller's business.

To this end, value-added distribution to us means we are focused on creating programmes and support that accelerates the growth of your business, we also provide our resellers access to senior, experienced management teams based in your region.

But that should be a given from any and all distributors. What is the real differentiator? At Westcon-Comztek we believe that the real value that creates our winning formula of distribution is our ability to adapt and create. Adapt to changes in the market and create services that are relevant to the times as well as the needs of your resellers.

**“ At Westcon-Comztek we believe that the real value that creates our winning formula of distribution is our ability to adapt and create. ”**

Today we are a value-added distributor with a global network of specialty resellers that does much more than just stocking and delivering products. We provide additional value to accelerate the business of our partners. How have we managed to achieve this? Through moving from a transaction-based model to a services based one. We provide value through solution-expertise, technical support, partner education, and ultimately partner enablement.

## Future models

So where to next? As a value-based distributor our business has to change and we have to invest in a next generation business model. This includes the provision of multi-vendor solutions and technology integration, centres where we can help customers stage, test, design and configure multi-vendor technology environments (test before they implement), as well as the deployment of cloud-based services that are adapted to a new cloud-based industry model.

Our future no longer lies in how effectively we can deliver around the logistics of distribution, because in the future there will be fewer boxes to clear through customs as everything will reside in the cloud. Instead we need to build aggregation services, we need to assist resellers with building models to help bill for cloud solutions, we need to provide 'assessment services' and most importantly we need to constantly and consistently innovate.

But even though we are adapting to change the basics still apply and those basics include one's ability to support, enable, grow and evolve.

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- 20,000+ transacting customers globally

## FORMULA ONE in FOCUS

# Sebastian Vettel joins ranks of elite drivers

With an emphatic win at the Buddh circuit in India last month, Sebastian Vettel chalked up his fourth straight Formula One world drivers' championship triumph. In 2010 he became the youngest driver to win the world championship and now, three years later, he is the youngest quadruple champion at 26 years of age.

Vettel holds numerous other "youngest" F1 records, among them: the youngest driver to score championship points; to lead a race; to secure pole position; and to win a race. Significantly, all his F1 successes – race wins and championships - have been achieved under the vast Red Bull drinks company's banner.

Now, he joins an elite club whose members have four (or more) titles to their names: Michael Schumacher, Alain Prost and Juan Manuel Fangio.

Vettel has often been compared to his famous German compatriot, with journalists describing him as "the new Schumacher" as his early career evolved. Interestingly, Vettel lists Schumacher among his childhood heroes, along with Michael Jordan and Michael Jackson.

With 91 Grand Prix wins to his credit, Schumacher certainly raised the bar for all those who would try to emulate his success. With maybe another 10 years of competitive driving ahead of him Vettel – currently on 39 wins - could be expected to beat Schumacher's tally. At least this is what his mentor Dr Helmut Marko contends, provided his Red Bull team continues to provide him with a winning car.

Unlike Vettel, no "club" member has remained faithful to one team for the duration of his career, although Schumacher did win five of his seven titles for Ferrari after racing for Jordan and Benetton.

Alain Prost, while driving for a number of teams, seemed most at home at McLaren,

for whom he won the 1985 title, becoming the first Frenchman to win the F1 world championship. He followed this with a successful title defence a year later.

When he was joined by Ayrton Senna, the in-fighting in the team became bitter. Much as the Vettel-Webber feud developed over time, so the war between Senna and Prost grew in intensity, becoming legendary. Nevertheless, Prost won his third title for the Woking-based team in '89 before ending his career with another championship win, this time with Williams in 1992 after a brief sojourn at Ferrari.

Still regarded as the greatest driver of all time by such luminaries as Sir Stirling Moss (himself billed as one of the best), Fangio secured his first of five titles at the wheel of an Alfa Romeo back at the dawn of the F1 world championship era in 1951.

He followed this with another four straight titles from 1954 to '58 driving for Mercedes-Benz, Ferrari and Maserati.

Perhaps unlike the often-jeered Vettel, or Schumacher, who is viewed as "the flawed champion" because of the controversies surrounding at least two of his championship wins, Fangio was much revered as a driver. Coming to Europe from his native Argentina at the age of 39 – and winning his final crown at 46 - he is by far the oldest driver in the "club".

In 1956, with his title chances slipping away when his car's steering failed in the Italian GP, his young team mate, Peter Collins, who had a shot at the title himself, unselfishly handed his car to Fangio at a routine pit stop - as was allowed by the regulations back then. The inimitable Argentinean went on to finish second, thus ensuring his fourth title.

Such sportsmanship has clearly been absent at Red Bull over the past few



**Graham Duxbury is the MD of Duxbury Networking, Formula 1 commentator, South African champion and Daytona Speedway USA Hall of Fame inductee.**

seasons, with Webber studiously avoiding his teammate's after-race celebrations in India as indisputable evidence of this. The bad blood between the two is thought to have its origin in the headline-grabbing collision between them at the Japanese GP in 2007, exacerbated by another crash in Turkey in 2010.

Perhaps the huge cash rewards able to be garnered by today's champions, along with the inherent safety of the sport, have done much to change the psyche of the modern racing driver. Vettel's relentless drive to win at all costs, so clearly demonstrated again in Malaysia this year when he disobeyed team orders to beat Webber in the so-called "multi-21" fiasco, is proof of his utter self-belief and determination to cast caution to the winds in pursuit of his goals.

Will it take him to his fifth title in 2014 and a record-breaking eighth before the decade is out?



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# VMware ushers in a new era for the data centre

A new era of computing has arrived, as virtualisation, cloud computing and end-user demands come together to drive the software-defined data centre where everything is virtualised.

Pat Gelsinger, CEO of VMware, points out that IT in general spends just 30% of its budget on innovation. Although VMware customers have a slightly better track record – at 40% of budget, the goal should be to be spending 50% of IT budget on new, innovative projects rather than day-to-day maintenance.

Gelsinger adds that the role of IT and infrastructure is to enable applications – both traditional and next-generation – while looking for new solutions that make applications “cool” and usable.

“The challenge for the IT leaders of today is to address complex demands from many different stakeholders,” he says. “Ultimately, the goal is to provide IT as a service, with on-demand access to any service, with cost transparency, available on any cloud or platform, with a programmable and automated infrastructure.”

Gelsinger points out that VMware has traditionally focused on virtualising the data centre, and has now extended this to virtualising the storage, networking and management environments as well.

“In compute, we want to expand virtualisation to 100% of compute, with every part of the compute platform virtualised.

“In storage, we need to align storage with the application demands of today.

“In networking, we need to virtualise for speed and efficiency.

“And in management, this is giving way to speed and automation.

“No other company can make these claims across the data centre – we are out to virtualise the entire data centre,” Gelsinger adds.

## Networking virtualisation

Making networking virtualisation a reality, VMware announced general availability of NXS.

Gelsinger describes networking virtualisation as arguably the most important element in the software-defined data centre. The idea of compute virtualisation has become so powerful that we can spin up – or tear down – a new virtual machine (VM) in seconds.

“But as an app requires a change to the network, we are still bound to the physical processes of the network. So, while a VM could take seconds, it could take weeks or months to change the network.

“This is why VMware NSX is so important: it is about abstraction, pooling and automation of the networking layer. What we did for compute is now available for networks.”

NSX is being announced with wide ecosystem support, Gelsinger says. “This is the next leg of the software-defined data centre story.”

## Storage virtualisation

VMWorld has a long history of work in the storage domain, and has extended storage virtualisation as part of its drive towards the software-defined data centre.

The basic tenets of software-defined storage, says Gelsinger, are about dynamically matching the right application

## SA partner scoops VMware EMEA award

Ubuntu has been singled out as VMware’s Upcoming Partner of the Year for EMEA. The company was nominated by the regional VMware team, and judged against nominations from other regions.

**Benjamin Caller, senior director:** EMEA marketing partners and market segments at VMware, says partners are measured according to the figures that are relevant for the category they are entered for.

Ubuntu was selected for its success in using marketing campaigns to drive customer volume and upsell opportunities, particularly in the public sector environment – achieving revenue growth of 300%.

The awards announced at VMworld 2013 in Barcelona span the EMEA region.

There is also a global awards ceremony that will take place in February 2014.

requirements to the right storage; automating delivery of the service level agreement and guaranteeing execution against it; and pooling all storage resources.

At VMworld, VMware announced VMware vSphere Data Protection 5.5 Advance, with features that span assured recovery, increased efficiency and greater scalability.

Powered by EMC Avamar, VMware vSphere Data Protection Advanced delivers industry-leading storage-efficiency for backups, capabilities to accelerate recovery and unparalleled integration with VMware vSphere.

VMware vSphere Data Protection 5.5 Advanced will feature new capabilities including network-efficient backup data replication, integration with EMC Data Domain, a new Microsoft SharePoint agent, and automated backup verification. Customers will now benefit from disaster recovery protection, enhanced scalability and global de-duplication with EMC Data Domain, and granular, application-consistent backups for Microsoft SharePoint.

The built-in backup data replication capabilities of VMware vSphere Data Protection 5.5 Advanced will enable partners in the VMware Service Provider Program to deliver backup to the cloud

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services. SunGard will be the first service provider to introduce backup and disaster recovery services for both VMware vSphere Data Protection and VMware vSphere Data Protection Advanced customers to replicate data to the SunGard cloud.

"This means that VMware now has a full range of storage solutions," Gelsinger says.

Virtual SAN is in public beta now, he says. VVols (Virtual Volumes) have been demonstrated and VMware is executing on them as part of the next release.

The company has also launched flash read cache as part of vSphere 5.5. Meanwhile the recent Virsto acquisition offers write cache and data synchronisation.

Together with the data protection announced recently, this means VMware is doing a lot across the storage stack, says Gelsinger, while working with the industry to help drive the software-defined data centre.

## Management

VMware has filled out its virtualisation management toolkit, announcing new capabilities and enhancements across its portfolio of cloud management solutions to simplify and automate management of IT services for multiple clouds and platforms.

New product releases introduced include VMware vCloud Automation Center 6.0, VMware vCenter Operations Management Suite 5.8, VMware IT Business Management Suite, and VMware vCenter Log Insight 1.5.

In addition, VMware will update the automation and management capabilities of VMware vCloud Suite 5.5, recently introduced in August.

As IT organisations evolve into brokers of IT services, they can rely on VMware cloud management solutions to enable key aspects of IT as a service including:

- \* On-demand access to any service - to help meet the expectations of immediate access to services, IT can increase agility and deliver infrastructure, application, desktop and custom services on diverse platforms



**Pat Gelsinger, CEO of VMware.**

and clouds with a common governance framework to simplify and control how services are consumed.

- \* Cost transparency - by providing transparency into the cost of VMs, infrastructure services and the use of shared resources, IT can help end users make informed decisions about the cost of services across private and public clouds, increasing accountability and efficient use of resources.
- \* Automated operations - managing IT services today requires management solutions that are tightly integrated, leverage big data analytics and are purpose-built for the dynamic nature of the software-defined data centre. This approach provides proactive management and unprecedented operational visibility of the performance and health of applications and underlying virtual and physical infrastructure, including storage and networking.
- \* Multiple clouds and platforms - VMware cloud management solutions support heterogeneous hypervisor and physical environments and multiple clouds, providing customers increased automation, with a unified management approach and freedom of choice and flexibility.

The new product capabilities across

VMware's comprehensive management portfolio reinforce VMware's commitment to provide industry-leading solutions that are tightly integrated with VMware vSphere while offering customers freedom of choice to run services on diverse platforms and across a hybrid cloud.

VMware introduced significant enhancements and a new offering across its cloud management product portfolio:

## vCloud Automation Center 6.0

VMware vCloud Automation Center provides the agility customers need by automating the delivery of personalised IT services. The new release of VMware vCloud Automation Center will offer customers a single solution for the rapid delivery of applications, including application release automation and support for DevOps automation tools, through the incorporation of VMware vCloud Application Director.

The product will feature a self-service catalogue for requesting and managing all types of IT services, providing customers with on-demand access to any service and reducing time to value.

VMware vCloud Automation Center 6.0 will enable customers to design any custom IT service in minutes (such as Hadoop as a service), to complement current out-of-the-box service capabilities for infrastructure as a service (IaaS), platform as a service (PaaS) and desktop as a service (DaaS).

Further extending its multi-platform and multi-cloud capabilities, VMware vCloud Automation Center 6.0 will introduce support for VMware vCloud Hybrid Service, VMware NSXTM and Red Hat Enterprise Linux OpenStack-based cloud environments.

## vCenter Operations Management Suite 5.8

The VMware vCenter Operations Management Suite provides automated operations management using patented analytics and an integrated approach to performance, capacity and configuration management. The new release will offer enhanced performance analytics for business-critical applications, including

&gt;&gt;&gt;





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# VMware simplifies partner programme

VMware has launched a new partner programme, significantly simplifying the way resellers do business with the software company.

Benjamin Caller, senior director: EMEA marketing partners and market segments at VMware, tells IT-Online that VMware has "had a tendency to be difficult to do business with" in the past.

"Partners want us to be more predictable and consistent; and to help them to be more profitable," he says. "We are selling a complex product, and are growing so fast, that it's been hard for partners to keep up."

Throughout EMEA, VMware does 95% of its business through partners, with the balance being global business or customers who go direct by law.

The company boasts 28 000 partners operating in a two-tier distribution model, as well as OEM partners.

The new value channel programme, announced to partners at VMWorld 2013, lets resellers doing business with VMware be more predictable, profitable, consistent and simple. In addition, says Caller, it offers more rewards for training.

Expanding on the training levels, he says there is VSP (VMware Sales Professional) certification; VTSP (VMware Technical Sales Professional) which targets pre-sales; and VCP (VMware Certified Professional) training, which the most technical and more difficult certification.

"The journey we are on is to simplify the process in a

consistent manner across all the competency areas," Caller says.

Regarding profitability, VMware's Advantage Plus rebate and reward programme has been extended as well.

Caller explains that resellers will now qualify for new front end discount for net new customers of 10%, in addition to the existing discounts and rebates they already enjoy.

Also aimed at enhancing profitability for resellers, VMware has a number of marketing programmes that either generate leads on behalf of resellers (last year it generated \$30-million in revenue and \$70-million in the source pipeline for resellers), or helps partners to design their own campaigns.

At VMWorld, for instance, the company launched the VMware Concierge, a mobile app that helps partners to design and implement their own campaigns using VMware-generated content and customisation.

These campaigns are available for African partners, and can be customised into local languages, Caller adds.

Another new mobile app is the mobile knowledge portal where resellers can view training content and videos at their leisure, making training a lot easier and more convenient for them.

"With our partner programmes, we have set the foundation and we are building on that," says Caller. "The key message is that our partners are embracing the VMware vision and delivering on it."

>>>

Microsoft Exchange and Microsoft SQL Server.

In addition, VMware vCenter Operations Management Suite 5.8 will introduce analytics for a broad range of storage vendors and devices to help administrators pinpoint configuration errors, resources issues and performance bottlenecks. New monitoring dashboards delivered out of the box provide deeper visibility into applications running on Microsoft Hyper-V and Amazon Web Services.

VMware vCenter Operations Management Suite 5.8 will enable IT organisations to standardise on a single operations management platform designed to enable higher quality of service, operational efficiency, control and compliance across all applications and services running on virtual, physical and cloud environments.

## VMware IT Business Management Suite

The VMware IT Business Management Suite provides transparency and control over the costs and quality of IT services, enabling

CIOs to align IT with business priorities.

VMware has introduced VMware IT Business Management Suite 1.0 Standard Edition, a new addition to the VMware IT Business Management Suite.

Targeted at the head of infrastructure, this solution will allow infrastructure and business stakeholders to quickly understand the cost and consumption of their virtual infrastructure across private and public cloud environments through integrations with VMware vCenter Server, VMware IT Benchmarking and VMware vCloud Automation Center.

The solution will also enable the comparison of internal costs with those of public cloud providers offering similar infrastructure services.

VMware IT Business Management Suite 8.0 Advanced and Enterprise editions will introduce additional persona-based dashboards tailored to the unique needs of the CIO, CFO of IT, IT project managers and line-of-business owners.

This latest release will also feature native integration with VMware IT Benchmarking, allowing enterprises to continuously

compare the cost of their services against industry peers and companies with similar operational characteristics.

## vCenter Log Insight 1.5

VMware vCenter Log Insight delivers realtime insights and monitoring of data from applications, virtualised infrastructure and physical hardware to help improve operational efficiency and minimise costs and troubleshooting time. Integration between VMware vCenter Log Insight and VMware vCenter Operations further enables organisations to combine and analyse both structured and unstructured data for end-to-end operations management.

New VMware vCenter Log Insight capabilities will ease adoption in enterprise environments and enable rapid time to value.

Optimised for VMware vSphere, VMware vCenter Log Insight 1.5 will also simplify the use of content packs developed by partners, allowing for increased visibility into the logs of infrastructure software and hardware commonly found in virtualised and cloud environments.

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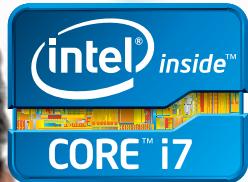
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## The YOUNGER Generation

# It's all about the reach in advertising

In a world with millions of Web sites, dozens of radio stations, hundreds of television channels, and more niche print magazines than users can count, it's hard to know how and where to market a business for the best results.

From online banner advertising, to pay-per-click and social media marketing, to highway billboards, newspaper advertising, magazine ads and everything in between, today's marketing landscape offers as much confusion as it does choice.

Whether promoting products or pitching services, every business needs to advertise in order to establish connections with new, and existing, customers.

In an industry sector as wide as the IT channel, this is even harder to achieve, because vendors, distributors and resellers are not only talking to existing customers, but every potential user of their products – and that is a large number of possible customers.

Print media such as newspapers and magazines has traditionally allowed for unlimited exposure. Unlike TV or radio, where advertising time is scheduled, customers have potential exposure to print ads at virtually any time.

A newspaper or magazine left on a coffee table can be viewed repeatedly and at the reader's discretion. The reader also has the opportunity to study the ad at their leisure, and isn't limited to 30 or 60 seconds.

The business world has evolved in a number of ways, including taking advertising techniques to a new level. Savvy marketers leverage the power of the Internet to reach their target markets in innovative, personal ways that can achieve an impact comparable to, or more effective than, traditional advertising media.

The trick is to ensure advertising is not an annoyance, but rather provides something informative and valuable to the audience. A high level of target marketing is therefore vital to ensure the right people are accessing the right messages.

Market segmentation and target marketing are more effective on the Internet than any other advertising medium. Strategically placed Web advertisements can achieve 100% relevant views.

For example, an ad for a new video game placed on a video game-oriented Web site is guaranteed to get results. Virtually every visitor to the Web site will be a gamer, maximising the impact of the advertising exposure.

The Internet also facilitates true two-way communication in advertising messages. By placing interactive ads on the Internet, companies can use surveys, comments and usage statistics to fine-tune their campaigns. Linking these to social networking can enhance the communication between the company and its customers even further, allowing users to receive genuine feedback on a regular basis.

The right advertising can expand awareness of a company and encompass an entirely new set of potential customers. Using one channel may be effective, but reduces the number of potential clients users are reaching.

So when making strategic marketing plans for 2014, look at all the avenues available, and choose the ones that will provide the best reach.



**By Anton Vukic, channel manager at Phoenix Software**

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# Dell's transformation set to continue

Dell as a company has undergone some dramatic transformation over the past two years and this is expected to continue once the dust from the company's MBO settles.

John Coulston, director, global commercial channel, emerging markets at Dell, says that in 12 years at the company he's seen a lot, but that the last two years have been particularly exciting.

"Dell as a company today is very different to what it was two years ago," Coulston says. "Two years isn't a long time and in my 12 years at Dell I've seen a lot, but the last two years ... we've seen a new end-to-end strategy ... the business has been transformed and it's now all about how we deploy the

benefits of this via our channel partners."

So does he think the situation could change with the buyout of the company by founder Michael Dell and Silver Lake? Not at all, Coulston says.

"Michael Dell was the driving force behind the new structure, behind the transformation over the past couple of years and I absolutely expect everything to remain in place come November when we've gone through all the hurdles. I absolutely expect the structures to be the same and, if anything, reinforced.

"There is huge energy within Dell about the future and it is a great thing to be part of," Coulston says.

# No longer a pure hardware player, Dell makes its mark on the software world

It wasn't that long ago that Dell was considered as purely a hardware organisation that looked doomed in a world moving towards an era of "total solutions", but in the space of 18 months it has created one of the Top 20 software companies in the world.

Marvin Blough, executive director, worldwide sales of Dell Sonicwall, says that through the acquisition of companies such as Quest and Sonicwall – there have been 10 acquisitions in total – the company has firmly stamped its intentions on the software world.

"If you go back 18 months ago, there was no such thing as a Software Group within Dell," Blough says. "Now, we have formed a group that has over \$1,5-billion in revenues, more than 6 000 employees, and ships over 200 products, nine of which are in Gartner's Magic Quadrant.

"Our Software Group is now one of the Top 20 software companies in the world and demonstrates that Dell is absolutely serious about software."

Blough says that there has been tremendous interest within the channel around Dell's software and that more than 1 400 partners had registered for competencies since they were launched in September.

He says that as the industry moves towards

total solutions, no other company is now better-placed than Dell to service it.

"Customers are moving to cloud, everyone is looking at mobile solutions and, finally, all this is creating an explosion of data which people don't know how to deal with," he says.

"As we move to this new model, it breaks all other models. Security, for example, the way we store data ... and we're moving along with customers as they do this. Dell is already in all these businesses – we're a huge player in data centres and cloud. And a big part of all that data is already on Dell servers.

"In mobile, we've always been a big player," Blough adds. "And now we have to add things like software and security – the things that customers are asking for. We're not creating new things, we're just leveraging off what Dell already does. We're moving to solutions instead of just the pieces."

So what's in it for partners? Blough asks.

"Customers want to move in this direction, but they don't know how," he answers. "They want to move to cloud, they want to move to BYOD, but they don't know how. So for partners, that is a huge opportunity, because they need help in getting there."

"When you talk about end-to-end solutions,

you are talking about taking multiple products and making them work together," he continues. "There's no such thing as BYOD in a box because every customer is different, so there is an opportunity there for partners to put things together. It screams for a channel model.

"You're integrating things, managing things – and that screams for channel," Blough says. "And the channel is going to be even more crucial when it comes to software."

And Dell, he says, is making it as simple as possible for partners to participate in this new environment.

"Because there are so many different business models, we're trying to make our programme flexible enough that a partner can take any one of these business models and participate at any level they want," he says.

"If you want to do systems management, we'll enable you; if you want to do something more general, we can help you achieve that too."

"We feel we've done a good job and the feedback has been positive on the way we've designed the programme," Blough adds. "We're doing everything we can to encourage partners to get involved, to look at the various product lines, and to decide which business models are best-suited to them."

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## Dell addresses today's security ills

It wouldn't be a technology camp without new technology and Dell has used the opportunity in Paris to launch a slew of new products as it looks to transform, connect, inform and protect customers.

One of the prominent announcements was four products the company says will make its Connected Security a reality and tackle some of IT's biggest imperatives in BYOD, cloud, network security and compliance.

"Today's mega-trends – cloud, BYOD/mobility, and big data – each introduce a magnitude of new threats and vulnerabilities," says Matt Medeiros, vice-president and GM: security products at Dell.

"The new challenges these threats create for the IT environment – insufficient visibility, siloed security, compliance requirements and new reporting – all must be managed with limited resources. The only true line of defence is a comprehensive set of predictive, context-aware security solutions that break down silos and protect data where it resides," he adds. "Dell Connected Security provides a dynamic solution portfolio that gives organisations the power to solve today's biggest security and compliance challenges, while helping them better prepare for tomorrow."

The four new additions to Dell's Connected Security portfolio are:

- \* One Identity Cloud Access Manager - addresses the need to control access to cloud apps and other apps from multiple end points – including office desktops, laptops, and mobile devices – that expose organisations to major security vulnerabilities; provides an increased layer of security with access management for both on-premise applications and Web-based applications like Salesforce, Google Apps and Office 365; and enables Connected Security by delivering browser-based access through a unified and secure single sign-on, with just-in-time cloud provisioning, federation, authorisation, and audit capabilities.
- \* The Dell SonicWall Network Security Appliance (NSA) 2600 - includes critical security capabilities such as intrusion prevention with sophisticated anti-evasion technology; network-based anti-malware with cloud assist; CloudAV Security; Dell SonicWALL Global Response Intelligent Defense (GRID) Network, which gathers input from millions of sensors to provide connected security against today's increasingly connected threats; SSL decryption and inspection; content/URL filtering; application visibility; application control; and application bandwidth management; and delivers secure mobile access from a wide variety of platforms including Windows, Linux, MacOS, iOS, Windows 8.1 RT, and Android, enabling organisations to provide multi-layered security and access control rules.
- \* ChangeAuditor 6.0 - enables the viewing, correlation and filtering of change events, and provides the relation to other events over the course of time and in chronological order across the Windows environment. This affords a better understanding and forensic analysis of those events and trends; eliminates unknown security concerns and ensures continuous auditing of critical assets by providing detailed and normalised information on a change, and any related events, in only one click; and delivers on the promise of Connected Security by detecting threats and patterns, enabling a rapid response from any device.
- \* InTrust 10.7 - monitors user access to critical systems and applications, and enables forensic analysis of user and system activity based on historical event data; collects events on user and administrator activity from diverse and widely dispersed systems and applications, and presents them in an easy-to-use and complete form suitable for reporting and analysis; enriches the Dell SecureWorks offering with intelligent data feeds that capture crucial aspects of user activity on Windows systems, detecting internal threats in less time and with less overhead; and supports Connected Security that's unified with the business by eliminating silos of information, connecting security information across data, user, network, applications, and services.

## De-listing could be a boon for the channel

Founder Michael Dell may have succeeded in his buyout of Dell, but the de-listing of the company won't see any deterioration in its commitment to, or strategy for, the channel it's been nurturing for the past seven years.

In fact, says Greg Davis, vice-president and GM of Dell's global commercial channel, partners will probably see additional effort to increase channel business and revenues.

"We don't know when the transaction closes for the buyout, but we think the target is the end of the month," Davis says. "We're all excited that the process is over and that we can look forward to the next chapters in Dell."

And these chapters, Davis adds, intimately involve the company's partner channel.

"From a channel perspective, I said six months ago when this [the buyout] began that we have a terrific track record with the channel," he says.

"On 5 December it will be seven years since we began slowly and methodically building a programme for our partners. We've expanded it with new companies [that we've acquired] and with new technologies, building a great business with our channel partners and we're really excited about the future.

"I'm on record with the buyout and whether it would change anything from a channel standpoint: absolutely not," Davis continues.

"We will continue to invest in people, resources, programmes and activities for our partners to sustain the reseller growth we've experienced that exceeds the market norm by two or three times."

Davis hinted that, released from some of the restraints of a listed organisation, Dell is looking to expand the amount of business it does through the channel.

"We've got a relatively small share in the channel and believe that it presents a great opportunity for us," he says. "It's much larger than it was seven years ago, but there is still a great chance and scope to grow."

"Our strategy for the channel is in place [with programmes like PartnerDirect] and we will continue to take it forward through the capital restructuring of the company," Davis says.



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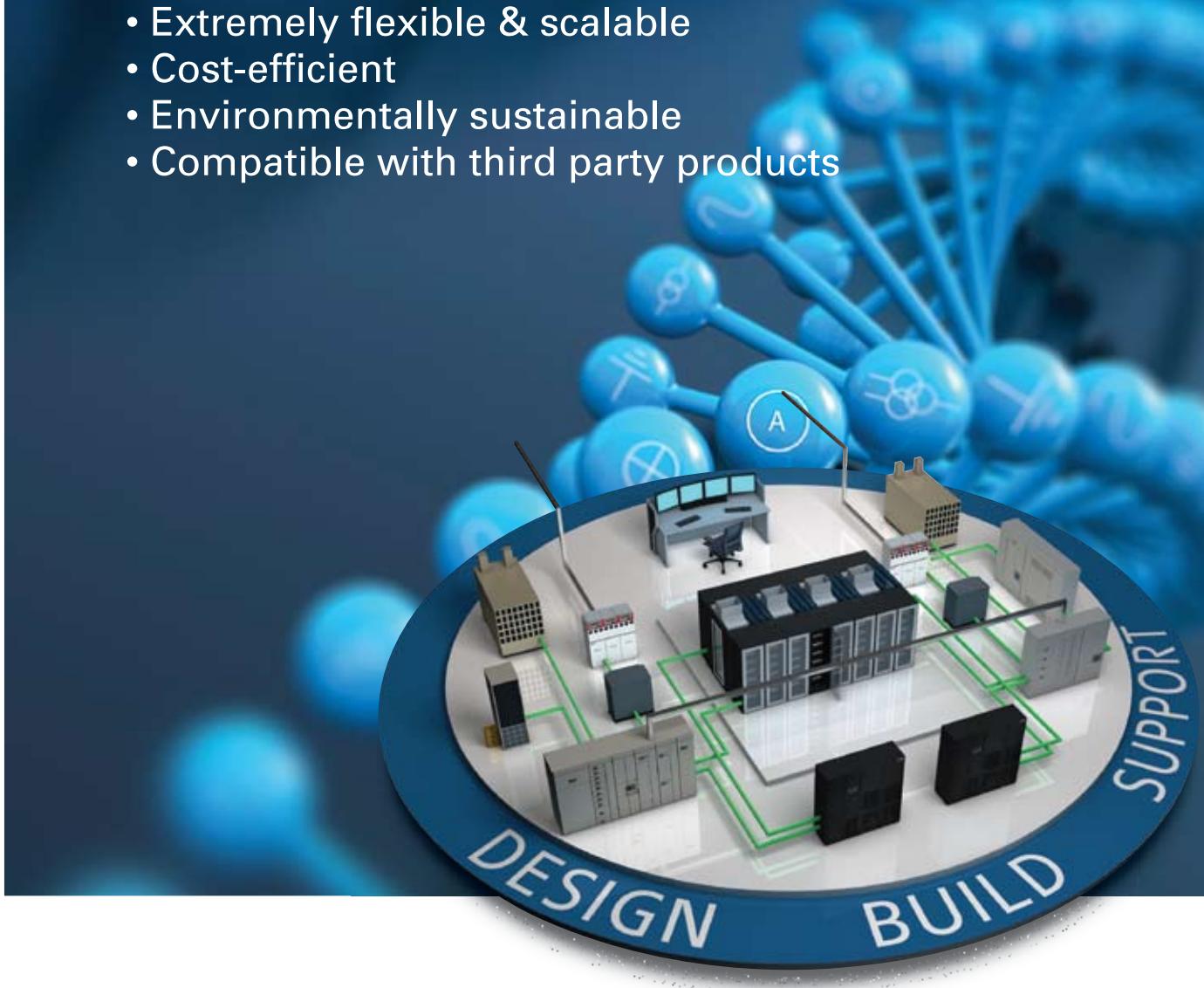
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# Winds of change at SITA

Although the State IT Agency (SITA) is behind in implementing its turnaround plan, there is a new spirit of innovation and partnering at the organisation.

With a new board and new CEO having taken over recently, the original turnaround plan can be said to have stalled, CEO Freeman Nomvalo tells IT-Online.

"There was an intention to deliver on the turnaround strategy in March 2013, but we have not been able to achieve that objective," he says.

Part of the reason for this, he adds, is the change in leadership that the organisation has undergone.

"So the turnaround is still ongoing, to the extent that there are still challenges to overcome."

Nomvalo is blunt about the challenges still facing the agency, and the fact that mistakes have been made in the past.

"However, we are finding ways of building on our successes and of correcting the mistakes we have made – focusing on the business challenges."

This means SITA is still working on defining its character, strategy and role, he says.

A refreshing message at GovTech this year has been an appetite for partnering, and a willingness to work together with industry to address government's service delivery challenges.

"We are trying our best and are serious about partnering with the industry," says Nomvalo. "We realise that we have our own wishes, and the industry has its own wishes which are not necessarily aligned. But we also know that we cannot do everything on our own, so let's embrace that."

The GovTech theme of innovation is difficult to measure, but Nomvalo believes that some important first steps have been taken in making it a reality.

"It seems to me that there were some serious conversations taking place in some of the tracks, and this is a good starting place."

"I also didn't see much unnecessary defensiveness on the part of SITA. And, once you open up to the possibility that you need help, that lets you embrace whatever comes after."

Of course, talk is cheap – and relatively easy, Nomvalo says. "I think we have had a successful conference; now we need to translate this talk into action."

Earlier in the conference, Nomvalo presented a dissertation on leadership, innovation and risk-taking that proved popular with GovTech delegates, and it seems he will translate this thinking into the organisational structure of SITA.

"I want the people at SITA to drive change," he says. "I am not an IT person, so I can't do it. But I need to create the space that allows them to express themselves, where they can release their innovation and potential."

## SITA calls for IT, government partnership

Government and industry must join forces and work together to achieve the goals of a capable and developmental state. This is the word from Jerry Vilakazi, chairman of the SITA board, addressing GovTech delegates.

Vilakazi points out that there are positive moves from government, including the opening of a national school of government, which is an important building block in fixing the public service.

"Our leaders have committed South Africa to a people-centred society where every citizen can access, create and share knowledge. There is a shared vision to allow people to achieve their full potential in promoting sustainable development and improve quality of life."

He adds that government and industry are not simply in the business of ICT, but as a crucial enabler for social and economic emancipation.

"GovTech 2013 is aimed at providing a roadmap for the ICT industry's long-term development and growth. This enables the development of industry partnerships with government on a unified strategy of clearly defined goals to deliver a citizen-centric information society."

## Leadership vital to close aspiration gap

Being in a position of authority does not necessarily equate to leadership; and this could stifle the application of innovation within private and public sector organisations.

This is according to Freeman Nomvalo, CEO of the State IT Agency (SITA).

"The notion of being called a leader is such a sexy notion, so people don't miss opportunities to say they have leadership qualities," he says. "But I want to disabuse you of that."

The word innovation comes from the word novelty, Nomvalo says, referring to newness, bringing in something new or finding different ways to do things.

"It's about responding to challenges in an organisation and finding ways to overcome those challenges; and it's about trying to resolve some difficulties that may exist in an organisation."

One of the challenges associated with innovation include the fact that new ideas seldom work out first time around, but require a process of experimentation. There is also a tendency within organisations to push back against new ideas, which makes it difficult for these ideas to see the light of day.

"In many organisations there is a gap between aspirations and where the organisation is today," he adds. "That gap is where leadership comes in. If it isn't being closed it's because exercising leadership is a difficult exercise; and it is a dangerous exercise."

Nomvalo points out that agile organisations that encourage innovation share five characteristics. They are:

- \* An organisation that allows elephants in the room;
- \* An organisation that takes responsibility for the future of the organisation;
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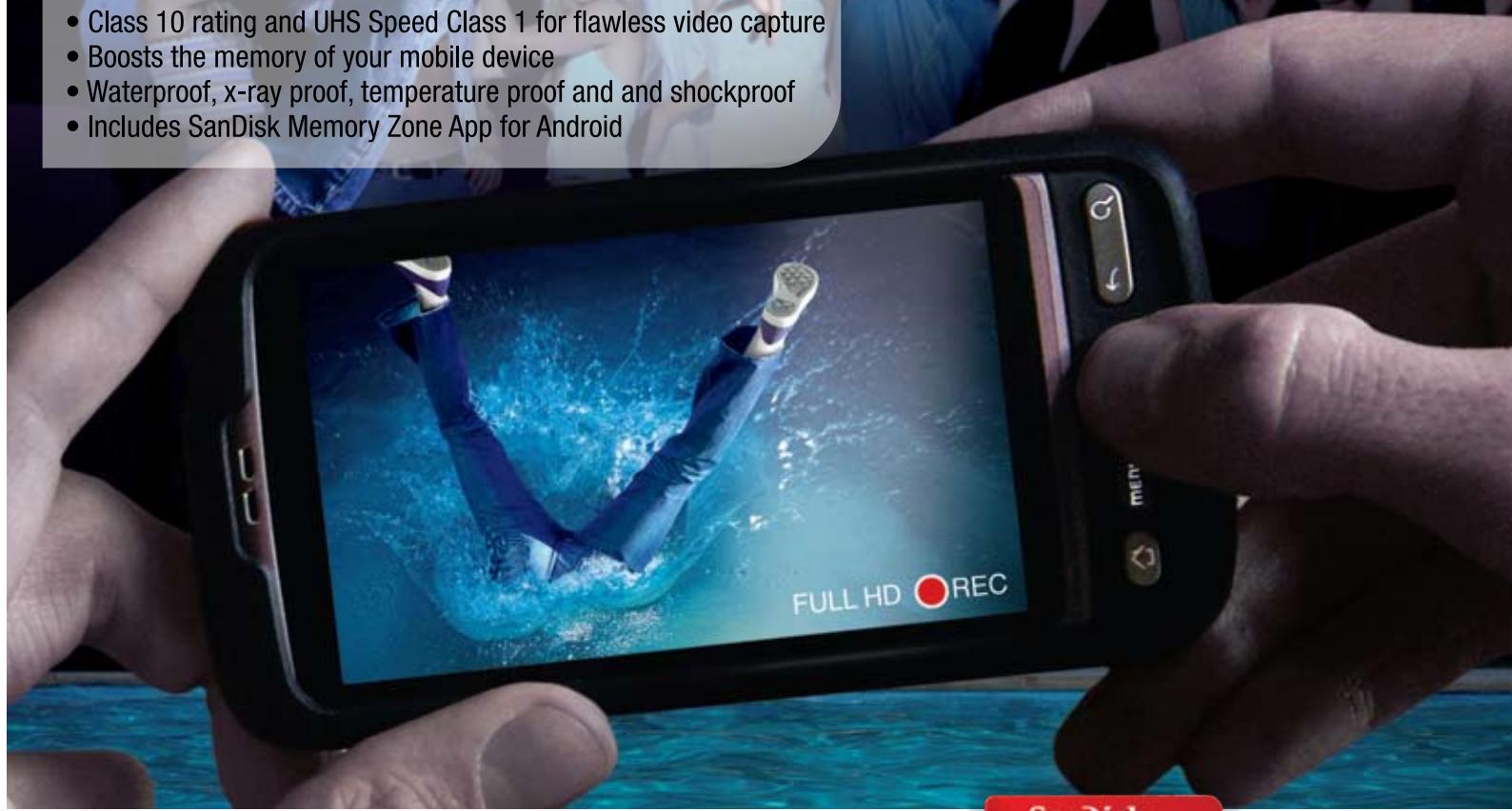
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# Manuel throws down the gauntlet to IT

The State IT Agency (SITA) and the industry as a whole have been challenged to develop strategies and services that will allow IT to empower South Africans across the board.

Trevor Manuel, Minister in the Presidency, opened the recent GovTech conference by issuing an innovation challenge to delegates.

He points out that South Africa used to lead the world in some technologies – for instance state-owned SAMES used to manufacture electronic boards for global

cellular companies while the country was a satellite television pioneer – we have let ourselves slip from these leadership positions.

"Government itself, about a decade ago, had an IT advisory council to the president, where the heads of international IT companies would fly in and talk to the president about opportunities: that has gone too," Manuel says.

In addition, e-government initiative begun about 10 years ago – including the training

of cabinet ministers in e-cabinet systems – has fallen by the wayside along with a commitment to open source initiatives.

"I want to ask IT: why have you allowed this slippage on your watch?"

Manuel points out that in some areas, there are still positive stories, such as the Stats SA app that puts a wealth of statistical information in users' hands.

"IT is the great leveller," he says. "But if we aren't careful and clear about what we want to achieve, it can become the great divider. This is the challenge, what we need to wake up and what we must change."

"For instance, there are six upstream cable systems that should allow us to extend bandwidth to every area in South Africa. Our challenge is to close the gaps, and never again allow ourselves to be delayed by silliness."

"Part of this is the consciousness that the rest of the world won't wait until we are ready: we need to understand that and engage now."

He cites time-wasting debates that include standards for set top boxes, currently still on the table, and reminded delegates how South Africa almost didn't allow the Seacom cable to land over internal squabbles.

"In fact, the constitution doesn't give us an option: it says we must improve the quality of life of each person and free the potential of each person. It doesn't say we can leave people behind. We recognise that IT, the great enabler, can help us release the potential of each person. We can push the boundaries of enablement through IT."

Manuel laid down eight challenges for GovTech delegates, and the industry as a whole.

They are finding ways that IT can solve challenges in: e-government, education and healthcare; they include finding ways to ensure security and privacy, improving administration systems; and the ability to use information differently; also enabling dignity and human rights; and embracing the opportunities that open source offers.

## SA to host next big supercomputer

South Africa is likely to be the home of the next record-breaking supercomputer, with Exabyte capacity and compute power in the Exaflops (floating point instructions per second) range.

Dr Happy Sithole, from the Centre for High Performance Computing, says this new and powerful supercomputer will be necessary to process the enormous volumes of complex data produced by the Square Kilometre Array (SKA) radio telescope project.

The centre currently runs a supercomputer that runs at 61,4Teraflops. Although it is in the world's top 500 supercomputers, it is rapidly falling behind the global curve. And this computer is currently running at 93% capacity, Dr Sithole says.

"The world's next biggest supercomputer will be in South Africa, and it will have Exascale capability," he adds.

South Africa is no stranger to using its supercomputer capacity for big science projects. It currently analyses climate change, mineral beneficiation, bio-informatics and has designed both the new SKA dish and participated in 3D animated movies. "We have used the Centre for HPC to solve real-life problems," Dr Sithole says.

The centre has also participated in large-scale science projects like CERN, and performed 500 jobs per day for the ALICE experiment that was responsible for discovering the Higgs Boson.

The SKA brings a new set of challenges to HPC, he adds. The telescopes are being designed to have 100-times more sensitivity and this adds an enormous amount of data that needs to be processes and analysed. "How do we deal with these large amounts of data, and navigate through it?"

Using sensitive radio telescopes and powerful computer processing, Dr Sithole explains that scientists will be able to study the evolution of galaxies.

"Because of the large scale dishes, there is a large amount of information coming in very fast, which needs fast data processing, which can't be done with the computing we have today," he says.

SKA 1 anticipates data requirements of 100 Petaflops and up, increasing with SKA 2 to Exabytes of data requiring Exaflops of processing power.

"I see this as an opportunity for South Africa," Dr Sithole says. "It is a challenge that is not just for the IT industry but for academia and government as well – in fact, for all of us."

Dell recommends Windows 8.



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## DEEP THROAT

### Acer ace coming up trumps?

A little bird tweets in our ears that David Drummond, only last month appointed to head up Acer's southern African operations, could be taking on an even bigger role at the company. There was no official announcement around it, but Acer vice-president for Middle East and Africa, Amin Mortazavi, suddenly resigned in October and it is for this position that Drummond has apparently been earmarked. He is no stranger to the role, running Acer's business in Dubai for some years before being appointed MD of Acer UK. While we could think of no better candidate for the job up north, it does leave Acer with a bit of a poser down here on the southernmost tip of the continent. Who is in line to fill Drummond's boots at its Johannesburg headquarters? We at Deep Throat would boldly venture that it may finally be time for some young blood at the helm. Notwithstanding the fact that there is a dearth of senior (pun intended) executives in South Africa, the world + dog knows that today's PC and mobile world is being driven by youth or, as analysts like to call it, Generation Y. Maybe it is time for Acer SA to take a brave decision to trust someone with a clearer understanding of this generation and with the necessary drive and ambition to take it to its previously-held heights?

### Missing, but not forgotten

It is not often that we here at Deep Throat get excited, but we have to admit that there was a touch of "joie de vivre" (as DelBoy would say) within us when we were informed that a certain Michael Collins would be joining us for drinks and dinner at a recent soiree with Dell in Paris. Now, we're not talking about the famed Irish Republican (or Liam Neeson who played him in the film), nor the least-recognised astronaut from Apollo 11 and Neil Armstrong's moon landing, but former South African IBMer Michael Collins who has done himself and his country proud within the senior executive ranks of Dell Computer. The last time we saw Collins, famed throughout the channel for his flip-flops (the plastic sandals, not decisions), was close on 15 years ago when he was heading up IBM's PC division in South Africa. He joined Dell soon after and has become one of the company's leading lights in the Middle East and Africa region through the years. Sad to say, the closest we came to Collins in Paris was this – his name badge at an empty table setting. Customer meetings had delayed and, finally, forced the cancellation of his dinner date. And all we really wanted to know was whether he was still wearing his famous flip-flops in the sands of Dubai! Never mind, Michael ... next time.



### PR Prick(ie) of the Month:

### Didn't see that coming ...

For the vast majority of hardened hacks churning out feature briefs for the PR industry that are largely ignored or which, more often than not, only generate those dreaded "interview motivations" that we so vehemently detest (most of them could be turned into half-decent releases given a good sub!) are a necessary chore that we hate.

Even more so when we get mails across our screen like the below:

"My name is XXXXX from XXXXXX. I see that you have an upcoming feature on the 'Predictions for the coming year' at Channelwise Africa. May I please have a brief for this feature as I may have something that might be of interest to you.

Thank you,

XXXX"

And ...

"I am after a feature brief for the following:

2013-11-18

Predictions for the Coming Year

Channelwise Africa

Hope you are able to assist me.

Warm regards

XXXXX

To be short and sharp – as is our wont sometimes – we'd like to suggest getting hold of a dictionary ... and looking up the meaning of "predictions". We're sure you will find it pretty self-explanatory. Oh, and we predict that the brief for this particular feature for our December/January issue will be out closer to the date – and it will be, we promise ... brief.

### Missing too ...

Speaking of notable absences ... we went to the Tarsus Golf Day hoping to wish MB Technologies head Glenn Fullerton all the best during his recovery from a serious bike accident. Sadly, it seems that Fullerton's injuries kept him from both playing or even attending the later awards ceremony at the event. Fullerton has since resigned as CEO of the MBT group, saying that he will focus on recovering from his injuries.

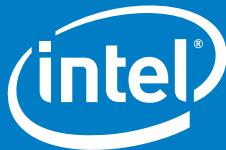
Equally saddening was the news we received from Tarsus stalwart Sophia Evans that the golf day was her "farewell" from the distributor. Evans has been a key and most loyal manager at the disti for as long as we can remember, most notably on the HP account. Happily, she won't be lost to the local IT industry and, unlike many of her counterparts, won't be joining AxizWorkgroup either. Evans takes up a position at Microsoft SA from 1 November, looking after the software giant's OEM partners.

Deep Throat swallows ... loadsa beer ... and wishes her every success in her new position!



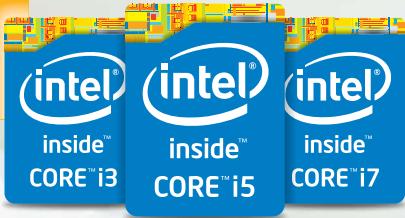
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BEYOND ALL EXPECTATIONS

# Professional Network Components and Cables



## Tools



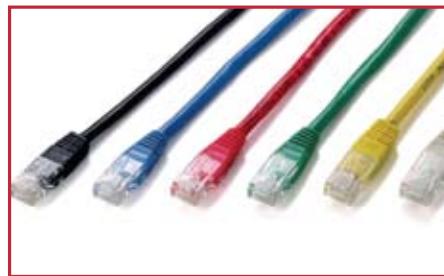
Tool kits  
Crimping Tools  
Stripping Tools  
Punch Down Tools  
Cable Testers

## Patch Panels



16 Port Cat.5e Unshielded  
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16 Port Cat.6 Shielded  
24 Port Cat.6 Shielded  
24 Port Cat.6 Unshielded

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Contact us for information on all other products available in this range.



# And the winners are ...

In the fourth annual Channelwise Awards, resellers have once again made their voices heard and voted for their favourite vendors and distributors.

Once again, SME and consumer resellers were invited to cast their votes in an online poll, naming the vendors and distributors who they believe gave them the best product, service and value this year, across a range of product categories.

Enterprise resellers, meanwhile, were personally asked to complete a separate survey covering slightly different product lines more appropriate to the enterprise business. All resellers named their favourite distributors

in various categories, and the best vendors in sub-categories, to come up with this year's winners.

Importantly, they also scored their top vendors and distributors across a number of areas to gauge the levels of service they provide. Not only does this give us a very clear indication of which vendors and distributors are meeting resellers needs, but also offers insights into what resellers find valuable and what they look for in their favourite suppliers.

The results of the Channelwise Awards on the following pages are collated from 1 900 reseller responses.

# Components

## SME/Consumer Reseller Survey

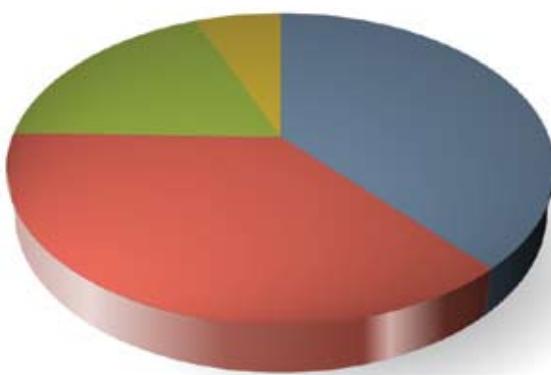
### Disk Drives



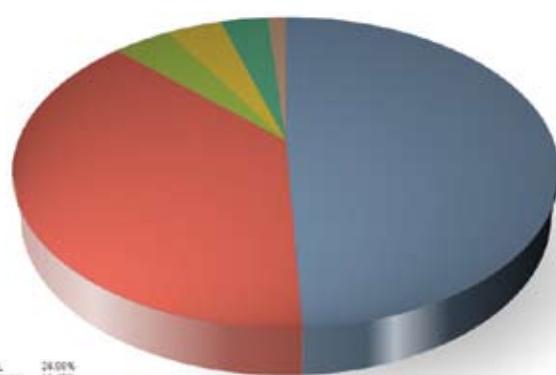
### Graphics Cards



### Memory



### Processors



### Motherboard



### USBs



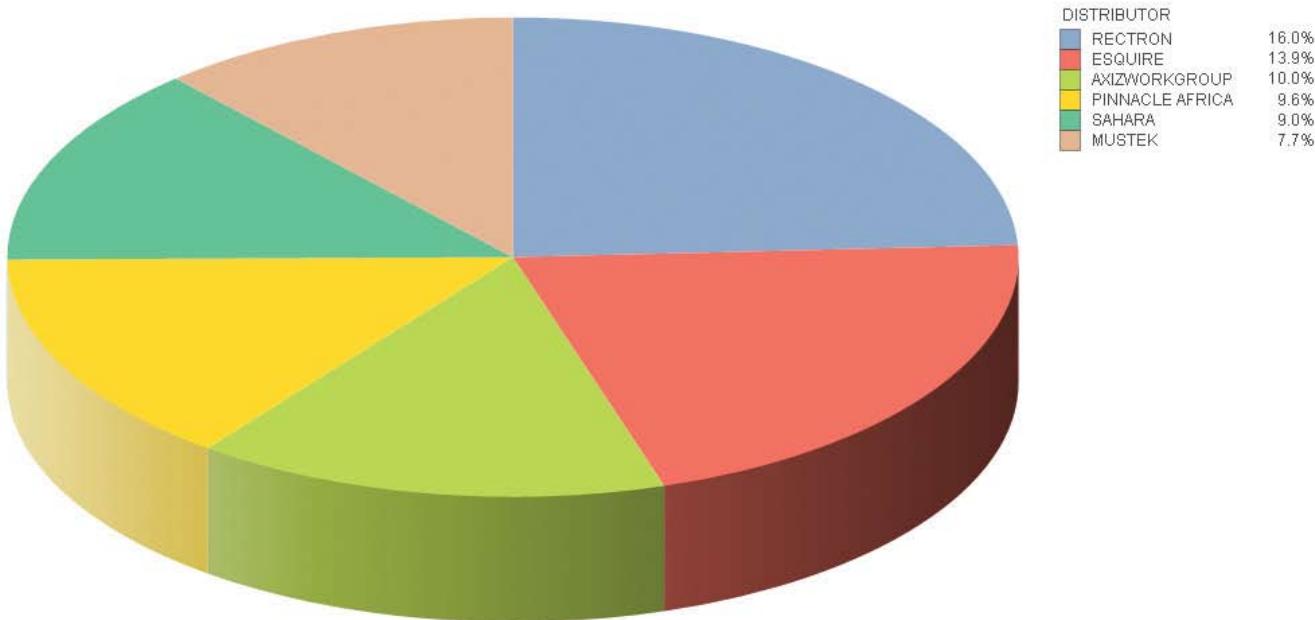
## Components

### SME/Consumer Reseller Survey - Winner



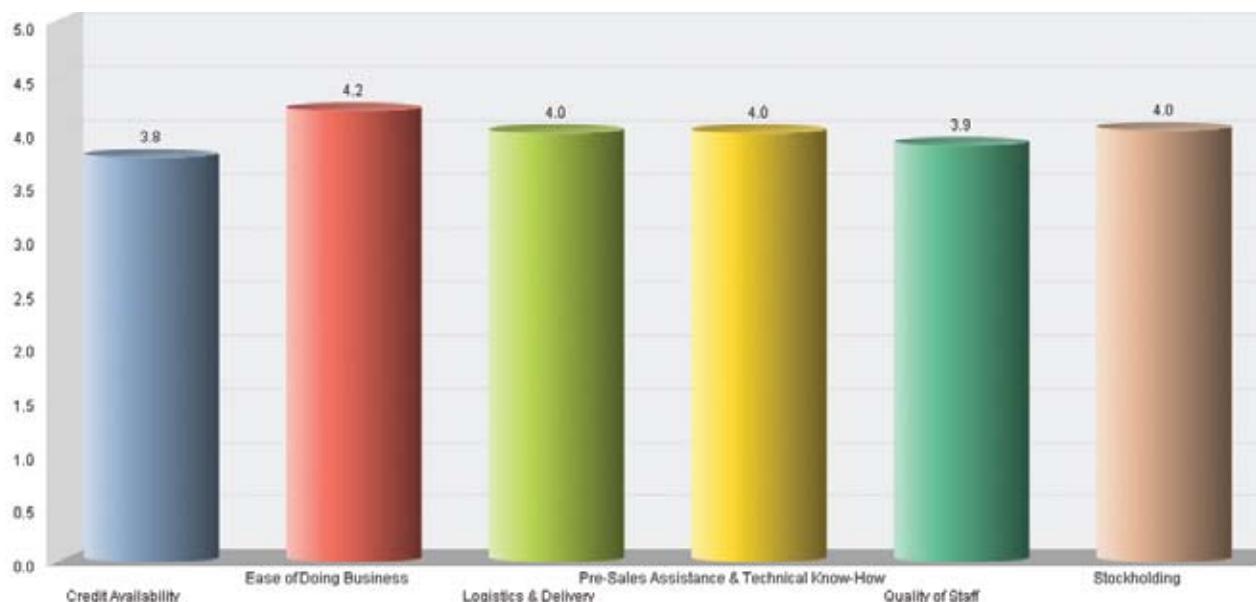
## Components

### Distributor of the Year



## Components

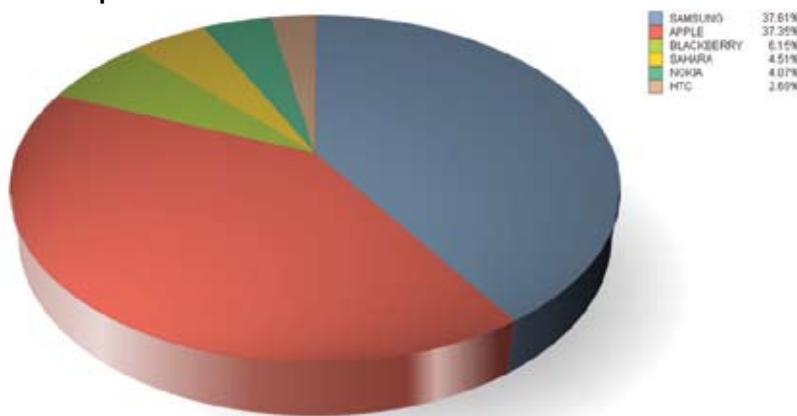
### Distributor Ratings



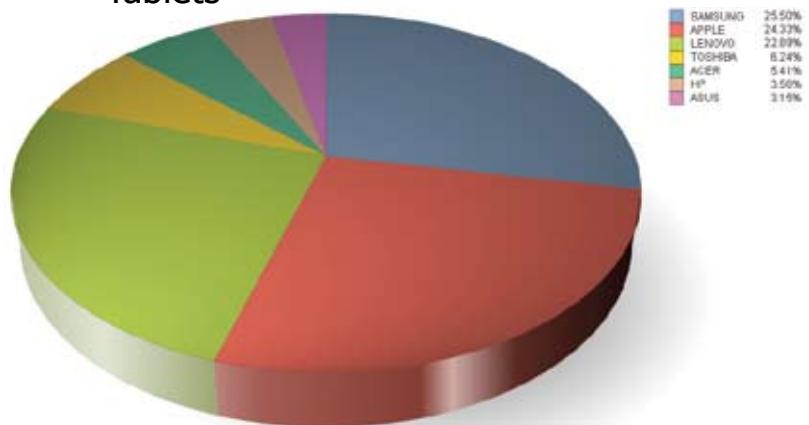
## Mobile Computing

### SME/Consumer Reseller Survey

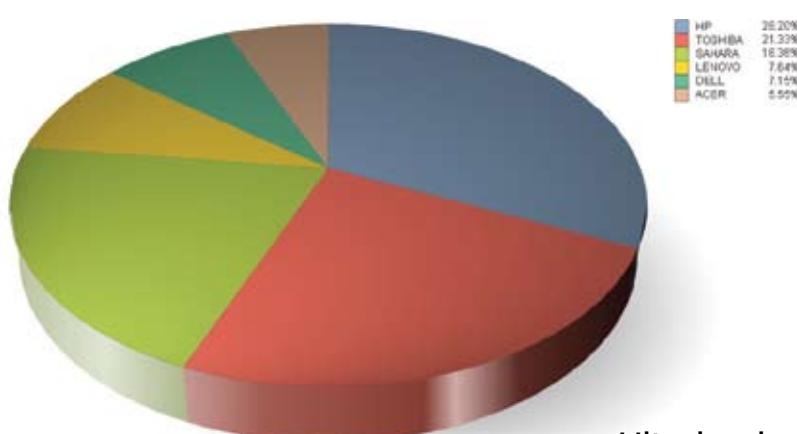
Smartphones



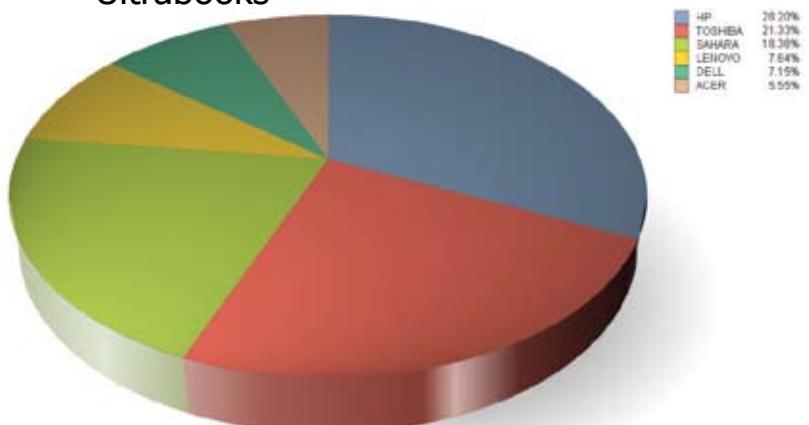
Tablets



Notebooks



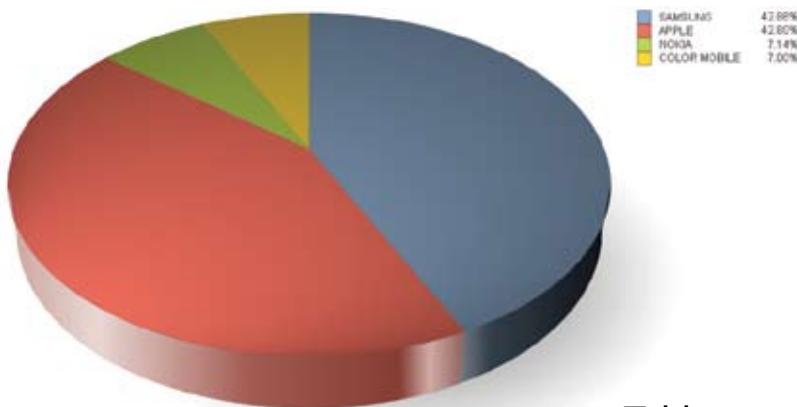
Ultrabooks



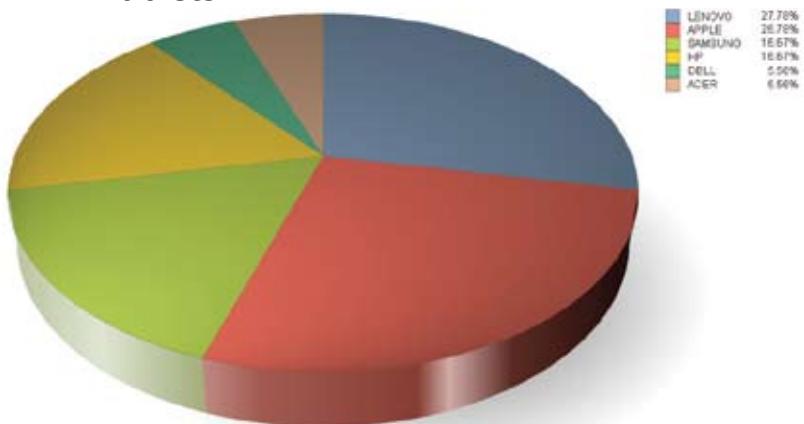
# Mobile Computing

## Enterprise Reseller Survey

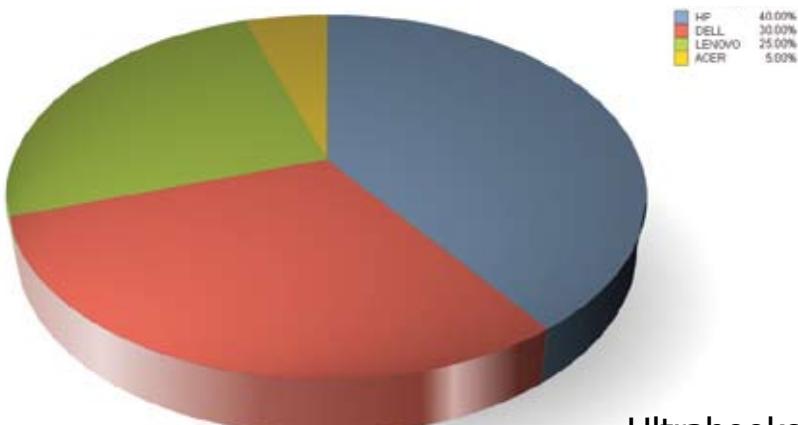
Smartphones



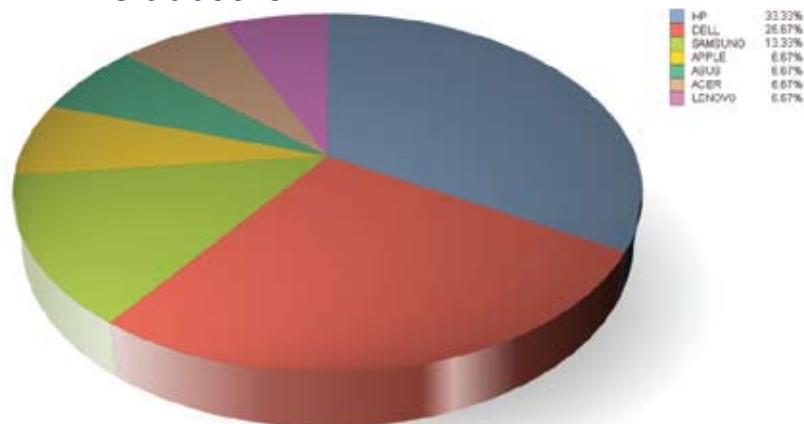
Tablets



Notebooks



Ultrabooks



## Mobile Computing

SME/Consumer Reseller Survey - Winner



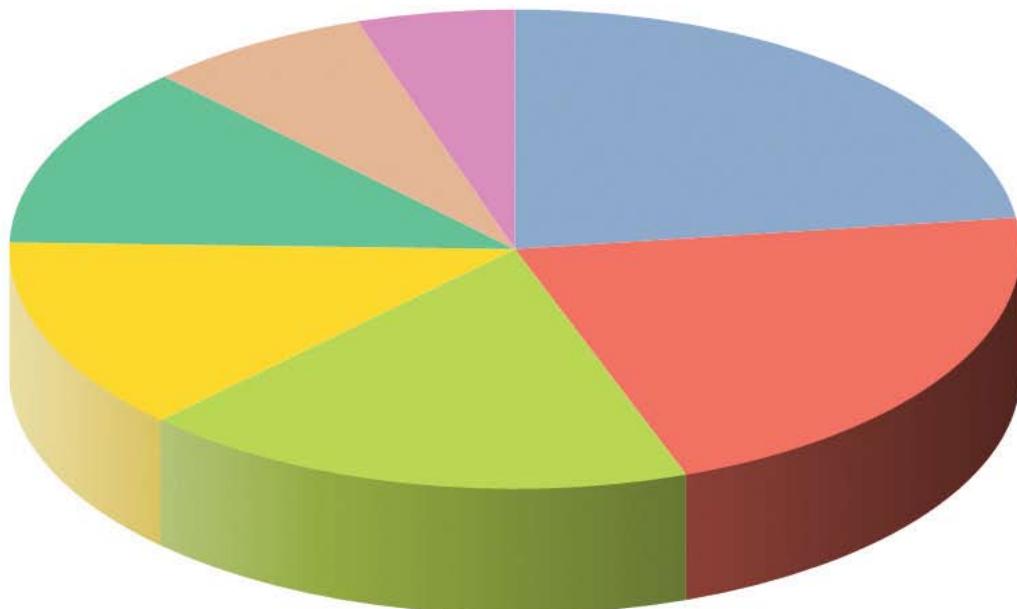
## Mobile Computing

Enterprise Reseller Survey - Winner



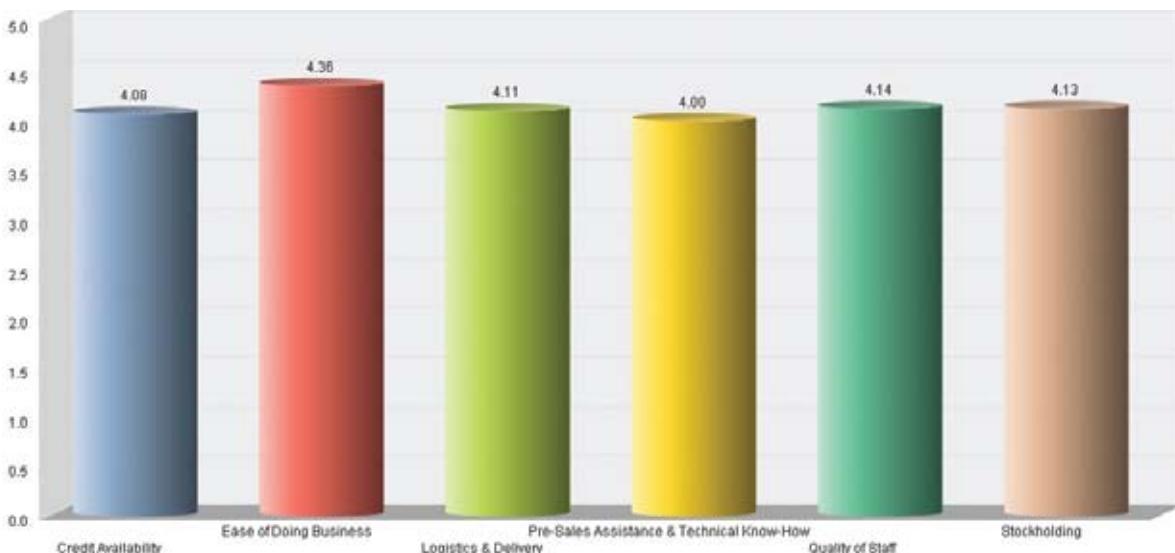
## Mobile Computing

Distributor of the Year



## Mobile Computing

Distributor Ratings





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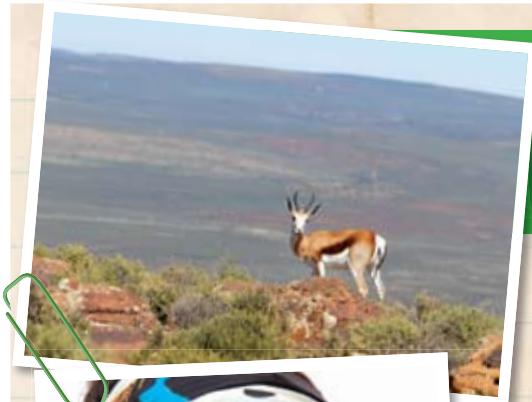
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# CHAMPION OF THE ENVIRONMENT TERRY PHETO

People often ask why I am an Ambassador for Champions of the Environment Foundation. The reason is simple: I passionately believe that we, as South Africans, have to work together to preserve our environment and that we must aim for a green economy. Champions are here to help make this a reality.

Although it is important, preserving the environment is more than just planting trees:

- It's about creating jobs for young people;
- It's about food security and understanding how important this is;
- It's about caring for your homes, your land and your communities;
- It's about proper waste management; and
- It's about not littering and polluting our environment.

You have the tools, the technology and the ability to make sure that the world is a better place. Your company could be involved in a global state of the nation report, where young people tell us about their own environment, the bit of the world they live in, so we can put together a picture of what's happening in the region, the province, the country and the world.

*Come and join us, become a Champion, and care for your environment the same way you would care for your family. Be a CHAMPION, leave a LEGACY.*

## WHAT WE HAVE ACHIEVED...

### Hegebe Afforestation project in Lower Ngqungqu Great Place, Mqanduli EC

2 August 2010

The initial project launched by Department of Environmental Affairs and led by iNkosi Phathekile Holomisa continues to address the planned infrastructure roll out. Mitigating climate change, soil erosion, water scarcity, food security and carbon sink offset projects.

### Rural development

Assimilating knowledge about tree breeding is benefitting the Hegebe community by providing;

### 120 permanent forms of employment as part of Public Works Expanded Programme

- Ongoing restoring and rehabilitation of eco-systems, creating windbreaks to mitigate the loss of fixed property, and the removal of alien vegetation

## CHAMPIONS INCLUDE

### ► Terry Pheto:

Ambassador to Champions of the Environment Foundation

### ► Jacob Zuma:

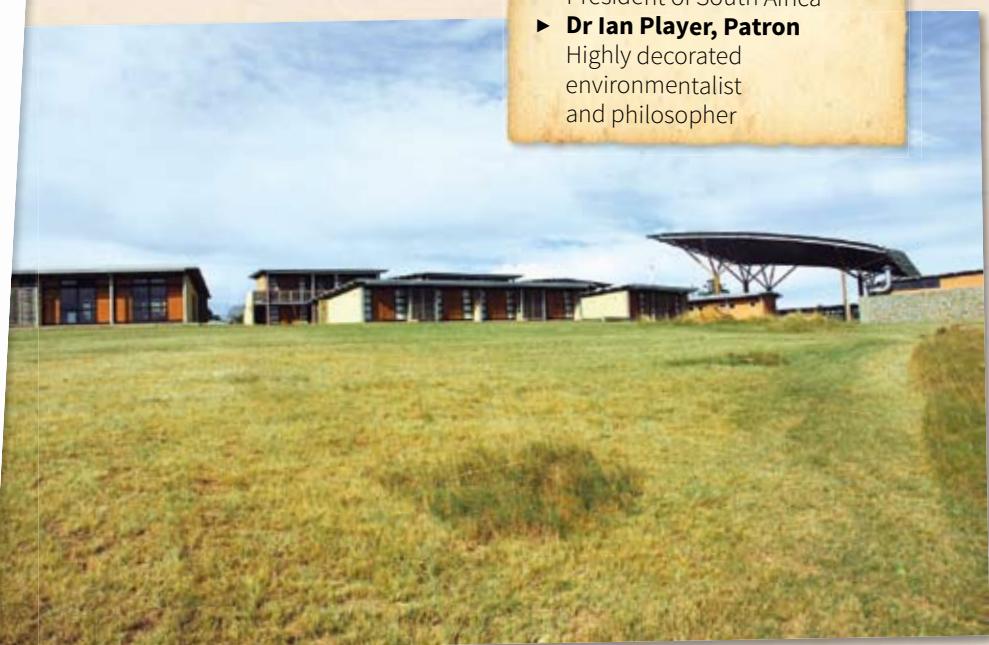
President of South Africa

### ► Nelson Mandela:

Global icon and past President of South Africa

### ► Dr Ian Player, Patron

Highly decorated environmentalist and philosopher



Dear General Holomisa

27 September 2011



#### WORKING TOGETHER FOR A SUSTAINABLE ENVIRONMENT

Thank you for your correspondence dated 14 September 2011 regarding the Emoyeni Palace project.

As you are aware, mitigating the effects of climate change is one of the priorities of government. However, we cannot succeed working alone. We therefore appreciate your contribution through the Champions of the Environment Foundation through various projects including the tree-planting ceremony at Emoyeni Palace.

We look forward to working together to ensure a successful UNFCCC conference later this year.

Tours sincerely



His Excellency Dr Jacob Zuma  
President of the Republic of South Africa

General Bantu Holomisa, MP  
Chairperson: Champions of the Environment Foundation  
P.O. BOX 3268  
Houghton  
2041

## 5 new boreholes and water storage facilities

- Water tanks provide clean water and better hygiene to the community at large

## 1 plant nursery and aftercare centre

- Provide employment, access to information and learning for budding environmentalists
- Fresh fruit and vegetables contribute to improved health and eating habits

## The Enyokeni Palace project KwaZulu-Natal (KZN)

11 September 2011

On the eve of his birthday celebrations in September 2010 His Majesty, King Goodwill Zwelithini kaBhekizulu, invited Champions of the Environment to bring as many trees as possible to plant on the road to the United Nations Framework Convention on Climate Change (UNFCCC CoP17).

Some 34 000 indigenous trees – all endemic to the province of KZN – were planted at the Enyokeni Palace on 11 September 2011 by traditional Reed Dancers. This project was made possible in partnership with the Department of Environmental Affairs, TourismWorld, the Usuthu Traditional Council and the Zulu Royal house. We were also blessed by the support of President Jacob Zuma

## OUR NEXT STEPS...

### 2013 – 2019 Ensure environmental sustainability

The Royal Houses of the Thembu, Pondo and Xhosa invited Champions of the Environment Foundation to promote projects linked to advancing local human resources and enhancing infrastructure development as set out in the National Development Plan (NDP). Greenfield projects are specifically structured to develop the Great Places of Bumbane, Mngqesha, Nqadu, Nyandeni, Qamata and Qaukeni, advancing the communities residing in Ngquza, King Sabatha Dalindyebo, Chris Hani, Mnquma and Amathole Municipalities of Eastern Cape. On the 20 September 2013, the initial Indigenous Tree Planting Ceremony took place at the Mthatha High School Grounds and will continue in the Great Places until December 2013.

### Project demographic

- 1200 new jobs with beneficiaries earmarked for the green economy
- **60%** unemployed rural women (700)
- **40%** rural youth (500) grade 12 graduates entering the employment market in January 2014



### 2014 – 2019 Enterprise and socio-economic development

High on the list of requirements for a knowledge-based economy are robust information and computer technologies. Management, measurement and planning are needed to fast track learning and development of individuals and organisations ensuring an equitable transition to a low carbon economy.

From 2013 practical career guidance will benefit grade 12 school leavers to become environmental technologists or scientists as set out in the Environmental Sector Skills Plan (ESSP). This will build a credible greenhouse gas (GHG) inventory. Information communication technologies (ICT) will assist with carbon reporting, pricing and taxation scenarios converting raw data into metrics while managing diverse stakeholder and shareholder expectations.

### Creating connections

Champions of the Environment Foundation are what might be described as a “connector” because we create connections between the various stakeholders to work towards a greener South Africa. We invite you and your company to connect with us to discuss how we can be of assistance in the execution of your strategic plans, providing you with efficient and targeted spending reports in line with your business needs.



Champions of the  
**ENVIRONMENT**  
FOUNDATION

### WHAT WE DO...

*2009 – 2019 Sustainable transformation of the green economy*

Champions of the Environment promote socio-economic community projects, building local capacity, developing SMMEs and awarding bursaries to young people. Scalable programmes form part of a larger focus linked to climate change, rural development and empowerment within the lower income groups of rural women and youth.

### Benefits and partnerships

- Government partnerships include; Office of the President, Environment and Water Affairs, Arts and Culture, Local Government and Traditional Affairs, Eastern Cape House of Traditional Leaders, Office of the Premiers and relevant municipalities.
- Objectives are linked to key performance indicators i.e. transformation, environmental education, legal compliance, community upliftment and development
- Portfolios of evidence add value to sustainability reports forming part of the Global Reporting Initiative (GRI), a business imperative for listed entities and global investors. [www.globalreporting.org](http://www.globalreporting.org)
- B-BBEE compliance and recognition of AgriBEE and ICT sector codes of practice encourage preferential procurement, skills, enterprise and socio-economic development.
- Tax exempt receipt: Issued in terms of Section 18A of the Income Tax Act of 1962. The donations received are used exclusively for the objects of Champions of the Environment carrying out public benefit activities approved in section 18A.

**For more information:**

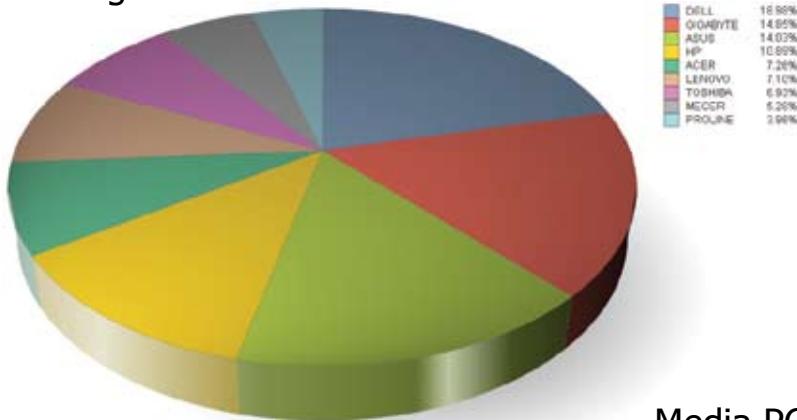
[www.champions.org.za](http://www.champions.org.za) or

SMS 083 431 8548 and we will contact you

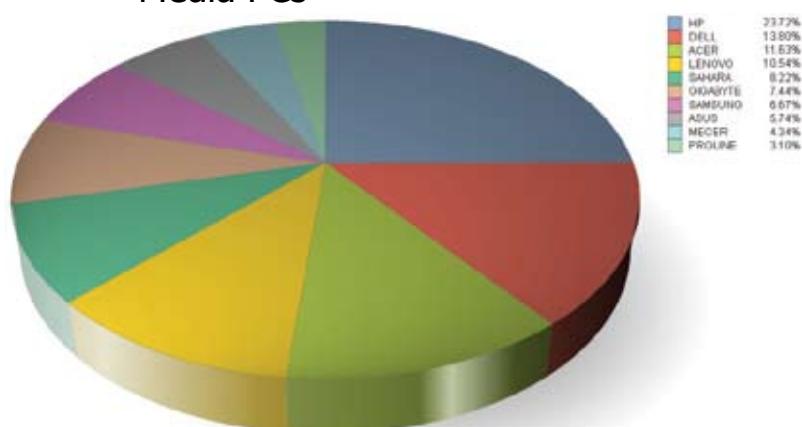
# Personal Computing

## SME/Consumer Reseller Survey

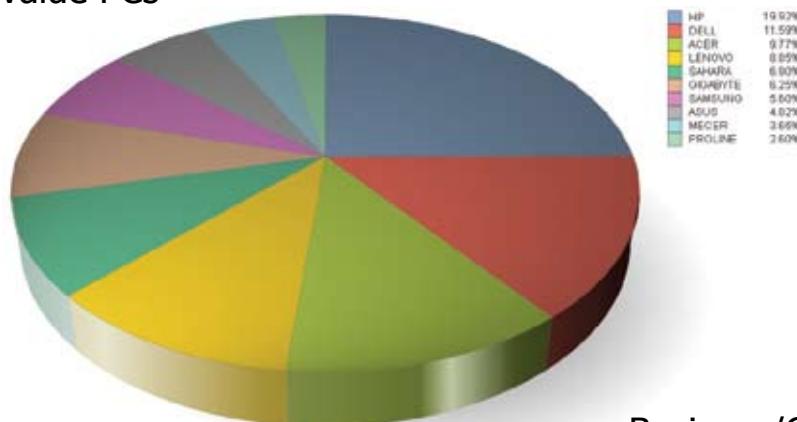
Gaming PCs



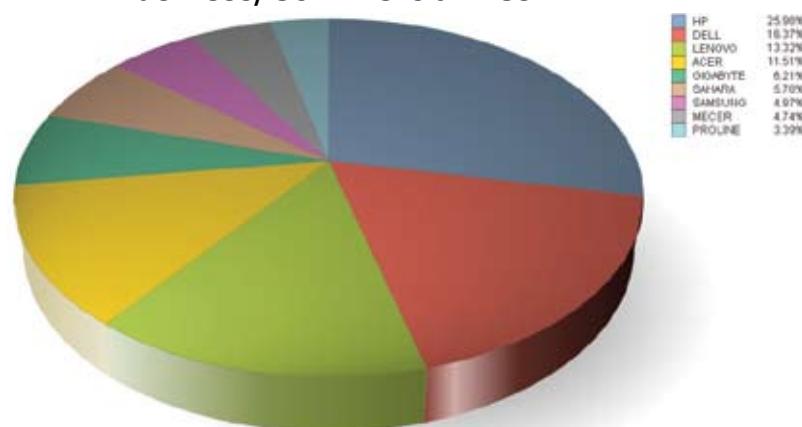
Media PCs



Value PCs



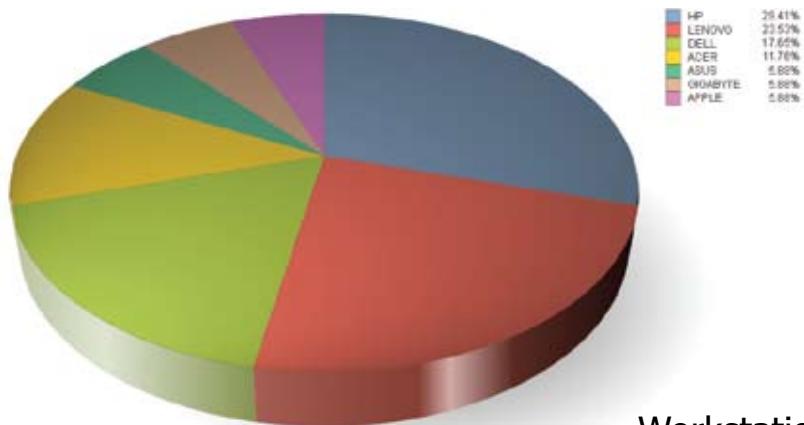
Business/Commercial PCs



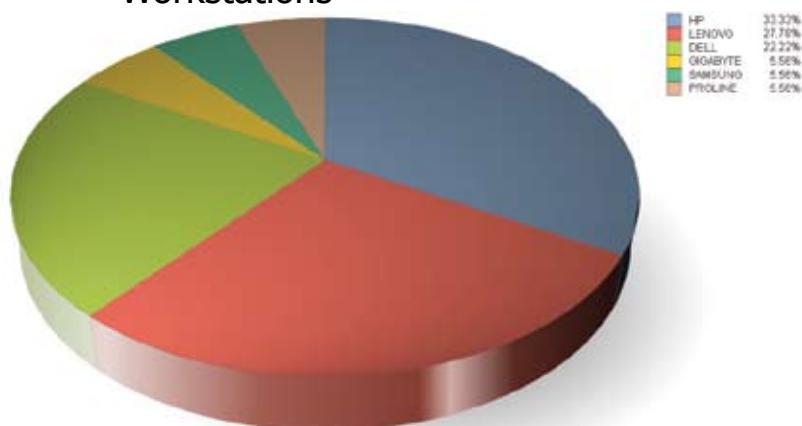
# Personal Computing

## Enterprise Reseller Survey

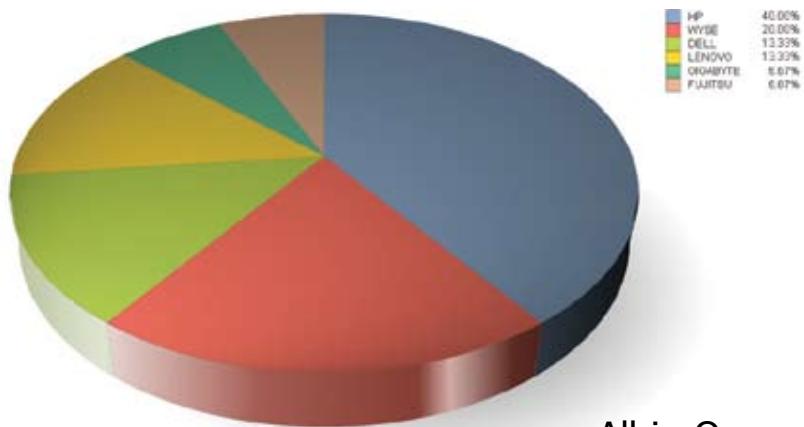
### Personal Computers



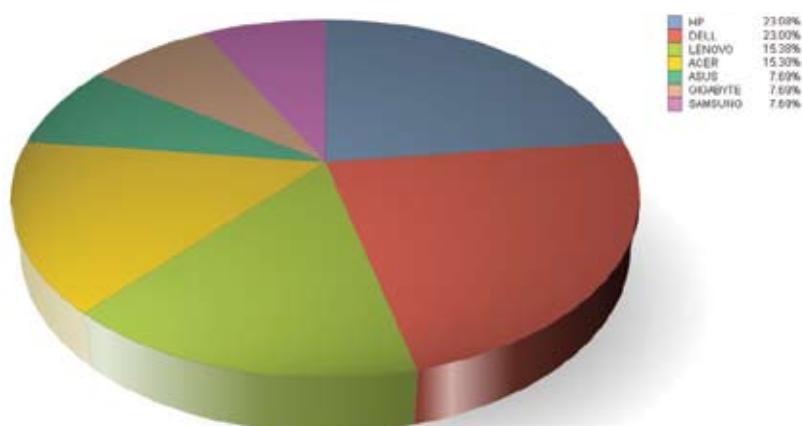
### Workstations



### Thin Clients



### All-in-Ones



## Personal Computing

SME/Consumer Reseller Survey - Winner



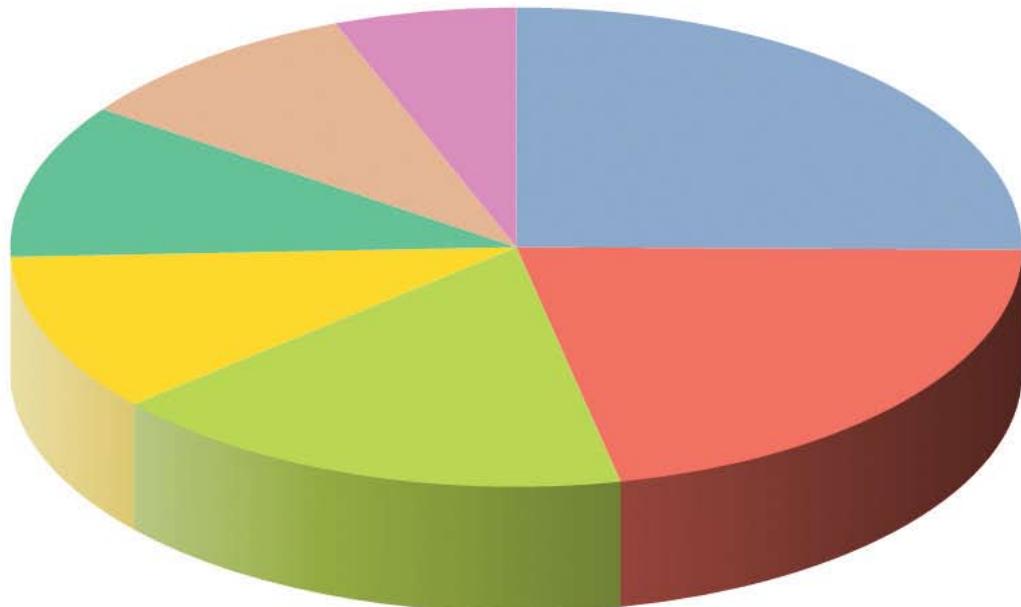
## Personal Computing

Enterprise Reseller Survey - Winner



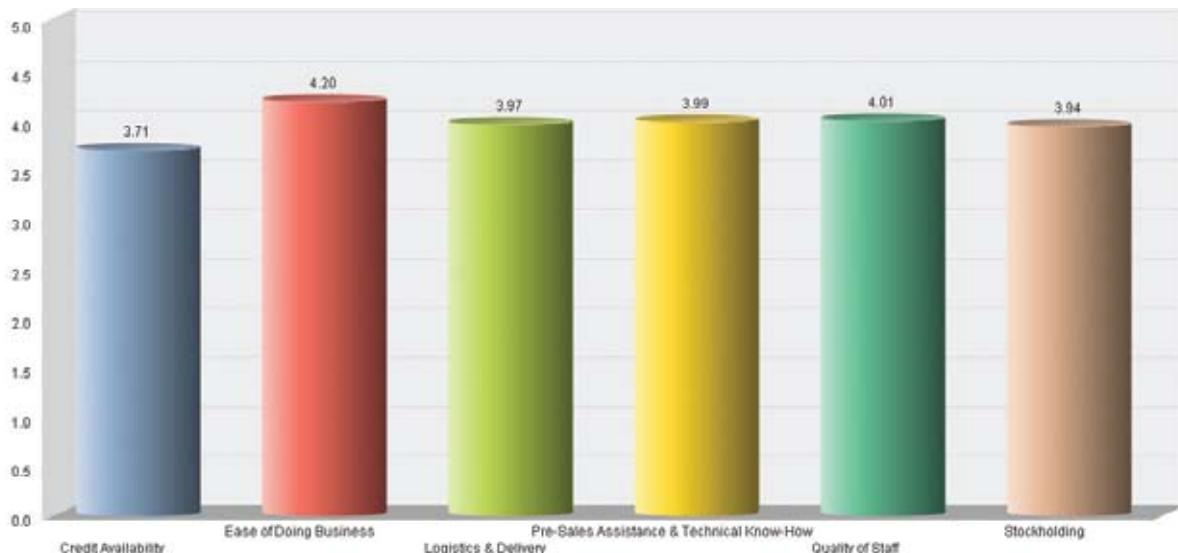
## Personal Computing

Distributor of the Year



## Personal Computing

Distributor Ratings





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To learn more read the Gartner report *Ending the Confusion about SDN* and discover how you can transform your network into a powerful tool for business innovation.

**The power of HP Converged Infrastructure is here.**

Go to [hp.com/go/SDN](http://hp.com/go/SDN) and download the Gartner report.



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# Be the change

Esquire is an award winning and one of the leading distributors of technology and digital lifestyle products for Southern Africa. Established in 1999, Esquire's head office is based in Samrand / Midrand, Gauteng in South Africa at the Esquire Digital Lifestyle Park, which is an 8,000 square metres warehousing and logistics centre, with regional branches in Cape Town, Durban and Port Elizabeth. The Group has also extended its footprint into neighbouring countries, including Mozambique, Swaziland, Botswana, Zambia and Zimbabwe.



**Innovation and being First to market is our passion.**

**Thank You, our valued partners for your support during the last 14 years.**

**Esquire is a leading IT Distribution company that offer our valued Resellers, IT hardware and Digital Lifestyle Products as well as being the FIRST:**

 In South Africa, with the Xpress Store concept.

 To bring an easy payment method to the Channel, namely EFT banking transfers with all four leading banks.

 To open on Saturdays, Public Holidays and also on Sundays during the Festive season.

 To be the first IT distributor to launch a mobile division.

 To do FireSales and Happy Hour deals.

 To bring the latest Gadgets and Technology to your doorstep.

 To bring an Online Ordering system to place orders 24/7.

 In the world to launch the Virtual Reseller Network to the Reseller/Dealer Channel.

 The first distributor to have the largest online resellers at present.

 To offer the most focused range of Tablet PC's to the Channel.



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Your ONE STOP Broadbased Distributor



## PERIPHERALS



## CCTV



## MOBILE ACCESSORIES



## SOFTWARE



## CABLING



## MULTIMEDIA



## COMPUTER COMPONENTS



## CARTRIDGES / CONSUMABLES



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### Cape Town:

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Fax:021 555 - 0004

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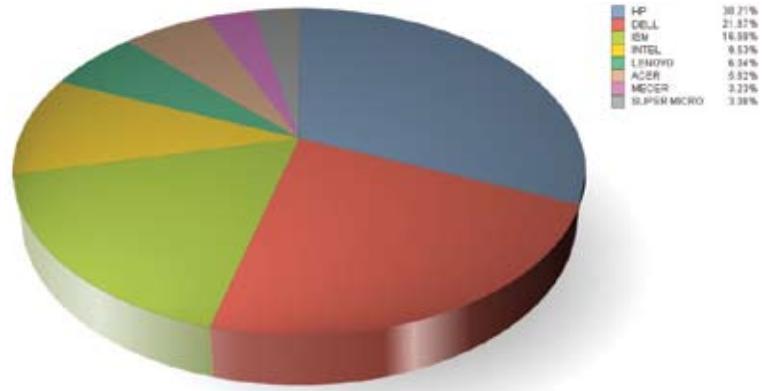
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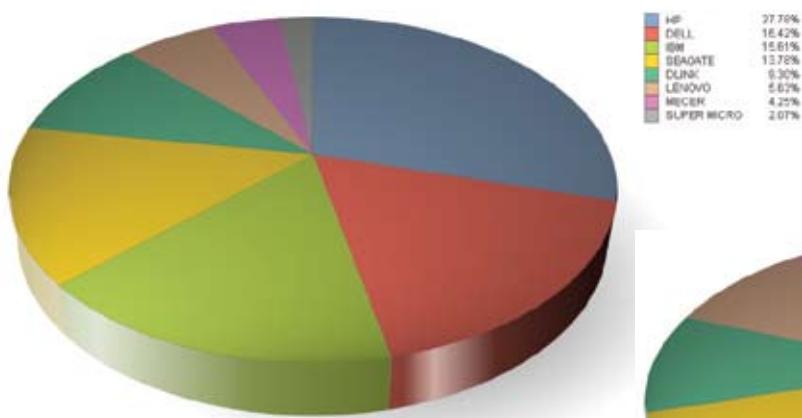
## Servers and Storage

### SME/Consumer Reseller Survey

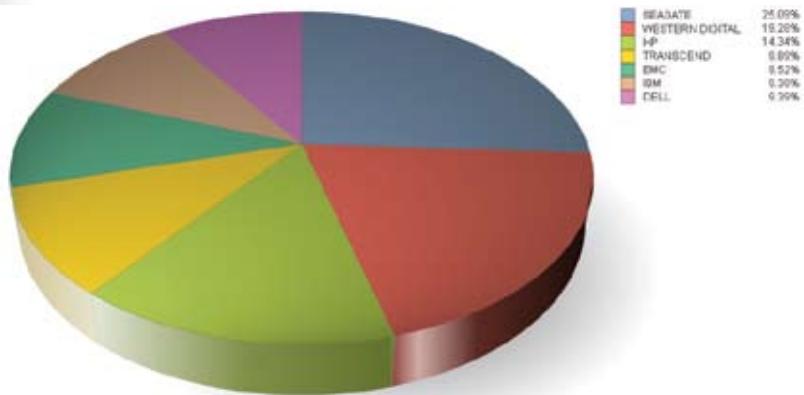
Volume Servers



Media Servers



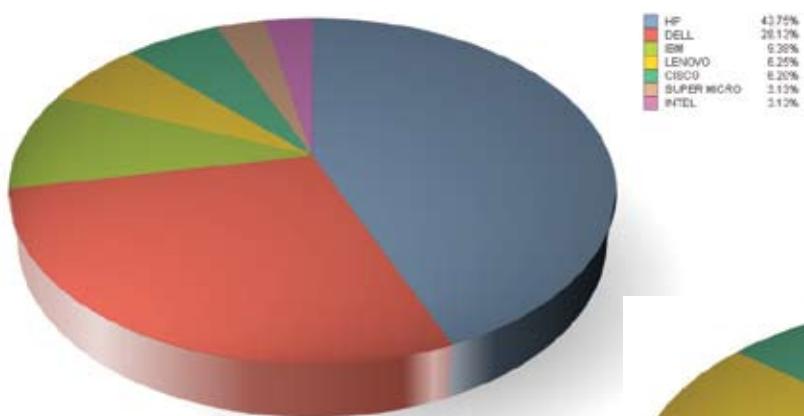
External Storage



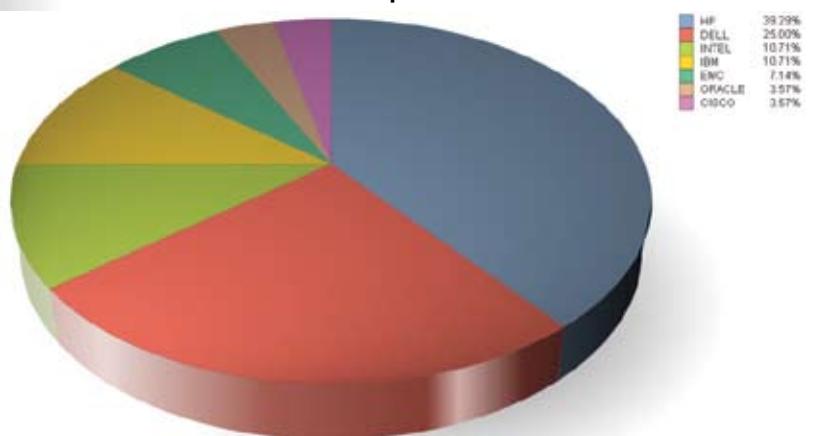
## Servers and Storage

### Enterprise Reseller Survey

Volume Servers



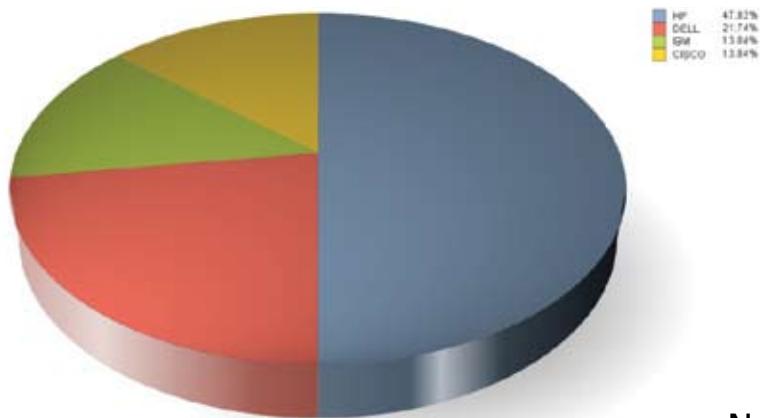
Enterprise Servers



## Servers and Storage

### Enterprise Reseller Survey

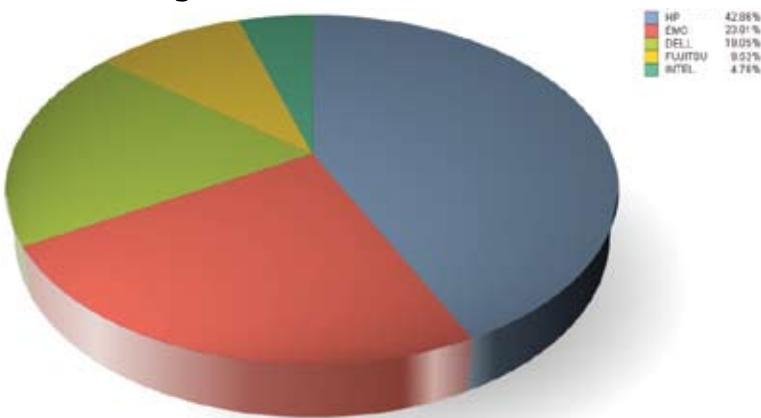
Blade Servers



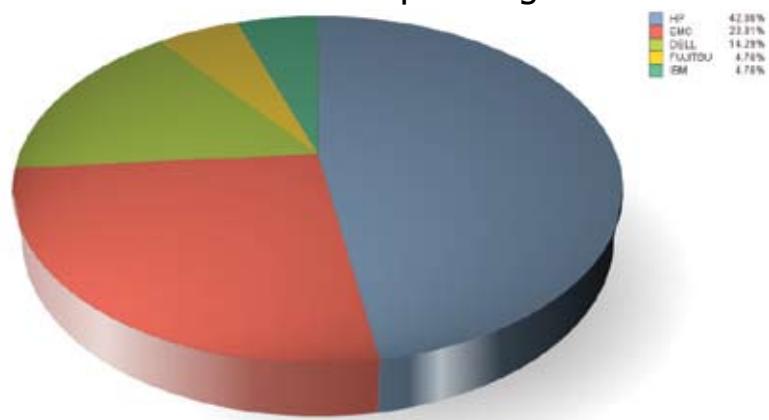
Networked Storage



Direct Storage



Back-up Storage



## Servers and Storage

SME/Consumer Reseller Survey - Winner



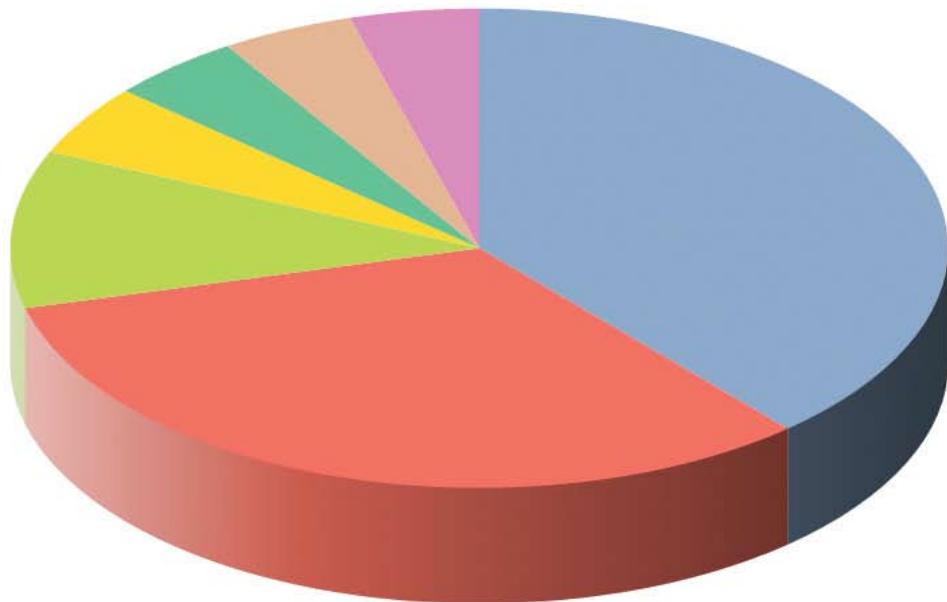
## Servers and Storage

Enterprise Reseller Survey - Winner



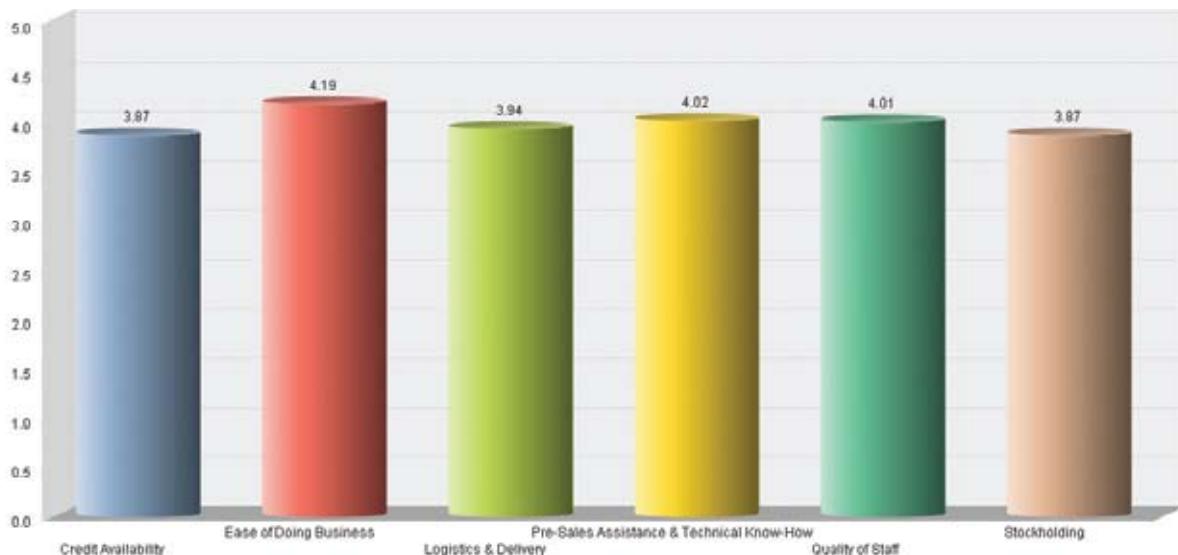
## Servers and Storage

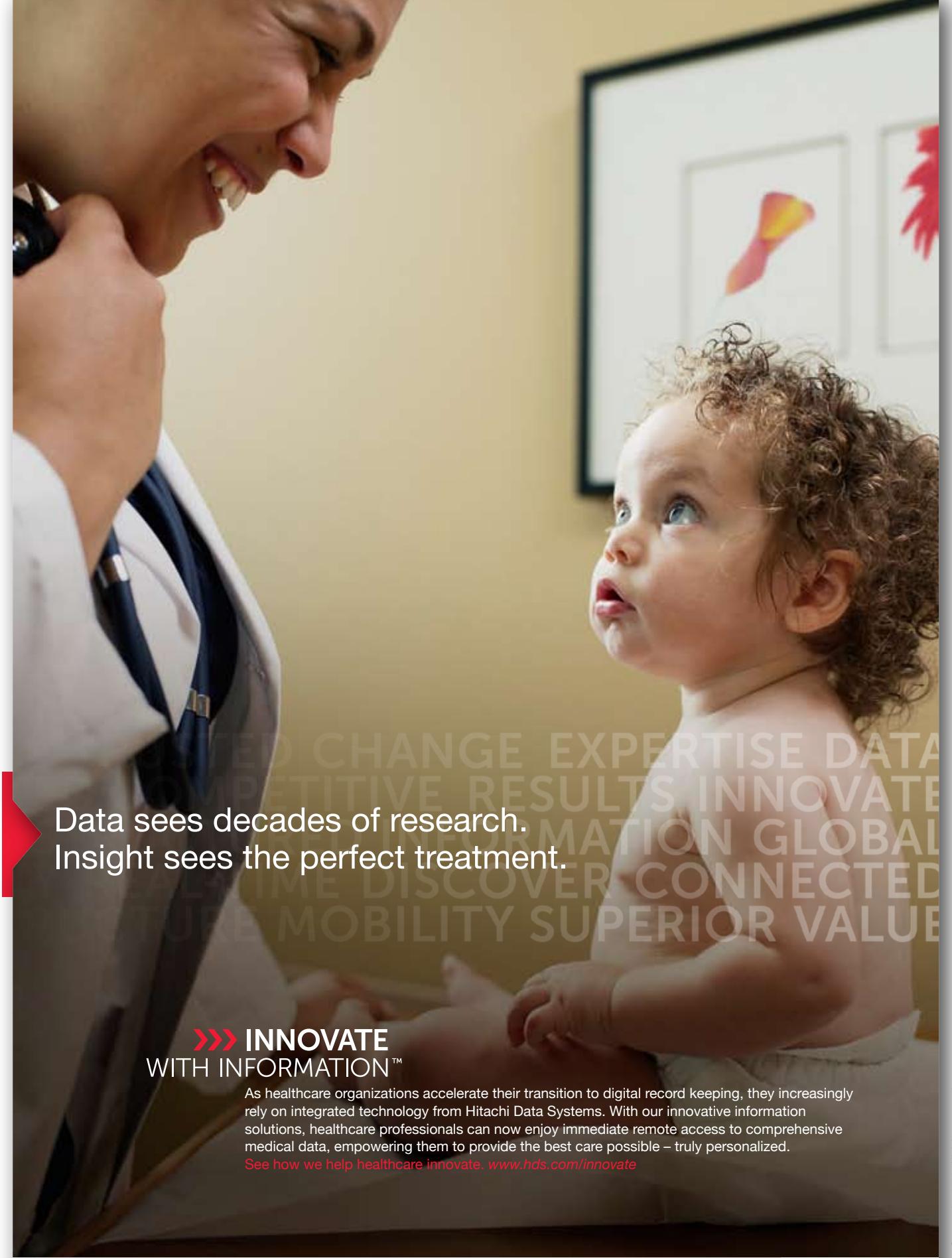
Distributor of the Year



## Servers and Storage

Distributor Ratings





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Insight sees the perfect treatment.

### »»» INNOVATE WITH INFORMATION™

As healthcare organizations accelerate their transition to digital record keeping, they increasingly rely on integrated technology from Hitachi Data Systems. With our innovative information solutions, healthcare professionals can now enjoy immediate remote access to comprehensive medical data, empowering them to provide the best care possible – truly personalized.

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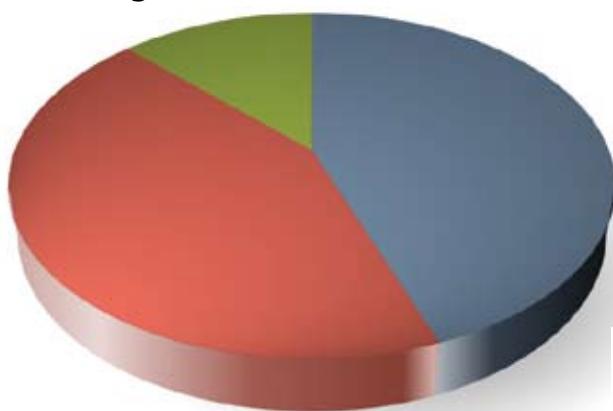
# Peripherals

## SME/Consumer Reseller Survey

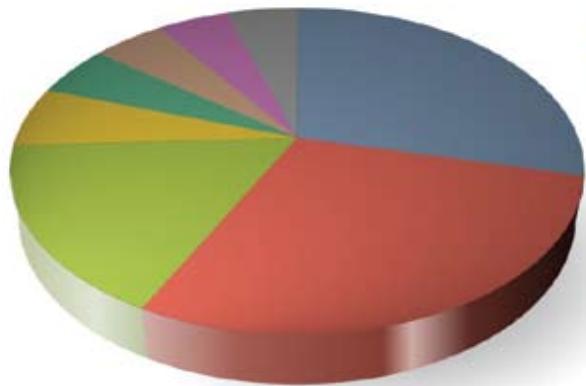
Monitors



Gaming Consoles



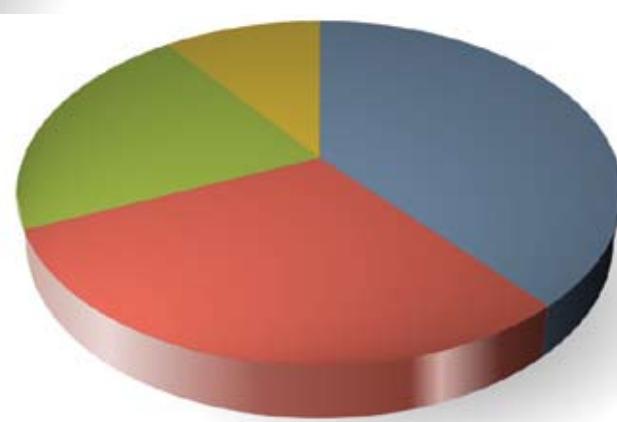
Accessories



Projectors



Smart TVs



# Flip

## Your Expectations

Flexibility of a tablet. Performance of a laptop. One powerful device.

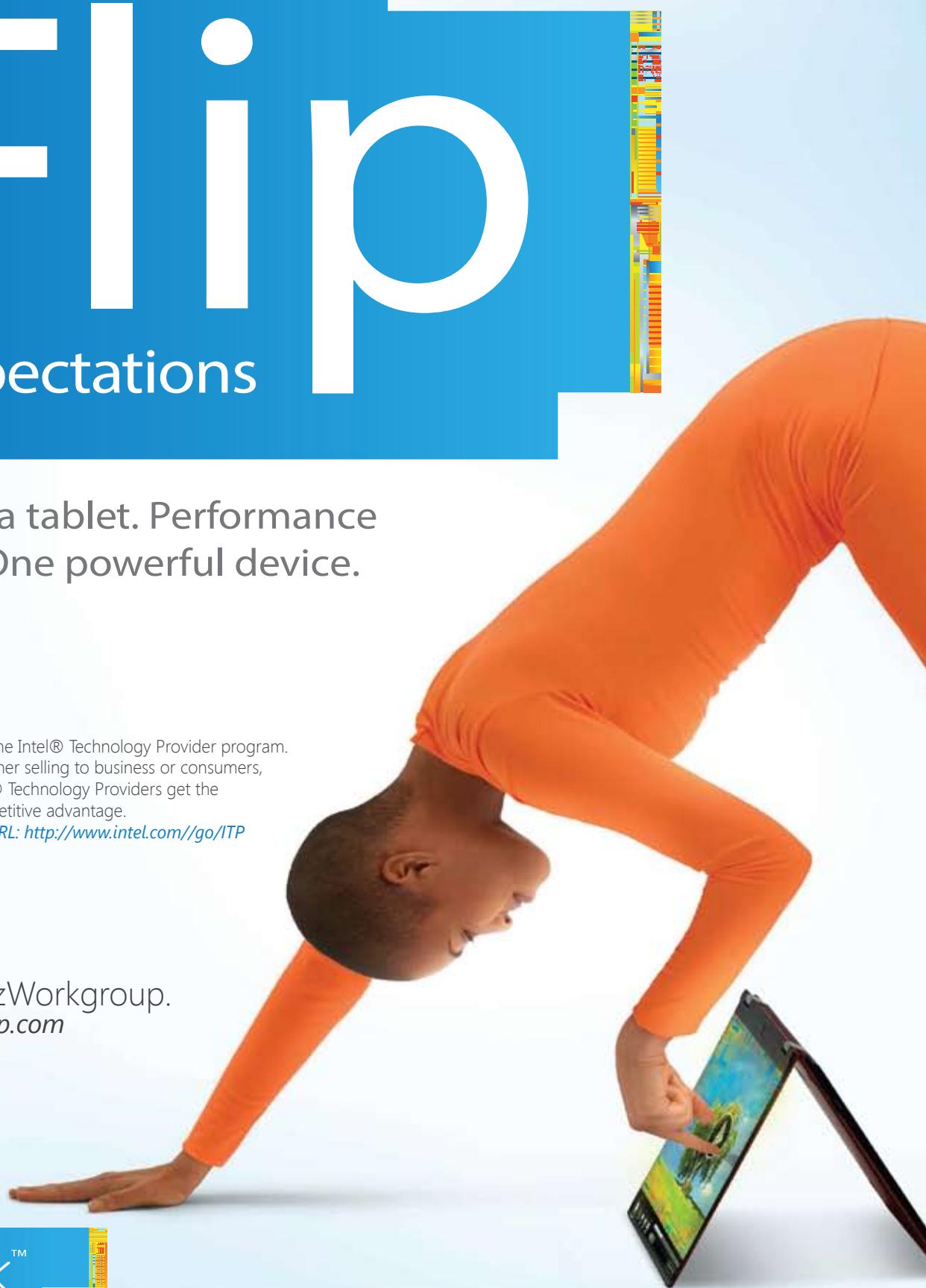
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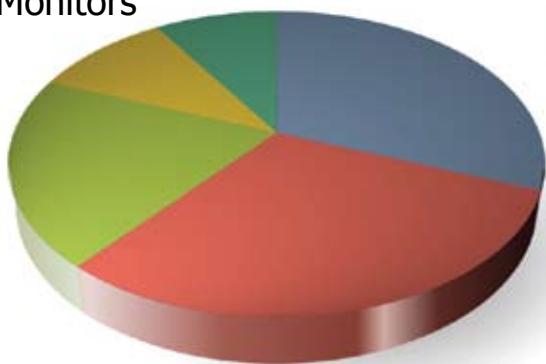


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## Peripherals

### Enterprise Reseller Survey

#### Monitors



#### Projectors



## Peripherals

### SME/Consumer Reseller Survey - Winner



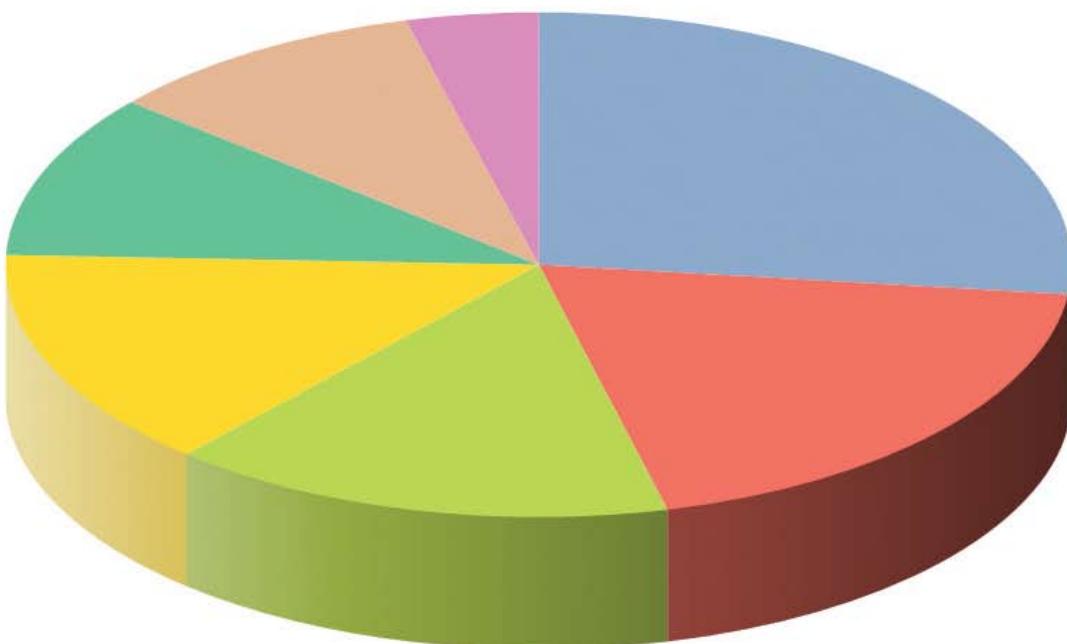
## Peripherals

### Enterprise Reseller Survey - Winner



## Peripherals

### Distributor of the Year



# Samsung's Smart Signage Platform reduces the cost and complexity of digital signage

Samsung Electronics South Africa provides businesses with Smart Signage Platform solutions through their Large Format Displays (LFD).

Samsung's Smart Signage Platforms have built in system-on-chip technology that reduces the cost and complexity of digital signage and can be used as menu boards in Restaurant's, advertising displays in Retail, communication boards in Corporate offices and Information Displays in Transport environments

Samsung's Smart Signage Platform's simplify your business, while offering great benefits, including reinforcing brand image, increasing sales revenue, saving printing costs and reducing environmental impact.

Samsung further provides a web based platform that allows customers to centrally managed content and displays from cloud based servers - generating the kind of cost-savings and ease of use that are driving businesses to use the cloud for many applications across the organisation.

"The introduction of digital signage results in an improved customer experience, enhanced simplified infrastructure, while saving on costs," says Mike van Lier, Business Unit Leader for Enterprise Business at Samsung Electronics South Africa.

"The Samsung Smart Signage Platform creates an all-in-one device requiring minimal technical set up. As a result, businesses have a true plug-and-play solution, from installation, content creation to software updates and network monitoring."

With the Smart Signage Platform, impactful messages can be delivered to customers in real-time through innovation such as this. Samsung is showing its commitment to simplifying digital signage and reducing install and operational costs

The Smart Signage Platform Display consists of a 1GHz dual core processor, 1 GB DDR3 32 bit memory, video processor, 4GB or 8 GB storage depending on model and MagicInfo-S Premium and SDK for third party software developers, thus empowering partners to provide expanded software services to business users.

"Samsung is committed to contributing to the success of its business partners by delivering enterprise-ready solutions that encompass mobility, business applications, virtualisation, collaboration, and productivity," concluded van Lier.



**Mike van Lier, Business Unit Leader for Enterprise Business at Samsung Electronics South Africa.**

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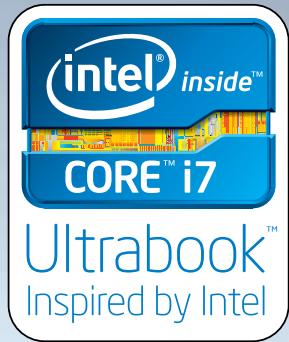
Tuxera NTFS driver for MAC



\*Access with built-in Pogoplug® software. HDD should be connected to any of your systems - which is either switched on or on standby mode - for you to access the data.

## Toshiba recommends Windows 8.

# ► PROFIT WITHOUT COMPROMISE



# PORTÉGÉ

Portégé Z930

Find a new edge in business with the Toshiba Portégé Z930-F0090, the latest Ultrabook™ inspired by Intel. We have developed high-quality products and valuable support to help you attain your goal.

## 1 Fire Up Your Sales

Maximise your sales potential with the Toshiba Portégé Z930 Ultrabook™. With its lightweight design in a durable magnesium chassis and internal honeycomb structure, this Ultrabook™ is perfect for users on the move. The Portégé Z930 boots in a flash and lets you access your files quickly, thanks to its efficient Solid State Drive. Equipped with all the essential connectivity including full size ports and wireless options, this machine allows users to stay ahead of the fast-paced digital world. Powered by 3rd Generation Intel® Core™ i7-3687U vPro™ Processor for Ultrabook™ for amazing performance and stunning visuals at their best.

## 2 Integrated Customer Communication

Toshiba ensures that essential support is provided to boost sales. Toshiba invests in extensive advertising through TV, press and interactive campaigns, alongside creation of point-of-sales materials.

All you have to do is make sure you are fully stocked up.  
Call your local Toshiba distributor and get your delivery now!

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Full size ports



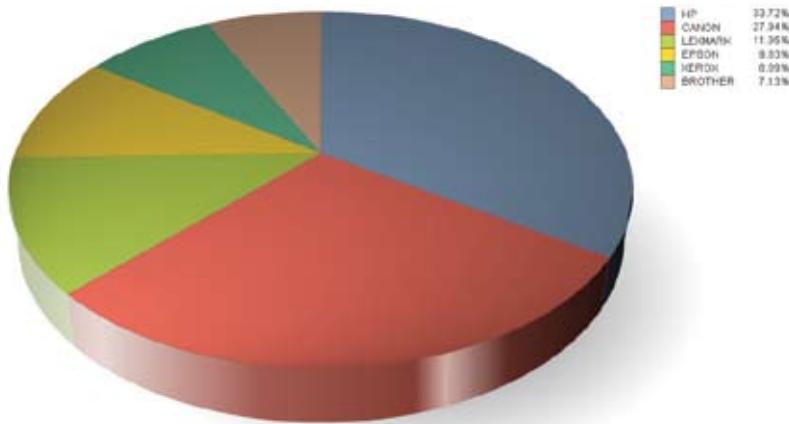
Magnesium alloy  
casing with  
honeycomb structure

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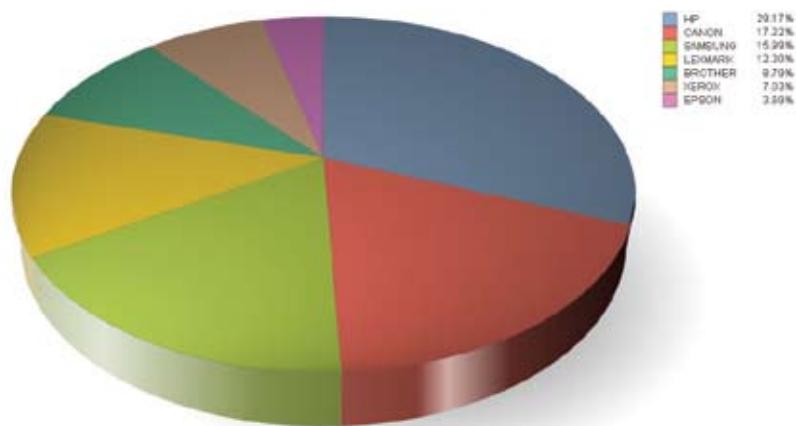
# Printers and Consumables

## SME/Consumer Reseller Survey

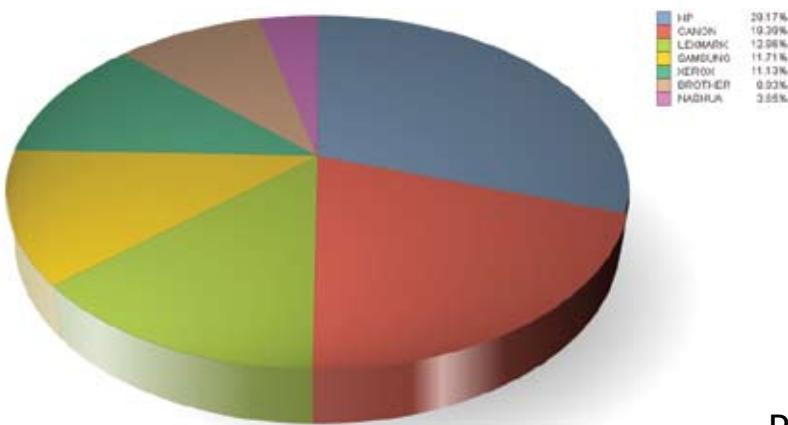
### Inkjet Printers



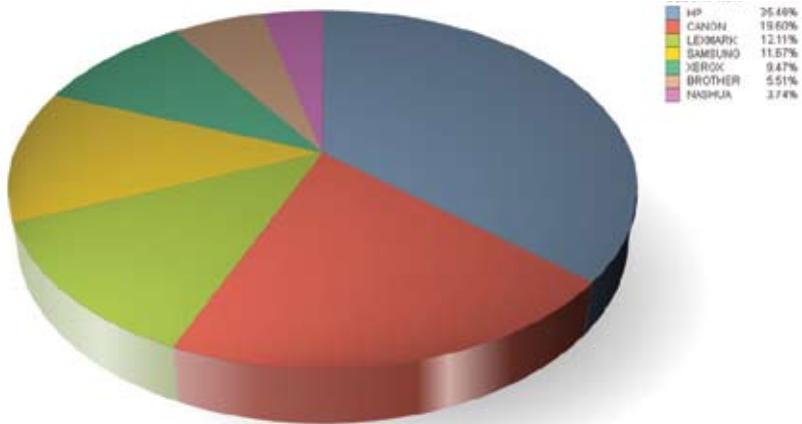
### Laser Printers



### Multi-function Printers



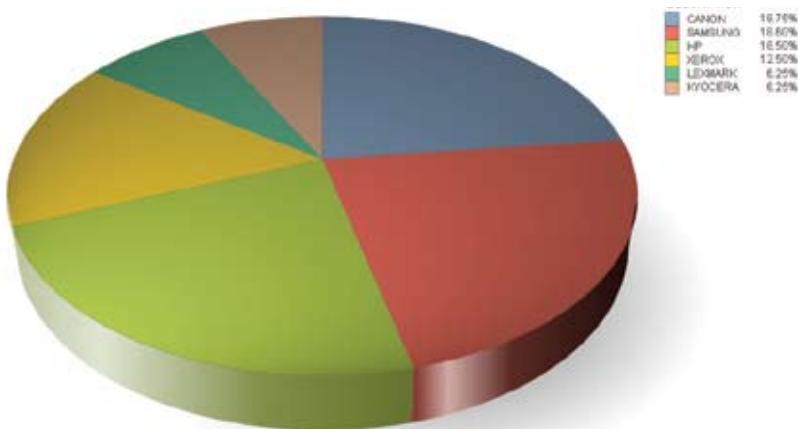
### Printing Consumables



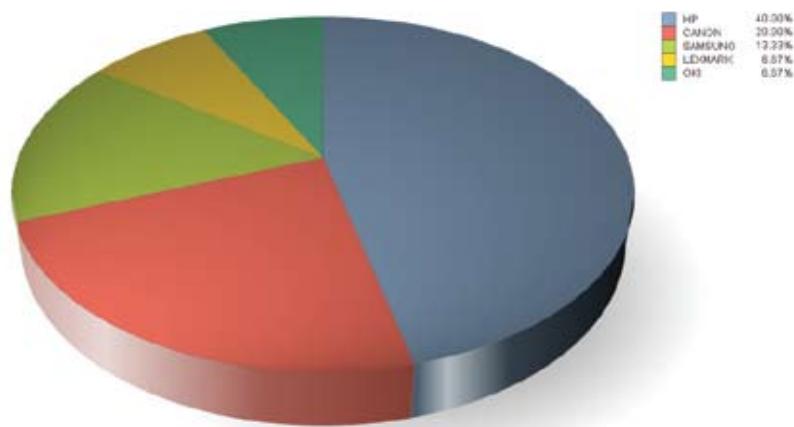
# Printers and Consumables

## Enterprise Reseller Survey

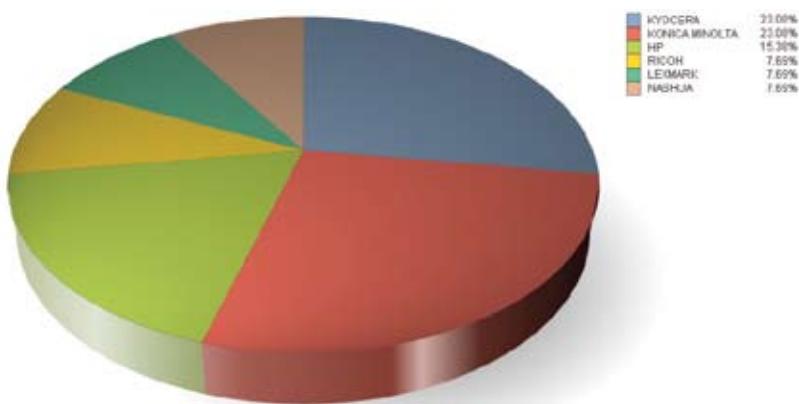
Desktop Laser



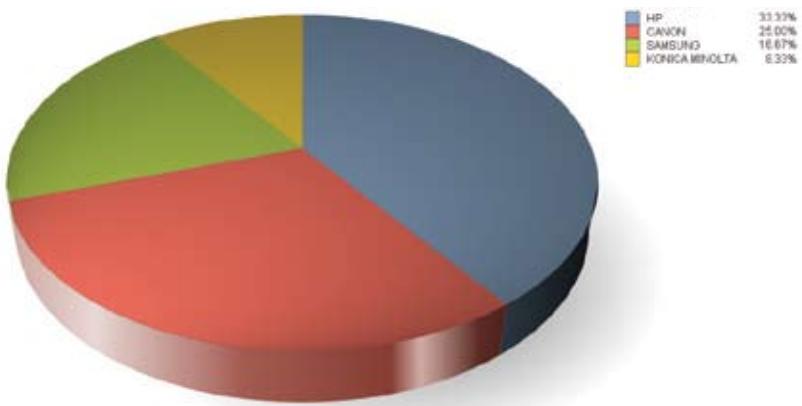
Desktop MFP



Managed Print Services



Printing Consumables



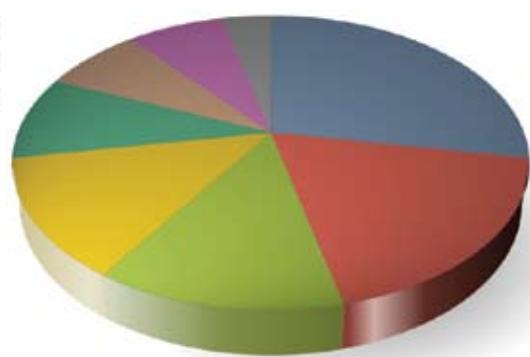
## Printers and Consumables

SME/Consumer Reseller Survey - Winner



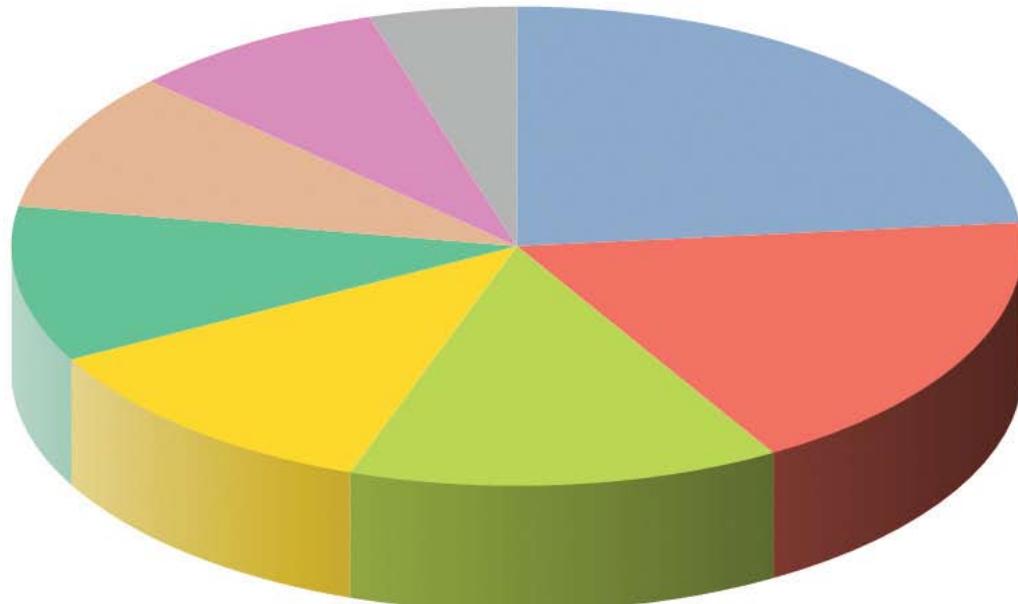
## Printers and Consumables

Enterprise Reseller Survey - Winner



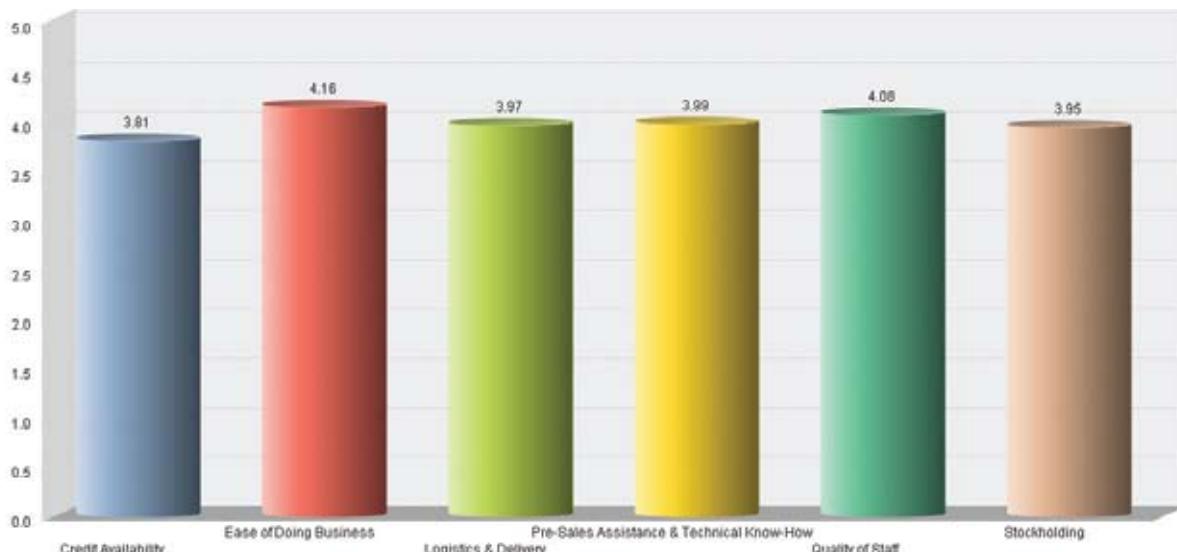
## Printers and Consumables

Distributor of the Year



## Printers and Consumables

Distributor Ratings



# For all your printer consumables



OKI

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Advanced Channel Technologies

# OKI

## TRUE DIGITAL PRINTING

### UNIQUE OKI LED TECHNOLOGY vs. LASER

OKI has developed its core technologies for page printing around the digital LED engine and has over 20 years experience in the design, development and manufacture of LED. This will be a major differentiation as the demand for ever more faster and complex products increase.

#### WHY CHOOSE OKI LED TECHNOLOGY FOR YOUR CUSTOMERS PRINTERS?



##### 1 Solid State Technology

Traditional laser technology has only one light source, which requires a multi-task scanning mechanism with a series of optics and a super-fast rotating mirror at its core. LED technology has a digital head with thousands of rock steady and precise light sources, depending on its print resolution. There are no moving parts in the digital LED imaging system making it more reliable.

##### 2 High Quality Prints No Matter the Paper Size

By making use of LED technology and lining up an array of LED's, OKI does not compromise on quality even on large paper sizes. Light from the row of digital LED's is uniform across the whole sheet of paper, and as no corrective operations are required, there is no deterioration in print quality. Laser printers are susceptible to vibration and resolution is not as advanced as the digital LED method.

##### 3 High Speed Printing to the Highest Limits

LED technology has no limitation caused by moving parts. As there are no moving parts, there are no limits to increasing print speed in the future. To increase print speed, the intensity of light must also be increased, but this technology has already been developed and is due to be implemented in the near future.

Laser technology is limited by rotation speed of a polygon mirror. Higher the resolution- slower the print speed.

##### 4 OKI Tandem Engine Technology

The tandem engine technology simplifies the movement of paper through the printer. This makes registration of the four colour layers more precise & stable, producing better colour registration & higher print quality with more accurate & dynamic colours. In this printing method, the Yellow, Magenta, Cyan and Black engines are arranged in order, the paper is carried along on a belt and exposure and printing of each colour is performed simultaneously. Colour and mono speeds are similar.

##### 5 Digital LED Provides Better Colour Registration

Complex optical mechanism of Laser tends to cause registration error among cyan, magenta, yellow and black dots. OKI's LED array head has simple optical components reducing registration error.



HIGH DEFINITION LED PRINT HEADS  
+  
MICRO FINE HIGH DEFINITION TONER  
+  
SINGLE-PASS FLAT PAPER PATH  
+  
PRINTER CONTROL SYSTEM

**Full range of printers** - The company's range of offerings includes printer, fax and multi-functional products that deliver incredible performance, quality and reliability.

Contact OKI South Africa today for more information.

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#### WHY CHOOSE OKI

- Free three year on site warranty across the range
- Dedicated to the channel.  
No end user direct sales.
- National footprint for supply and support.
- Service partners carry stock of all spare parts and back up consumables.
- 24 hour response time.
- Advanced 8th generation LED technology.
- Low total cost of ownership with maximum productivity.
- Legendary OKI Reliability.



# INTRODUCING THE NEW **MC700 SERIES**

## SEAMLESS INTEGRATION INTO YOUR DOCUMENT WORKFLOW

**PRINTACOM**

### PRINT SMART. PRINT OKI

The MC700 Series has a smart Extendable Platform, an open platform to streamline document intensive business processes enabling seamless integration of these multifunction printers with your bespoke system or 3rd party solutions.



#### AFFORDABLE

OKI devices are manufactured to the highest standards of quality and technology. So convinced of the quality and reliability of OKI products that we offer an extension of the standard warranty to 3 years on all our products offered.



#### EFFICIENT

Having the ability to achieve more with your printer means nothing if the device is too big for your office. OKI's tried and tested LED technology means our devices are compact with modern styling that easily fit into the smallest of offices.



#### SMART

Making printers affordable and helping customers print smarter is the overriding driving force behind a range of new and updated products from OKI. No matter what your business, OKI have the perfect print solution for you.



#### GREEN

With OKI's energy saving features which reduce power consumption to a minimum you can save money when not in use. Now every business large or small can make a professional impression with OKI.

Connect with OKISA



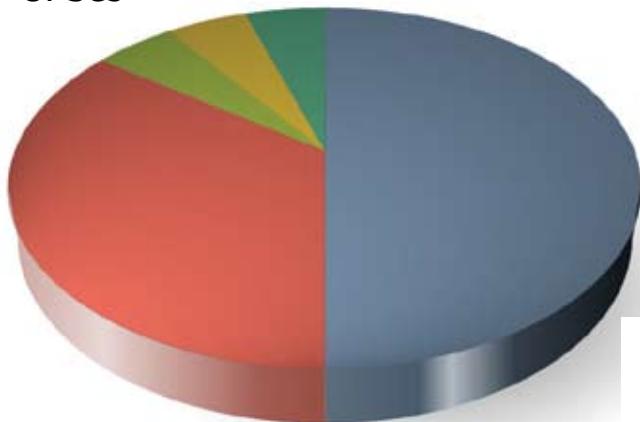
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**OKI**

# Networking and Infrastructure

## SME/Consumer Reseller Survey

UPSes



Routers



Wireless Routers



# Networking and Infrastructure

## Enterprise Reseller Survey

Switches



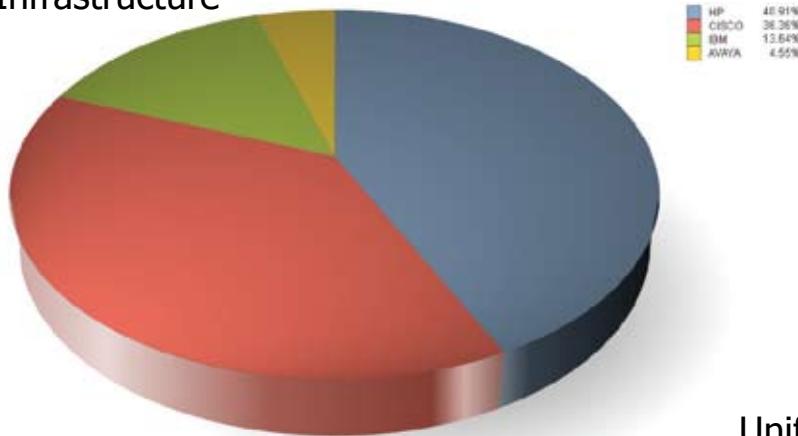
Wireless Networking



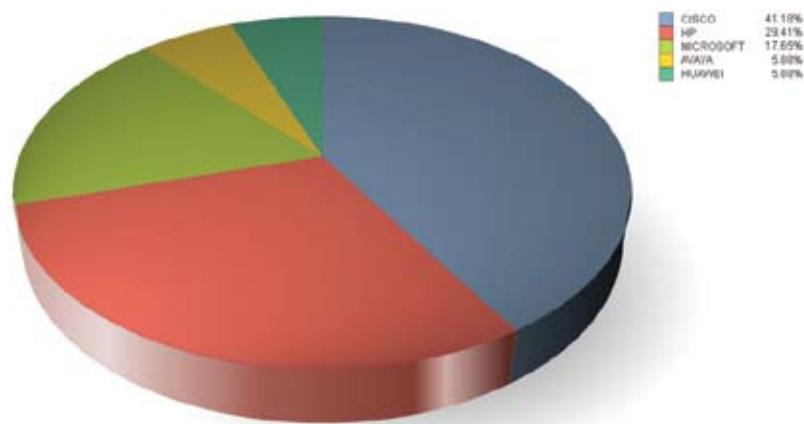
## **Networking and Infrastructure**

# Enterprise Reseller Survey

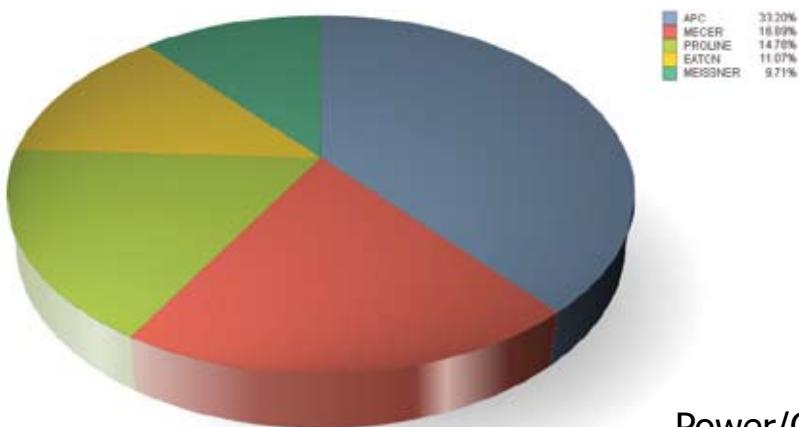
## Converged Infrastructure



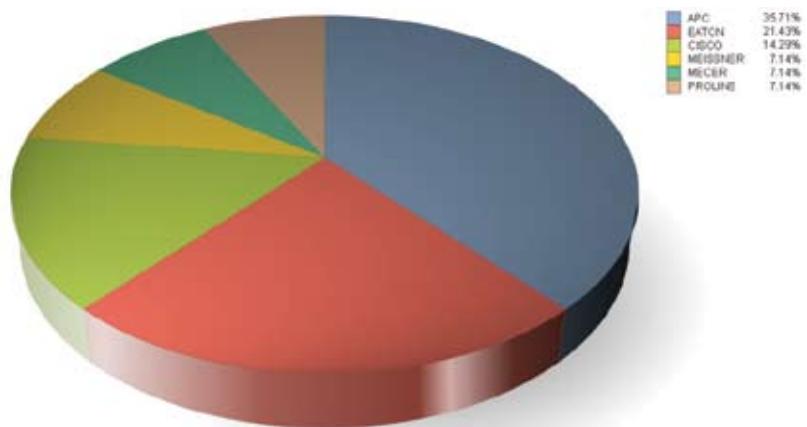
## Unified Communications



## UPS/Disaster Recover



## Power/Cooling/Environment



**Networking and Infrastructure**

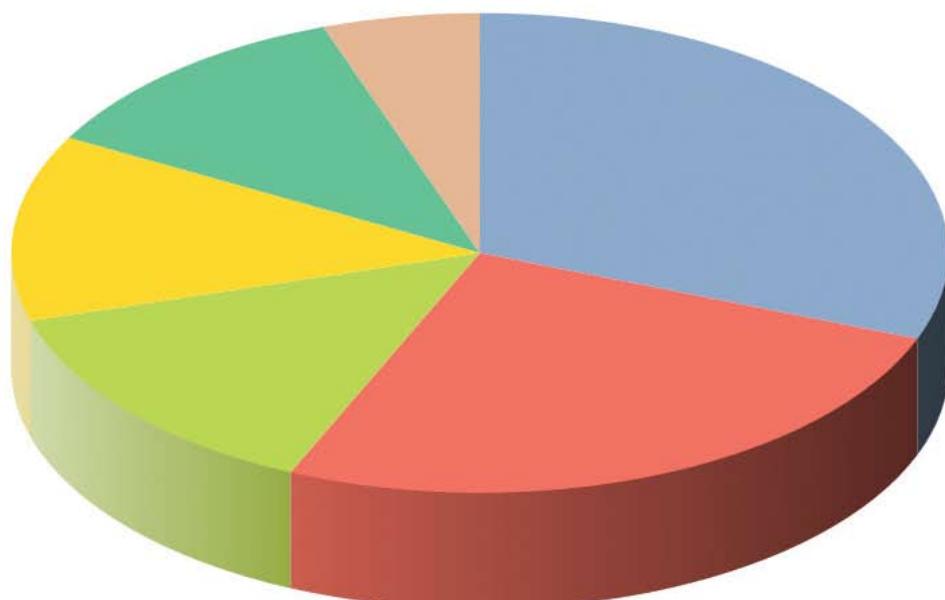
SME/Consumer Reseller Survey - Winner

**Networking and Infrastructure**

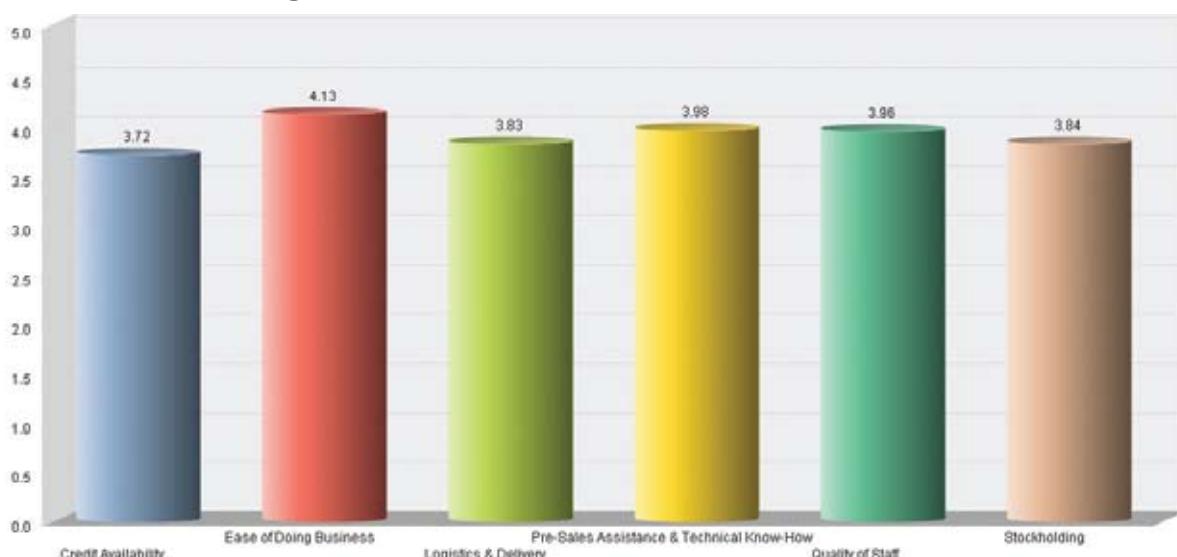
Enterprise Reseller Survey - Winner

**Networking and Infrastructure**

Distributor of the Year

**Networking and Infrastructure**

Distributor Ratings



*In-Touch*  
**In-Touch**

We are **personal** &  
**empathetic** because  
people make us tick.



*Energetic*  
**Energetic**

We are **passionate** &  
**committed** because IT is our game.

Imaginative  
**Imaginative**

We are **innovative** & **creative** because  
we **lead**, not follow.



**Axiz Workgroup**

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# MICROSOFT'S DISTRIBUTOR OF CHOICE

*Westcon-Comztek receives the highest honour from vendor partner Microsoft*

Westcon-Comztek has once again come out on top at the Microsoft Partner Awards raking in the award as Volume Licensing and Cloud Distributor of the year for 2013.

The award ceremony acknowledges and recognises the efforts of the Microsoft partner community in South Africa. The awards are based not only on sales and volumes, but also customer successes and satisfaction, innovation, marketing prowess and reach, as well as technical skills and know-how to name a few.

"Being the recipient of this award, and being selected as Microsoft's Distributor of choice, is a highlight on the calendar of the Comztek team as it acknowledges that the changes we have been implementing with regards to improvements around customer service and the provision of value added services are paying dividends," states David Caygill, software solutions director at Westcon-Comztek.

Today Westcon-Comztek is able to provide its partners and resellers access to the full range of Microsoft offerings and solutions



Paul Conradie  
CEO of Westcon-Comztek

**“**This award emphasises that those distributors who are willing to work with their vendors, are ready to innovate and work with new technologies, will not be left behind by disruptive technologies such as the cloud instead they, like us, will thrive.

via services that include the distribution of its: Full Packaged Products (FPP), Volume License Programmes, Cloud Offerings, Microsoft Lync, its Service Provider License Agreement (SPLA), Microsoft Hardware and Microsoft Xbox, all of which are coupled with its added services that include licensing and skills.

"At Westcon-Comztek we are committed to continually investing into the growth and development of our vendor partner's and reseller's businesses. As a member of the Westcon-Comztek Group we are also able to draw from a global network of skills and expertise when required, and through Comztek Africa, we are able to provide our customers with a concrete roadmap into the rest of the continent," states Paul Conradie, CEO of Westcon-Comztek.

"This award emphasises that those distributors who are willing to work with their vendors, are ready to innovate and work with new technologies, will not be left behind by disruptive technologies such as the cloud instead they, like us, will thrive," ends Conradie.



Comztek

Distribution Partner of the Year 2013

WINNER



**Microsoft Partner**

Gold Volume Licensing  
Gold Distributor

**Microsoft**

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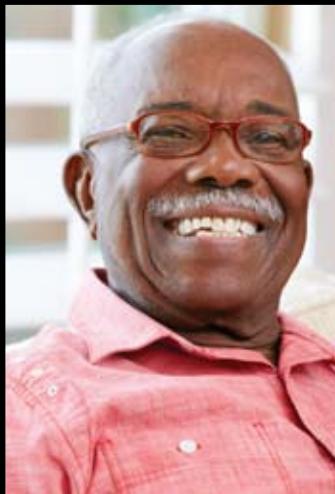
Distributor



Full Packaged Products



Volume License Programmes



Cloud Offering



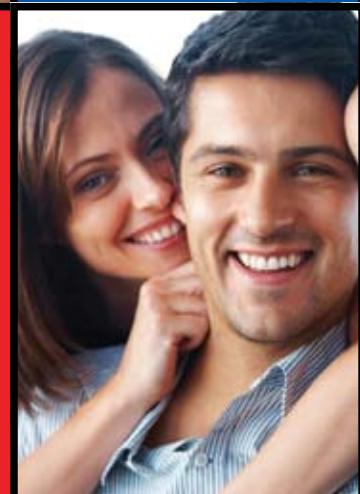
Lync



Licensing Skills & Services



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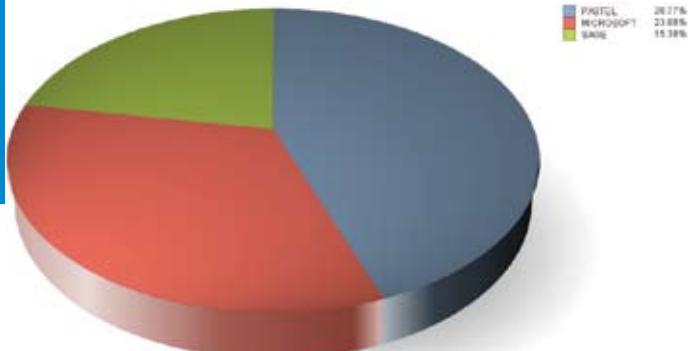
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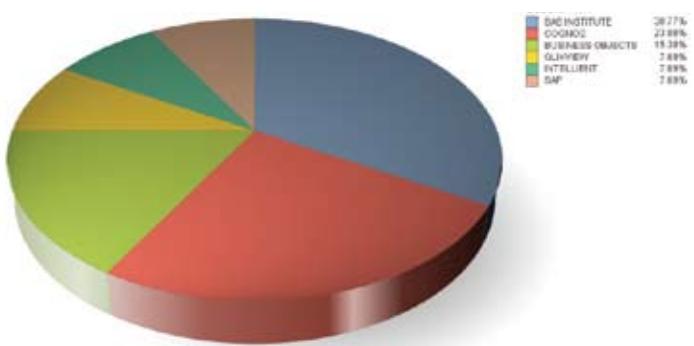
# Software

## Enterprise Reseller Survey

### Accounting



### Business Intelligence



### Collaboration



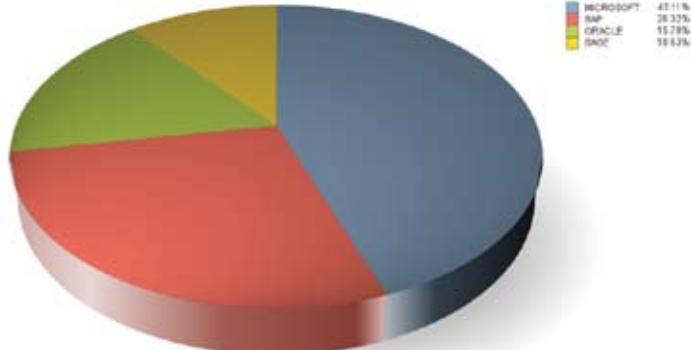
### CRM



### Document Management



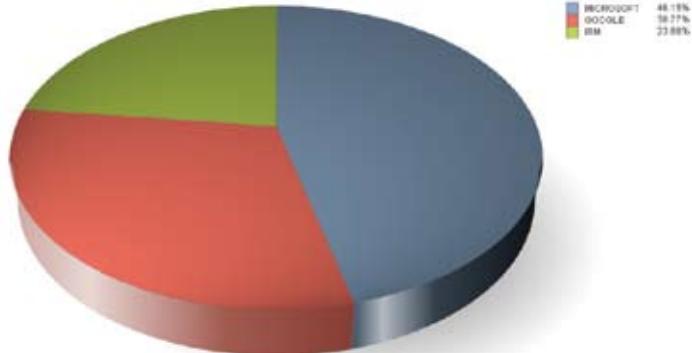
### ERP



### Payroll & HR



### Personal Productivity



# Sage Pastel Payroll & HR

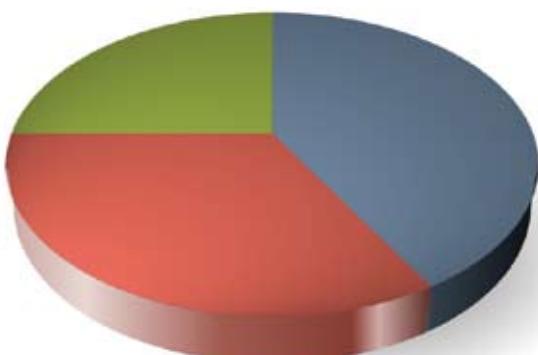
SaaS/Cloud



Security



System Management



Virtualisation



November 2013 - Channelwise



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Kea leboga  
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# Software

## SME/Consumer Reseller Survey

### Accounting & Payroll



PASTEL	38.83%
VIP	20.17%
MICROSOFT	15.83%
QUICKBOOKS	11.00%
ACCPAC	8.00%

### Security Software



### SaaS/Cloud Software



MICROSOFT	34.80%
VMWARE	14.46%
MIMECAST	12.74%
PASTEL	11.02%
HP	6.89%
ORACLE	6.37%

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## Software

### SME/Consumer Reseller Survey - Winner



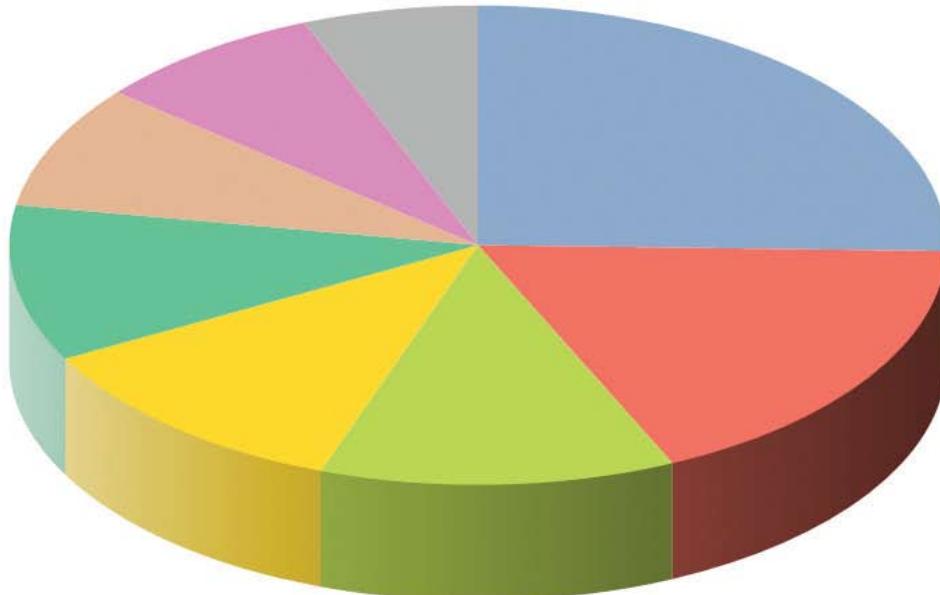
## Software

### Enterprise Reseller Survey - Winner



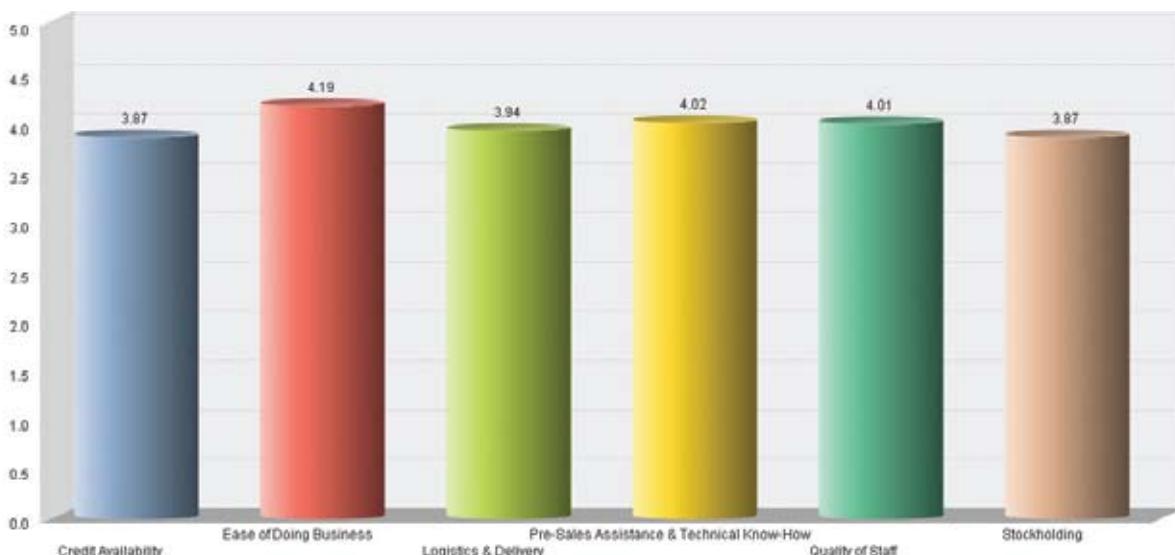
## Software

### Distributor of the Year



## Software

### Distributor Ratings



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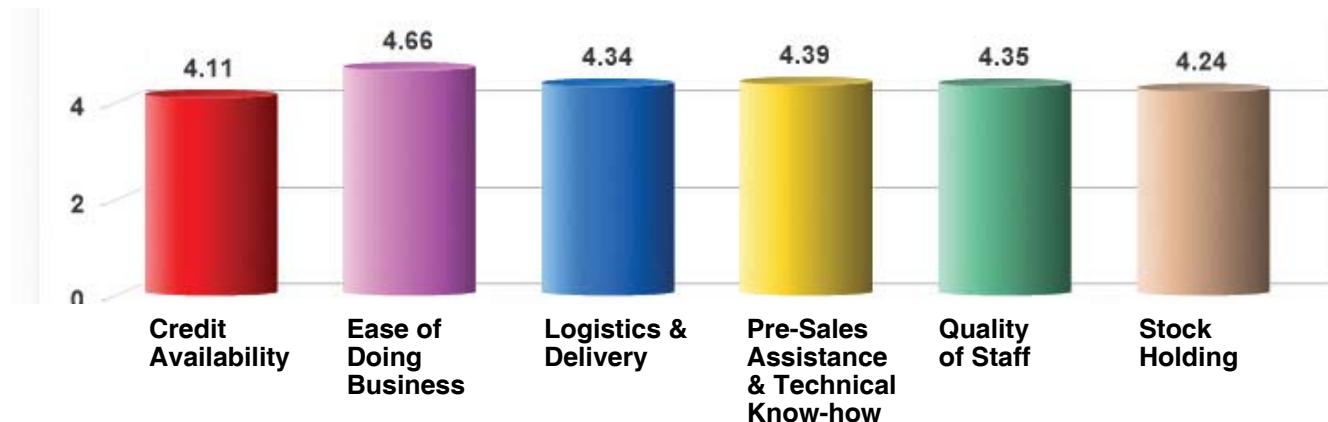


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## Distributor Ratings - AxizWorkgroup



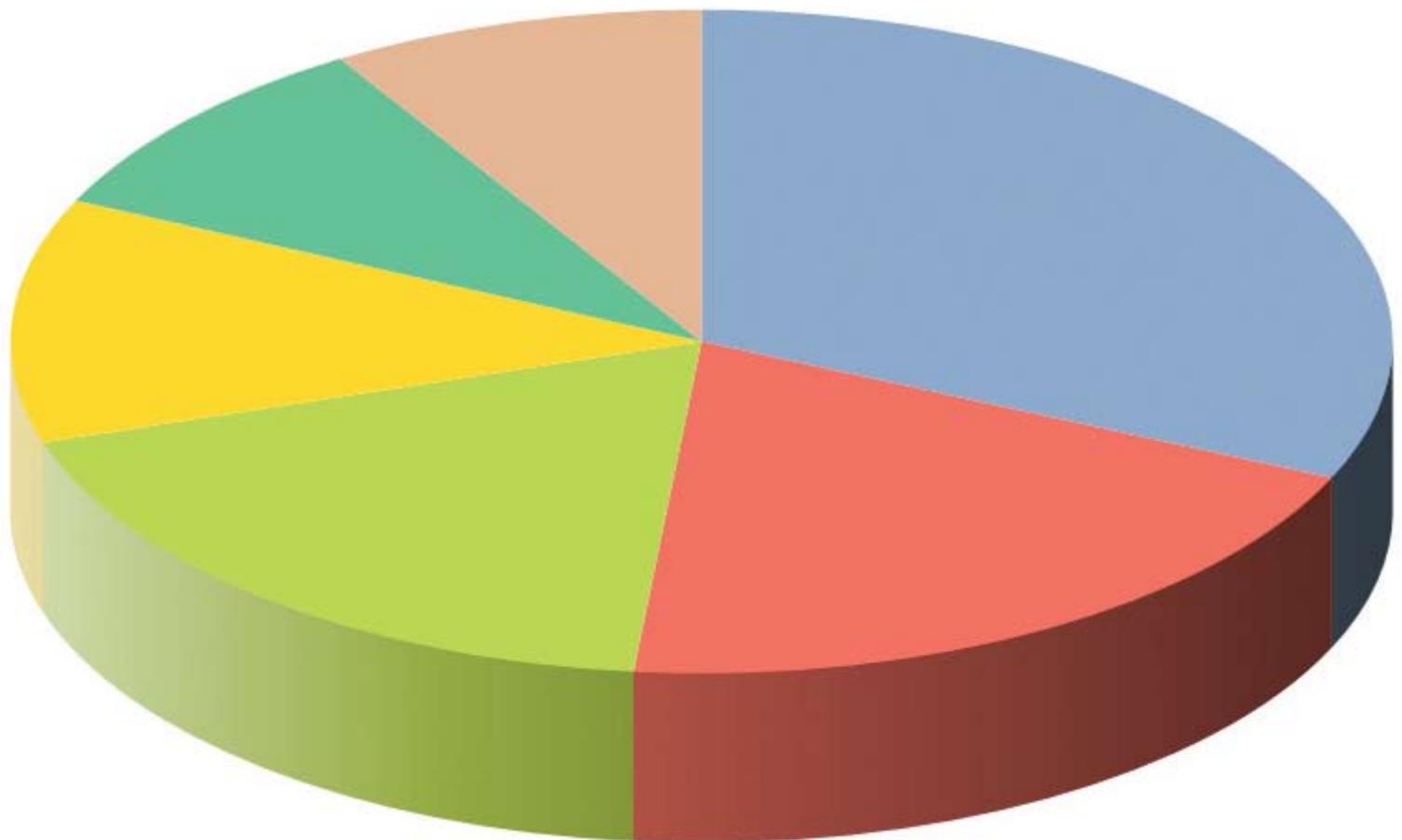
## Distributor Ratings - Tarsus Technologies



## Distributor Ratings - Pinnacle Africa



# Distributor of the Year 2013



	AXIZWORKGROUP	24.0%
	TARSUS TECHNOLOGIES	16.0%
	PINNACLE AFRICA	14.0%
	SAHARA	9.0%
	RECTRON	7.0%
	ESQUIRE	6.6%

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[enquiries@axizworkgroup.co.za](mailto:enquiries@axizworkgroup.co.za)

<p><b>Microsoft Distributor of the Year 2008</b> <b>IBM Distributor of the Year 2008</b> <b>Top IBM Software Distributor 2007</b></p>	<p><b>Distributor of the Year 2012 – Channelwise Awards</b> <b>Software Distributor of the Year 2012 – Channelwise Awards</b> <b>VMware Distributor of the Year 2012</b></p>	<p><b>Notebook Distributor of the Year – Channelwise Awards 2010</b> <b>VMware Distributor of the Year 2010</b> <b>HP Distributor of the Year 2009</b></p>	<p><b>Microsoft International Distributor of the Year 2009</b> <b>IBM Distributor of the Year 2009</b> <b>Microsoft Local Distribution Partner of the Year 2009</b></p>
<p><b>Microsoft Distributor of the Year 2006</b> <b>Incredible Connection Software Supplier of the Year 2006</b> <b>IBM Top South African Distributor 2004</b></p>	<p><b>Novell Distributor of the Year 2009</b> <b>Top IBM Software Distributor 2008</b> <b>Novell Distributor of the Year 2008</b></p>		
		<p><b>Distributor of the Year 2010 – Channelwise Awards</b> <b>PC Distributor of the Year – Channelwise Awards 2010</b> <b>Servers and Storage Distributor of the Year – Channelwise Awards 2010</b></p>	



**Novell Distributor of the  
Year 2007**  
**Microsoft Distributor of the  
Year 2007**  
**Novell Distributor of the  
Year 2006**

 **AxizWorkgroup**

**McAfee Distributor of the  
Year 2011**  
**Software Distributor of the  
Year 2011 – Channelwise Awards**  
**VMware Distributor of the  
Year 2011**



## Lenovo unveils first multimode Yoga Tablet

Lenovo has debuted its first multimode Yoga Tablet at a live stream launch event with Ashton Kutcher, the company's newest product engineer. Known for pioneering innovative multimode devices like the Yoga convertible laptop, Lenovo now brings people a new way to get the most out of their tablet experience.

The game-changing Yoga Tablet features three unique modes, giving consumers a better way to use a tablet. With hold, tilt and stand modes, the tablet adapts to the way people use it, instead of forcing people to adapt to the technology. Additionally, the Yoga Tablet has up to 18 hours of battery life to fit with users' ultra mobile lifestyles.

"Watching and discovering that people frequently use tablets in three main ways allowed us to break the mould on the current 'sea of sameness' designs, giving them a better way to read, browse, watch and interact with content," says Liu Jun, senior VP and president, Lenovo Business Group, Lenovo.

"As consumers continue to demand innovative multimode designs, we're thrilled to have Ashton Kutcher on board to help further develop the immersive and complementary hardware and rich content experience."

One size does not fit all, especially when it comes to tablets. Lenovo designers and engineers identified three challenges tablet users face: fatigue when holding and using the tablet; no self-supporting mechanism when laid on a flat surface; and an inadequate viewing angle when set on a table.

With its exclusive cylindrical handle, hold mode is designed to fit in an individual's hand, so the Yoga Tablet is easier to hold and offers more control over the device. Hold mode makes reading, checking social media and browsing the Web easy, and mimics the way people hold magazines when reading.

To convert the Yoga Tablet into stand mode, simply rotate the side cylinder 90° so that the tablet stand deploys, allowing the tablet to stand by itself on a desk or table. Users can change the viewing angle to fit what's comfortable for them, from 110° to 135°.

Stand mode makes it easy for users to comfortably watch movies, place video calls and interact with the 10-finger touchscreen, without having to rely on add-on accessories.

Users can lie the Yoga Tablet down in tilt mode to type directly on the tablet, play games or surf the Internet with a better viewing angle. To further enhance the rich content and multimode tablet experience, users can enable the tablet's auto-detection software which automatically brings up frequently used apps in hold and stand modes.

The Yoga Tablet's multimode design offers longer battery life of up to 18 hours. Its cylindrical handle packs in powerful, dual batteries typically found in laptops.

The Yoga Tablet can even charge other devices, such as smartphones, via its USB on-the-go. The 10-inch and 8-inch models run on MT8125 for WiFi models and MT8389 Quad Core processors for 3G models, with 16Gb or 32Gb capacity, and feature Android 4.2.

Also equipped with Dolby audio, Yoga Tablet's front-facing speakers create a powerful surround sound experience through the device speakers and with headphones.

Extremely mobile, the models weigh in at 600g for the 10-inch model and 400g for the 8-inch model. They feature high definition 1280 x 800 displays, a 5MP auto focus rear camera, an additional front camera, a micro SD expansion slot allowing up to 64Gb of total storage, WiFi and optional 3G, a micro USB connection and Dolby DS for rich audio.

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# Printing is more relevant than ever

A common misconception doing the rounds is that people and companies are printing less as they use mobile and cloud computing services more. This is simply not true – in fact, it's the complete opposite: people are printing more than ever as they become overwhelmed with more and more information.

This is the word from Ravi Perumal, PPS Printing's LaserJet and enterprise solutions category manager at HP, who says that the business printing market is looking remarkably healthy for a market segment that many thought was dying.

In fact, printing in the business environment follows the general computing trends closely, and HP has formulated strategies and products to address the key IT areas of mobility, security, cloud and big data.

"In terms of mobility, we can now offer mobile printing to every user – not just for smartphones but for tablets as well. The new products make it much easier for people to print from any handheld devices quickly and easily."

This, more than anything, demonstrates the fact that printing is not declining, but is changing to meet changing user needs, he says.

Security is a massive issue for any IT or business person, and Perumal points out that HP printers have risen to the new challenges by using hard drive hardware and features that would be more commonly seen in enterprise devices.

"Technologies deployed to protect data

include encryption and other software-based solutions that monitor and record where documents are scanned, stored, accessed and printed," he says.

"Printers have moved beyond simply printing. They are now the key element in document digitisation and document management/workflow strategies."

This trend continues with cloud computing. Companies are moving away from analogue documents and are now digitising more than ever, then storing documents in the cloud. Document management and workflow are key to managing this trend.

Business printing even has a role to play in management and analysis of big data, by managing the digitised document environment and allowing close integration between digitised documents stored in the cloud and production IT systems.

The trends demonstrate that printing is as

important as ever, although much of its value is in the value-added functionality rather than just in the printing, and this helps customers to better manage and reduce costs.

"The focus is no longer on how fast the printer is; the key is now in its usability and functionality."

In fact, Perumal believes this trend is set to continue as user needs evolve and the need for digitising more documents grows. "The functionality and intelligence that printing solutions can offer are going to be the focus going forward.

HP has launched a new range of printing solutions, ranging from inkjet printers and MFDs (multi-function devices) for consumers and SMEs, to laser printers and MFDs that address the SME and enterprise markets. They are all available through the reseller channel.

## Feature-rich printing for enterprise users

HP has launched a new line-up of fast, agile and affordable LaserJet multifunction printers (MFPs) that help organisations bring their business printing solutions in line with the IT trends of mobility, cloud, security and big data.

The new HP Color LaserJet Enterprise flow M880 Multifunction Printer series is designed for businesses wanting to accelerate and streamline workflows with an MFP that easily connects users across the office.

The HP LaserJet Enterprise flow M830 Multifunction Printer series is ideal for connecting users and accelerating business workflows. Advanced capabilities on this top-of-the-line MFP let teams share documents without delay and with professional finishing touches.

The new products give workgroups the speed they need, while offering a number of additional features that make them easy to use. For instance, departments can scan without worry since the HP EveryPage detects potential errors or missed pages on the spot. They can also manage content with HP Flow CM Enterprise.

Plus, employees are able to scan and send documents to Microsoft SharePoint in one step, while an intuitive touchscreen and large pull-out keyboard make it easy to use. They are also quicker to use: users can capture documents faster with two-sided, single-pass scanning.

Management and access is important, and users can create easily searchable scanned files, using built-in optical character recognition software.

In addition, the M830 MFP allows users to easily scan and send documents to Microsoft SharePoint in one step.

Companies save time when they choose the new HP MFPs, because there's a single driver for all HP devices. In addition, employees can complete big jobs faster, choosing from a range of finishing options.

Plus, M830 MFP lets users print right away with Instant-on Technology.

Mobile computing is becoming more pervasive, and both the M830 MFP and the M880 MFP now offers quick and easy mobile printing, giving users simple, direct access through wireless direct printing and touch-to-print technology.

Employees are able to print from mobile devices with built-in print capability or via the HP ePrint app and software.

These features mean that users can print wirelessly from an iPad, iPhone, or iPod touch device.

HP helps companies to manage their investment by giving the expandable options. Users can easily upgrade firmware or easily integrate solutions or devices at will.

HP Web Jetadmin also gives them the ability to centrally monitor and control all their printer and so improve business efficiency.

The HP Imaging and Printer Center lets users apply fleet-wide policies that help to protect all HP devices. In addition, users can safeguard the sensitive data sent to their MFP with the HP High-Performance Secure Hard Disk.



## Fast and cost-effective inkjet printing

The HP Officejet Pro X451 dw printer is one of the new inkjet printers launched by HP.

The printer is ideal for small- to medium-size business work teams that need professional-quality, low cost-per-page printing at breakthrough speed, and the flexibility of wireless/mobile connectivity and Web-based printer management.

The new printer allows users to print at twice the speed - but half the cost - of a comparable laser printer.

In addition, by using Original HP Inks users can save up to 50% on printing costs versus colour lasers – and print at twice the speed by using the same HP PageWide technology used in top-end digital presses.

Workgroups and SMEs have the power to do more with this easy-to-manage printer that allows users to access print tools and tasks quickly and easily via the intuitive control panel and clear graphics display.

They can also control settings and monitor status remotely with industry-leading management tools like HP Web Jetadmin.

The Officejet Pro X451 dw cartridges print up to 9 200 pages per cartridge, while the printer can load up to 1 050 sheets at once with the optional paper tray.

The printer is designed to handle volumes of up to 2 800 pages a month.

Connectivity is easy, as the Officejet Pro X451 dw can be added to any wired or wireless network.

In addition, the performance can be shared across workgroup members using notebooks, tablets and mobile devices – even when there is no network or router.

ePrint gives users the flexibility to print from smartphones and tablets, anywhere.

Companies can also conserve resources without sacrificing performance: the Officejet Pro X451 dw is an EnergyStar qualified device that uses up to 50% less energy than colour lasers. It also saves 50% on paper with automatic two-sided printing, and maintains efficiency at breakthrough speeds.

Using Original HP pigment inks that require less packaging than toner cartridges also helps to conserve resources. These cartridges can also be recycled.



## Epson releases new photo scanner

Epson's new photo scanner allows users to scan and upload photos directly to social media, photo sharing Web sites and other cloud storage services. Featuring Digital ICE Technology that removes dust and scratches from damaged film, the Perfection V550 Photo is the ideal photo scanner for enthusiasts who want to enhance their photo collection.

Epson Easy Photo Scan software allows users to share photos more easily with friends and family by uploading scanned images directly to selected social media and photo sharing sites, such as Facebook or Picasa. Meanwhile, Digital ICE Technology automatically removes dust, imperfections, scratches and fingerprints from scanned film, without the need for time-consuming manual retouching.

With a 6 400dpi resolution, an optical density of 3.4 Dmax and built-in transparency unit, this photo scanner can easily scan a wide range of media – from standard photographs, newspapers and A2-sized posters to filmstrips, mounted slides and medium format film – with fast, high quality results.

Kelvin Reynolds, GM at Epson South Africa, says, "Packed full of technology and software to repair and restore original photographs, this high-quality photo scanner is ideal for anyone with a back catalogue of old memories they want to bring back to life. Thanks to Epson ReadyScan LED technology, this scanner is ready to work within seconds after switching on so there's no waiting for it to warm up."

The Perfection V550 Photo is available from October 2013.

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OS	Win8 Pro 64Bit with Win7 DG 64Bit
Chipset	Intel HM76
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Communication	Docking
Connector	eSATA/RGB/HDMI/USB3.0x2 USB2.0x1
HDD	2.5 SATA 500G 5400
Keyboard Color	Tile Matt Black(UK)
LAN	1Gbps LAN
LCD	13.3 HD 200 LD-Altair
Media Bridge Slot	SD card slot
Memory Slot1	DDR3 1600 4GB
Mini-PCI	Atheros b/g/n(1x1)WB225 w/ BT
ODD	9.5mm 8x DVD-SuperMulti
PCBA BTO Combination	20C PCBA T3-02
Pointing Device	TouchPad with Gesture
Security	TPM/3D sensor
Web Camera/Mic	1.3M FF HD 2011 SlimA-USB w/o MIC
Windows Sticker	Windows 8 Logo
Office	Office 2013/365 Trial
Warranty	3Y - None - ILW

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## Cyberoam launches next-gen firewalls

The mobilisation of the workforce has led to demand for anytime, anywhere access to network resources. This, along with an increasing number of users connecting to an enterprise network from outside, is leading to de-perimeterisation of enterprise networks.

Trends like a rise in the number of network users and devices, the application explosion, virtualisation and so on, are leading to loss of security controls for enterprises over their networks.

Cyberoam next-generation firewalls (NGFW) with Layer 8 identity-based technology offer actionable intelligence and controls to enterprises that allow complete security controls over L2 to L8.

Highlights of the NGFWs include:

- \* Actionable intelligence and controls - Cyberoam's Human Layer 8 acts like a standard abstract layer that binds with real Layers 2 to 7, enabling enterprises to regain lost security controls. By binding user identity across Layers 2 to 7, enterprises can put security checks where they want to from L2 to L8, along with complete visibility into user and network activities.

- \* CyberoamOS - Cyberoam NGFW are based on CyberoamOS – an intelligent and powerful firmware that offers next-generation security features including inline application inspection and control, Web site filtering, HTTPS inspection, intrusion prevention system, VPN (IPSec and SSL), and quality of service/bandwidth management.

Additional security features like Web application firewall, gateway antivirus and gateway anti-spam are also available.

- \* High performance - Cyberoam offers high performance for enterprises with its powerful hardware appliances.

- \* Scalability - Cyberoam's extensible security architecture supports future enhancements, including new security features and updates that can be developed rapidly and deployed with a minimum of effort, without the need to change the appliance.



## WD offers new line of external desktop drives

WD, a Western Digital company, has redesigned its popular My Book and My Book for Mac lines of external desktop drives to provide as much as 4Tb storage capacity and enhanced data protection for those who create and collect large volumes of video, music and photos.

With USB 3.0 for speed, the new My Book lines are available in 2Tb, 3Tb and 4Tb capacities for the largest content collections. At any point in time, anything can happen to a user's data. Whether it's a lost notebook or destructive virus, it's critical to keep data safe and maintain a backup of important documents and valued content.

The new drives' data protection features are perfect for backing up content collections. WD SmartWare Pro automatic back-up software with Dropbox integration offers cloud backup capabilities, and the WD Edition of Acronis True Image enables users to execute a full system backup and securely delete digital files and programs.

"The new generation of My Book external hard drives provides greater speed, flexibility, content safety, and system security for our customers," explains Scott Steffens, GM of WD's consumer storage products group.

"Consumers are creating, downloading, and storing more digital content than ever before and our line of desktop drives are equipped with capacities and security measures to keep it all backed-up and protected against system disaster, damage or theft."

Security measures against unauthorised access to the drive are handled through WD SmartWare Pro automatic backup software with hardware encryption and password protection. To protect files against theft, fire, flood or other natural disaster, My Book integrates Dropbox to store files in the cloud. For full system backup and secure deletion of files, My Book includes Acronis True Image (ATI) WD Edition.

ATI WD Edition is an integrated software suite that ensures security of all information on the PC and can be used to securely delete any confidential data no longer needed. ATI WD is also used for disaster recovery in case of a fatal system crash, recovering the entire PC including files, software and preferences.



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## OKI launches five-colour A3 LED printer

The graphic arts industry's first five-colour, A3 LED printer was launched by OKI at the Viscom exhibition in Paris and will be available in South Africa early in 2014.

The OKI C931 has been designed to meet the needs of the graphics arts and creative industries, and is also well suited to general office applications, removing the need for two printers. Built to offer essential levels of high quality output, the C931 is robust and reliable.

In addition to CMYK process colours, the C931 offers an extra spot colour in white or clear gloss. This capability was previously only available on expensive digital or lithographic printing equipment. The introduction of the OKI C931 enables creative businesses and copy shops to produce a greater variety of material on demand, in short runs and more cost-effectively than ever before.

The white toner option is ideal for printing on colour paper, transparent film, T-shirt transfers and promotional merchandise; and the clear gloss for producing high quality catalogues, manuals, photobooks and marketing documents.

The C931 prints at speeds of up to 50 pages per minute (ppm) and has a consumables capacity of up to 38 000 pages. It supports paper sizes from A6 to SRA3; banner lengths of 1,3m; and media of up to 360gsm (single-sided) or 320gsm (duplex). An optional EFI Fiery XF server provides enhanced colour management.



## WD announces My Passport Slim

The new My Passport Slim, WD's slimmest portable hard drive, is the first thin drive to offer a 2Tb capacity and is ideal for users looking for ultimate portability. The drive's chassis is crafted from metal, providing additional protection from bumps

and knocks. It also includes 256-bit hardware-based encryption, ensuring data is secure.

WD SmartWare Pro data protection software further protects data by allowing users not only to back up their digital content to their My Passport Slim, but also to keep an extra copy in their Dropbox folder.

The My Passport Slim incorporates super-fast USB 3.0 connectivity for fast transfer speeds of high resolution digital files. This drive is a must-have for users on the move, or those looking for an easy and convenient way to transport their favourite movies, music, photos and documents in a slim, small compact form.

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# Fast and affordable colour printing technology

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## Cost-effective printing with Epson Ink Tank

The innovative Epson Ink Tank printing system offers ultra-low cost, high-quality printing with the user-refillable system. High volume individual ink bottles, available from distributor Drive Control Corporation (DCC), allow users to easily refill their print cartridges at home or in the office without invalidating the warranty.

Epson's unique top-up technology is specifically designed with air-tight caps and filters to ensure minimal ink wastage, while a choke valve controls the ink flow and prevents backflow.

Each ink bottle has a re-sealable cap for storage, extending the life of the ink and ensuring that users can refill with fresh ink when required. One bottle of ink delivers an ultra high yield of 4 000 pages of consistent, high-quality prints.

The Ink Tank Systems are available in the Epson L110 and Epson L210 printers and come bundled with a starter kit of four 70ml bottles.



## WD introduces new Sentinel storage models

WD has expanded its small- and medium-sized (SMB) storage solution portfolio with the introduction of the new WD Sentinel DS5100 and WD Sentinel DS6100 (S-series) ultra-compact network storage plus servers.

The WD Sentinel S-series features high-performance Intel Xeon processors and is pre-installed with Windows Server 2012 R2 Essentials.

All WD Sentinel network storage products feature WD enterprise-class hard drives and these four-bay WD Sentinel S-series desktop appliances offer up to 16Tb of raw storage. Additionally, unlike traditional NAS systems, the WD Sentinel S-series allow small businesses to run line-of-business applications on their network storage platform.

"WD is using enterprise-class components to build a new family of network appliances for small businesses," says Bill Evans, GM of WD's business storage solutions group.

"The WD Sentinel S-series network appliances are engineered with Intel Xeon processors, pre-populated with WD Se data centre 3.5-inch hard drives for rapid deployment, and feature dedicated 2.5-inch boot drives for maximum reliability."

"No other vendor offers a comparable network storage plus server in an equally small form factor. With a small footprint and quiet fan, an S-series appliance can be deployed anywhere."

Adds Anamika Budree, WD Branded Sales – South Africa: "The SMB market in South Africa is a burgeoning one and having a product that combines a powerful Intel processor, Microsoft software, reliability and affordability is meeting this segment's exact requirements. SMBs are no longer an under-served market with this innovative product, delivering enterprise

functionality at an appropriate price point.

"An added advantage is that the solution is already engineered, configured and packaged, ensuring little to no setup expertise are required with installation. Furthermore, as these smaller businesses grow, this latest iteration of the Sentinel allows them to scale easily by catering to the addition of the Sentinel DX4000 for additional storage."

Built by WD, powered by an Intel Xeon processor and running Windows Server 2012 R2 Essentials, the WD Sentinel S-series is based on proven technologies from industry leaders. Unlike competitors' proprietary operating systems, the S-series is a fully configured native Windows Server on which customers can deploy thousands of Windows applications.

The WD Sentinel S-series includes WD 3.5-inch data centre-class hard drives for enhanced data security. Businesses gain enterprise-class reliability with dual dedicated boot drives (optional on WD Sentinel DS5100), dual gigabit Ethernet ports, and dual external DC-in power adapter ports.

This engineered redundancy, along with a bezel lock for physical security, all add to the reliability of this ultra-compact network storage plus server that can be deployed virtually anywhere.

The WD Sentinel S-series is a complete, fully-configured solution with automatic backup and restore software for up to 25 users and 50 computers, all at a very affordable price that starts at approximately R29 640.00 inclusive of VAT as a recommended retail price.

By combining a single solution for both storage and server requirements, the S-series appliances are a great solution for any small business looking for their first server.





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## Develop SA debuts ineo 654/754

In corporate printing environments, efforts are constantly being made to maximise efficiency and productivity while simultaneously minimising expenditure.

The ineo 654/754, a high-end monochrome office machine recently launched by Develop South Africa, is ideally suited to tackling this challenge, and the benefits it brings make it a highly productive investment.

"These days, people expect a higher return on investment (ROI) than ever before, particularly in the case of high-end monochrome machines," says Marc Pillay, MD of Develop South Africa.

"That's why we've put a lot of effort into ensuring the ineo 654/754 gives customers the added value they want – improved productivity, a high degree of flexibility in their everyday work, and in particular ease of use. This added value ultimately results in a rapid return on investment."

These two high-end office machines deliver all the speed a corporate printing environment needs. The ineo 654 prints and copies at 65 A4 pages per minute (ppm), whilst the ineo 754 boasts 75ppm.

"Job queues can be a time-waster in multi-user environments or at an in-house print shop but this kind of speed reduces them to a minimum. It also ensures that staff can get on with their daily office work while the machine efficiently looks after the printing and copying, however voluminous a job may be. By printing or copying in duplex mode at the full engine speed, the ineo 654/754 also helps to save money by reducing paper consumption," explains Pillay.

To this end, the ineo 654/754 has been specifically designed to offer users a wide range of finishing options from simple stapling to professional booklet making – with useful features such as a colour cover insertion or Z-folding (so A3 pages fit into an A4 folder).

The machine also supports a broad media spectrum ranging from 52g to 300g per square metre in weight and A6 to SRA3 in size. Banners of up to 1,2m in length are no problem either, so these machines are ideal for printing oversized project plans or calculations.

High-end office machines are often complicated to operate, especially for everyday office users. To counter this justifiable complaint, the ineo 654/754 has been explicitly designed for ease of use so that everyone can make full use of its extensive functionality.

The 9-inch multi-touch, full-colour operating display is instantly familiar to smartphone users, thanks to its drag and flick functionality, finger-swiping menu and sub-menu pop-ups.

As a tablet-sized screen, it is not only easy to read and clearly arranged but also displays all key functions at a glance. If a user requires a function not displayed on the home page, the menu is perfectly easy to navigate as well. The ultimate benefit of all these features is that users spend less time setting up a job, which naturally boosts productivity.

The ineo 654/754 comes with a number of features that will enhance the efficiency of document workflow in a corporate printing environment. This machine, for example, scans at up to 180 images per minute so that even large documents can be digitised quickly.

Moreover, the software tools Develop offers as optional extras help to reduce the amount of manual work involved in scanning or archiving work. One such tool, convert+share, offers a wide range of formats for scanned documents and ensures they can be sent to any destination the user wants. Another tool, store+find, enables document files to be located fast and thus eliminates time-wasting searches.

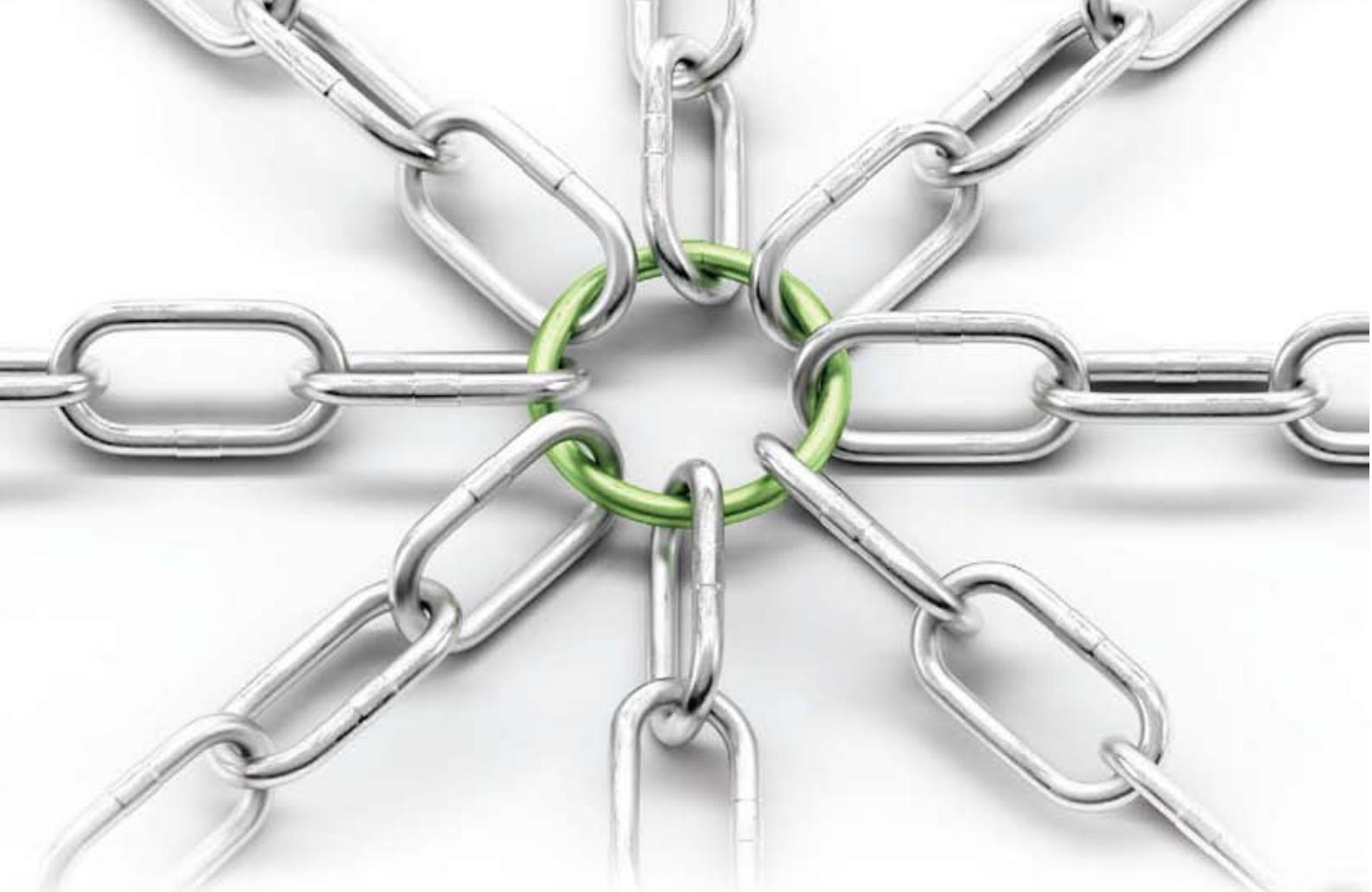
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## Xerox improves wide format printing with new, faster machine

Bytes Document Solutions has announced Xerox's new Wide Format IJP 2000.

"With the growing demand for large indoor posters, signs, point-of-purchase graphics and banners, Xerox's new Wide Format IJP 2000 gives printers the extra speed needed to produce more jobs faster," says Paul Haglich, product marketing manager at Bytes Document Solutions. "As an example, nine-metre banners can be produced in one minute."

Increased speed means printers can accept and produce more wide format jobs - even last minute requests.

"The IJP 2000 breaks the mould in terms of speed and brings a huge competitive advantage to our customers," says Dustin Graupman, VP, Inkjet Business, Xerox.

"Part of the challenge of wide format jobs is they can create a significant speed bump in the work process - and profitability. That's why we've designed an uninterrupted operation right into the printer."

Key features of the IJP 2000 single pass device include:

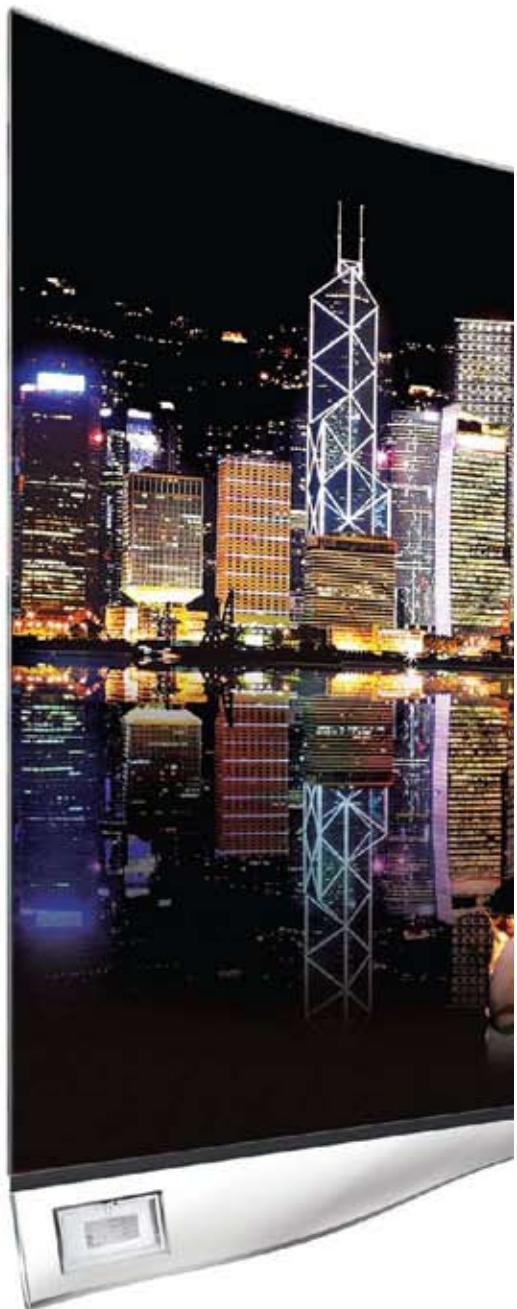
- \* Faster print speeds - complete jobs more than 40 times faster than comparable wide format systems (up to 420 square meters per hour). That means high-quality, colour signs can be printed in five seconds, 10 metre banners in one minute, and the production run of 200 prints in about 20 minutes.
- \* Stationary print heads - allow the paper to move under five print heads in one single pass. Fewer moving parts mean better speed and less maintenance.
- \* High vibrancy with instantly dry ink - produce a variety of full-colour products, from tradeshow banners and presentation graphics to life-size photos and promotional displays - with crisp, precise imagery.
- \* Expansive specialty media range - allow printers to offer customers more choices in wide format applications, with media such as banner fabric, photo gloss, satin and backlit/stoqlight films.
- \* Industry-leading wide format workflow software - the Caldera Grand RIP+ keeps the device running at full-rated speed while processing jobs. The software is easy to use, even for new operators, and includes spot colour matching for a uniform look across different jobs and media.
- \* Personalised software (optional) - produce personalised materials quickly and efficiently with Xerox FreeFlow VI Design Express software. This Adobe InDesign plug-in simplifies the design and creation of variable signs; and includes templates and step-by-step instructions.

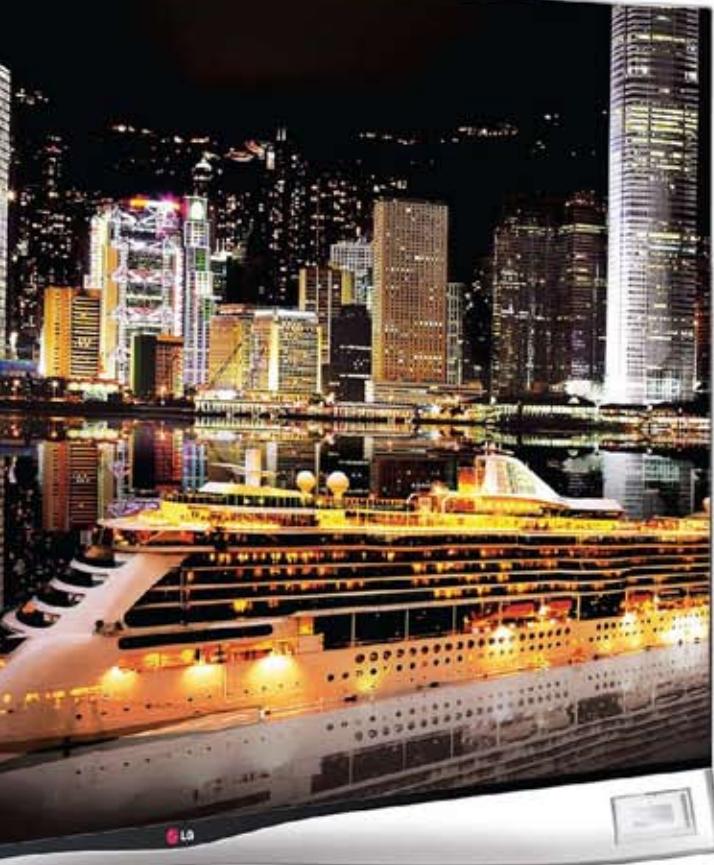
The new, single pass sheet-fed or roll-fed machine uses Memjet inkjet technology and is targeted at printers servicing the indoor poster, banner, signage and point-of-purchase display graphics markets.

Operating at speeds of 420 square metres per hour at 1600dpi, the IJP 2000 can print jobs more than 40 times faster than "comparable" wide format systems and is able to maintain quality and output speed without being impacted by substrate type or width. The machine can handle substrates up to 106cm and 190gsm.

The printer, which is driven by Caldera's Grand RIP Plus, is suitable for a range of substrates such as textile, vinyl, backlit and stoqlight films as well as standard and coated papers and uses aqueous inkjet, dye-based inks in CMYK.

It comprises five stationary print heads that utilise "breakthrough" technology enabling printers to achieve results that "have been previously unattainable in the market". Graupmann says that printers would only need to run the machine for 45 minutes a day or for 2 000 to 5 000 square metres a month to achieve "a good return" on investment.





## LG launches Curved OLED TV

LG South Africa has unveiled the first curved OLED (organic light-emitting diode) television on South African soil at a launch held at Montecasino in Johannesburg. Also launched at the event was the extended line-up of its Ultra HD models, with the 65-inch and 55-inch televisions being unveiled.

First showcased at CES 2013 and already available in South Korea, US and Germany, LG's groundbreaking Curved OLED TV marks the beginning of a whole new era in home entertainment.

Its IMAX-like curvature guarantees an immersive and comfortable viewing experience and thanks to LG's WRGB OLED technology, the 55EA9800 features infinite contrast ratio with deeper blacks and brighter whites than a conventional RGB display. Furthermore, the screen delivers incredible colour accuracy regardless of ambient light or viewing angle.

Only 4.3mm thin and weighing just 17kg, the 55EA9800 features a flowing Crystal Stand. LG's forward-facing Clear Speakers are unobtrusively incorporated into the Crystal Stand to deliver flawless audio with remarkable fidelity in the mid- to high-frequency ranges.

Following the introduction of the world's first 84-inch Ultra HD TV at the end of 2012, LG is now unveiling the more affordable 65-inch LA9700 and 55-inch LA9650 Ultra HD televisions.

LG Ultra HD TVs deliver a combination of picture quality - four times the resolution of Full HD TV - and sound. Both the LA9650 and LA9700 series feature a built-in HEVC (High Efficiency Video Coding) decoder, which can play Ultra HD content directly from a USB flash drive.

Thanks to LG's Tru-Ultra HD Engine, these TVs can upscale any type of content to near Ultra HD quality to deliver Ultra HD picture quality with a 178-degree viewing angle and sharp, blur-free images. The LA9700 series goes a step further with Nano Full LED backlighting for improved contrast, brightness and colour consistency.

The LA9700 unit is equipped with a 4.1 channel, 50W audio system with forward-facing Sliding Speaker. This concealed sound bar boasts four forward-facing speakers, which deliver room-filling audio with excellent expression across the mid- and high frequency ranges. Located behind the screen, a powerful subwoofer ensures strong bass performance as well.

The elegant, decor-enhancing Sliding Speaker can be programmed to remain permanently hidden or permanently extended. Alternatively, it can be set to silently slide out when the TV is turned on, and retract when powered off.

LG's Ultra HD TVs offer the subtle aesthetics and narrow bezels of LG's Cinema Screen Design, while a chrome-finish stand completes the minimalist appearance. Both the LG Curved OLED TV and 65-inch/55-inch Ultra HD TVs boast LG's Smart TV platform offering a user-friendly design and access to a growing collection of apps and content services.

Meanwhile, the Magic Remote provides natural language recognition, and point, wheel, and gesture control options, making it easy to navigate menus, search for content or play entertaining game apps. In addition, both the Curved OLED TV and the Ultra HD TV boast excellent wireless connectivity options, such as WiFi and Miracast for convenient screen mirroring, and LG's NFC-based Tag On for convenient device pairing.

Thanks to OLED and Ultra HD screen resolution, LG's Curved OLED TV and 55 and 65-inch Ultra HD models produce 3D images. Additionally, the company's FPR 3D technology provides a crosstalk-free 3D viewing experience that enables the user to wear comfortable, lightweight glasses.

These new models will be made available at selected premium retailers across South Africa. The LG Curved OLED television has a suggested retail price of R200 000. The two new Ultra HD models have a suggested retail price being R85 000.00 for the 65-inch (65LA9700) and R60 000.00 for the 55-inch (55LA9650) models.

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# Channelwise Awards: A true measure of success

By all accounts the annual Channelwise Awards (this month's cover story) are here to stay, with voting recording unprecedented levels this year among all participants.

As mentioned previously on this occasion, the Channelwise Awards honour achievement in the channel based on a selection process that has been carefully and meticulously designed and refined over three years. This approach helps to guarantee that the awards are based on an objective measure of how vendors and distributors conduct themselves as businesses deserving of success in the channel.

Unlike previous attempts to recognise achievement in the channel, the Channelwise Awards are totally divorced from "sponsored" influence in terms of promotional revenue and "blackmail" advertising.

The Channelwise Awards methodology successfully blocks attempts to rig the vote and even the blatant cheating that has been an unfortunate characteristic of similar initiatives in the channel in the past.

The awards this year also incorporated an interesting and invaluable innovation that was introduced last year – inclusion of major IT companies that trade almost exclusively in the enterprise market.

This innovation has expanded the measure of excellence of vendors and distributors beyond the all-important realms of volume and commodity products, to objective measure of value-add in areas such as software, servers and networking.

This separate enterprise survey not only supplements the awards themselves, but also provides a new dimension to the scope of the entire IT industry in South Africa.

From all accounts, the number of legitimate votes cast throughout the balloting process provided several pleasing and encouraging signs that, despite trying economic conditions that have prevailed in the local economy over the past five years, the reseller channel (both dealer and enterprise reseller) is alive and well.

The fact that Channelwise paid particular attention this year to the questionnaire format, making it easier for respondents by offering them a choice of vendors and/or distributors to vote for, and more single-click responses, may have played its role in ensuring that the ballot was a truly representative sample.

This approach was enhanced by presenting respondents with as much information as possible on a single screen so there was no scrolling required.

Looking back at the overwhelming success of the Channelwise Awards, it remains pleasing to note that vendors totally committed to brand values based on quality and distributors focused on the fundamentals of stock management and logistics emerged yet again as clear winners.

The real benefits to be derived from the awards are not to be found in the certificates handed out on the evening or proudly displayed in the office reception areas, but in the ability to identify opportunities for improvement.

The Channelwise Awards provide an invaluable measure of performance, as adjudicated by the customer, that winning organisations should value and embrace.

The various categories and assessment criteria used to judge winners should form part of management planning to strive for business improvement on a consistent basis throughout the year – not only to win an award, but to ensure the ongoing profitability of the organisation.

There is no doubt whatsoever that besides being one of those traditional, annual industry get-togethers to look forward to, the Channelwise Awards can be successfully used to benchmark performance year-on-year to provide indications of what vendors and distributor are doing well - or where they may be failing when measured against other consistent achievers.

As suggested once before: what better way to strive for customer loyalty and business success than by trying to emulate the winners?

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