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Quantity, quality of information – the basic premise of the modern business

South Africa has received very positive reviews from around the world for its hosting of what has generally been described as a highly successful FIFA World Cup Finals™ tournament. We join many people throughout the world in congratulating all those who played a part, of whatever significance and to whatever measure, in helping to ensure this end result.

In this time we are reminded of a famous quote by British statesman and Prime Minister, Benjamin Disraeli, who said: "As a rule, he or she who has the most information will have the greatest success."

Commercial success today is really about the strategic use of information and the application of this knowledge to enhance systems and improve operations. It is not only about having the most in terms of the volume of information, it is really about how this information is used.

We are talking about both quality and quantity.

Swicon360 continues to entrench its value within the market with a consistently developing and effective offering of innovative, practical and cost-effective technology. Whilst we are aware of rapid growth within the company, we never detract from our core focus – to provide our clients with effective, reliable and advance Human Capital Management (HCM) infrastructure, support and service.

In an emerging economy, that typifies business development, administration and growth across South and Southern Africa, the important role of HCM to help make businesses more competitive, cannot be overstated.

Decision makers are becoming more aware of this. With time we have witnessed a steady and progressive level of interest in the value of technology to enhance the human resources component within business.

It is in the convergence of technology with people management where the practicality and agility of organisations is truly put to the test. The one is really dependent on the other.

It is also the pace at which decision makers are able to understand and truly engage the market in terms of cloud-based HCM services and solutions that will make a critical difference for businesses going forward.

We identify this as the most current and most significant trend to bolster human resource management and technology application in the corporate environment today.

Exciting times lie ahead. The virtual environment continues to have a profound effect on operations and this houses significant opportunity. It goes without saying that Swicon360 will be positioned at the forefront of all development and will continue to support and strengthen its clients every step of the way.



Markus Bucher

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Capitalising off cloud-based human resource management



It was only a matter of time before the production and application of technology within people management reached new heights in South Africa – and it has now reached the clouds, to be more specific. The introduction and advent of cloud-based, virtual infrastructure to deliver Business Process Outsourcing (BPO) services and support Human Capital Management (HCM) represents genuine progress in this competitive field.

It is a trend that has captured the interest of major operators and influential players in the marketplace. Advanced technology solution development and distribution amongst many key industries reflects the overall growth of HCM and the priority this area of business management holds amongst decision makers.

Human resource management is entirely integrated with virtual infrastructure in the cloud. It is now possible to invest in a collection of services, centralised, all-encompassing offerings that are consistently available and promote access to the very best in international HCM practices.

It is not surprising that human resources development, incorporating people skills development, training and recruitment, has been quickly assimilated into the virtual services arena.

Part of the reason is because businesses, across all industries and sectors, have to adhere to a radically different HR market space.

Practical issues such as work/life balance, mobility, access to data, new systems are juxtaposed with legislation pertaining to corporate governance – including data archiving, storage, retrieval and manipulation. In addition, other factors such as the global credit crunch, significantly lower levels of economically active citizens, skills shortage, the need to improve operations and sustain levels of service all influence the overall picture.

The focus from a solution development point of view, encompassing integration, application and support, is to provide a sound mechanism for the forecasting, planning and hiring of the best talent. It is our assertion that this realisation and level of awareness of HCM, its implication and influence on system development and integration could not have taken place at a better time.

This is because South Africa stands at the threshold of a golden opportunity to advertise and demonstrate its capability in terms of advancing business using next-generation technologies as well as existing and emerging trends. At the heart of this opportunity is people and skills development.

There is certainly a need for this level of service and support, without having to negotiate upfront investment. The popularity of virtual or cloud-based HCM demonstrates real achievement and shows the level of capability and skills that service providers and solution suppliers must have to innovate and secure market share.

BasisOne emerges as Africa's premier SAP-accredited hosting provider

BasisOne has become the first company in Africa to achieve international accreditation as a hosting provider of SAP managed services solutions.

“We are already delivering professional, highly flexible, cost-effective data centre services to SAP users through our proven virtualisation hosting platform,” says BasisOne business development director Warren Small. “The achievement of SAP international certification further ensures our clients of a world-class managed hosting and disaster recovery solution for their SAP application, including customer-specific SLAs covering infrastructure, network and SAP basis support.”

Small says achieving international certification was no mean feat for the company, but entailed a stringent audit by SAP that included a thorough end-to-end review of the company's business framework and methodology, from security elements through to support infrastructures and processes. “It's an exhaustive and demanding exercise that is accurately applied by specialist staff from SAP hosting headquarters in Germany,” he explains. “That we passed their test with flying colours is convincing proof not only of our commitment to excellence, but also of the robustness and reliability of our systems.”

“Additionally, it bears testimony to the dedication and hard work of our staff and partners, without whom we would not have achieved success.”

BasisOne's SAP hosted solution provides everything a business needs for a complete integrated e-business solution. “The client provides the SAP and database licenses, while we deliver the SAP basis infrastructure and technical day-to-day basis support to ensure that their SAP environment always performs optimally,” Small explains.

BasisOne's business processes, which are built to ITIL v3 standards, will be audited by SAP on an ongoing basis to ensure it continues to conform to the vendor's high standards.

“We also intend applying for ISO 20000 and ISO 27001 compliance accreditations in the near future,” Small concludes.



Warren Small

BasisOne attracts global acclaim for local IAM technology project

BasisOne (Pty) Ltd. has received a European Identity Management Award for a cloud computing solution the company implemented utilising IAM technology provided by Novell. The Award formed part of the Best IAM Project in Cloud Computing category and was presented to representatives from BasisOne by organisers of the European Identity Awards, hosted by analyst group Kuppinger Cole at the European Identity Conference 2010 in Munich recently.

These awards have been established to recognise and reward excellence in projects, through innovation and progress in the field of digital identity management. BasisOne is a SAP application specialist organisation that focuses on the implementation, upgrade and development of business solutions through the use of SAP software. The company's core focus is the provision of SAP Basis solutions, IDM services, specialist resources and holistic outsourced infrastructure solutions, adhering to customer specific requirements. The company has focused its broad range of services and solutions, including SAP Basis maintenance and administration services, SAP Hosting and Outsourcing services, to ensure that clients extract maximum benefit from technology investment.

Warren Small, BasisOne Business Development Director, said the award is a significant achievement for all those behind the entrenchment of BasisOne, its level of competitive quality and the significant advantages that its extensive solution portfolio offers the market.

"We are very excited about the award and the fact that BasisOne is recognised on a global scale for the value of its core service to existing and emerging markets. Identity Management remains a vibrant and exciting area of modern communication, paving the way forward for true cloud-based security solutions, addressing governance, risk and compliance needs of our customers. We have identified that organisations are seeking to reduce their infrastructure and application support needs. Through outsourcing their applications, our customers are able to reduce their total cost of ownership. By utilising our highly flexible, integrated Identity Management solution, our customers can feel rest assured that their application data is securely protected and managed. We believe that, through our expertise, proven track record and market experience, we continue to make a difference to domestic and international SAP-centred communities," he adds.



Management and members of staff from Swicon360 recently hosted guests at a FIFA World Cup social. Whilst Bafana Bafana played to a victory against France, clients and partners of Swicon360 toasted the strength of their own commercial success through powerful alliances with the company.

SA vs. FRANCE AT SWICON360'S SOCCER LOUNGE 22 JUNE 2010



Quick Q & A

Liezl van Rensburg, SAP HCM Manager Consulting at Swicon 360

Which new technologies are coming into the market? –

Software as a Service – The big question is how much of your current operations do you shift? It makes sense because you can move your costs from CAPEX to OPEX, however you need to be mindful to ensure that integration issues are looked at carefully.

Cloud Computing – the on demand model makes so much more sense – it reduces cost and reduces risk. Many people feel that South Africa cannot cope with this technology because of the traditional 'bandwidth issues', however early adopters in the market has proven that this concern is not valid and that Cloud Computing presents a viable option.

What made you choose IT as a career? –

I accidentally walked into a Computer Science class at university after I had changed my study direction numerous times and for the first time I found something that interested me. It is a ever-changing discipline and therefore one has to constantly learn. IT doesn't limit you to only learn about your own industry, but because IT is essential in enabling business processes, you also learn about your customers' industries. One can never get bored in IT!



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