



# SWICON360

## news

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### The time to be proactive in business is now

We are encouraged by the level with which business process output and innovative solutions now underpin the growth of Human Capital Management. More and more we are convinced of the pivotal role that technology is playing in developing local business and enabling companies to truly leverage off systems that are designed to enhance methodology, streamline systems and bolster operation.

Corporate South Africa has a real opportunity to demonstrate capability within the burgeoning arena of HCM and SAP-based Business Process Output (BPO) application. Swicon360 has already, in a very short period, demonstrated its strength in this market. The feedback we received from our customers and partners about the successful launch of our HCM SAP-based managed services solution, in the first quarter, has been very positive. This is certainly a boost for the company- not only does it prove that we have done our homework and our knowledge of the marketplace and requirements is credible, it demonstrates the extent to which solution application is taking place, the demand in the market and the requirement that is there.

Our direction going forward is clear. We have established partnerships with a number of leading players across a number of sectors and industries, including the Peermont Group. This reflects the caliber of organisations that are following through on infrastructure investment, services and support. We are equally proud of our association with BasisOne, our technology services partner. This alliance continues to break new ground in the development, distribution and delivery of core HCM services and solutions.

There is no doubt that what remains of 2010 will have fundamental opportunity, challenges, energy and holds much promise for businesses that are in a position to take advantage of existing and emerging market influences. Human Capital Management as a managed service is right at the top of this growing list.



Markus Bucher

### HCM taken to new heights with cloud-based service and support

Human Capital Management is a powerful facet of modern corporate management that represents the next level of technology application within the realms of Human Resource development. This status is reinforced by the continued convergence of next-generation technology, services and support to assist decision makers in applying human resources strategically and to the benefit of all levels of operation.

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. This means that decision makers can no longer rely on traditional, outdated systems to comply with regulation and compete effectively in the modern corporate environment. As such, HR 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.

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. There is certainly a need for this level of service and support, without having to negotiate upfront investment.

As long as markets continue to expand and investors seek out credible, cost-effective services and the role of ICT remains as prominent as it is at present, there is every reason to feel upbeat about virtual HR and payroll services. It bodes well for the establishment and growth of HCM as the mainstay and key differentiator within modern business management.



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Swicon360 is a Special Expertise Partner in the field of Human Capital Management (HCM) with a globally certified SAP HCM template solution.

Since 2001, Swicon360 has been developing, evolving and refining a set of services and tools in the HCM space which are used to unlock the value of an organisation's Human Resources, affordably. Our methodology has been proven successful time after time, with a client list that includes Afrisam, Bosch, Johannesburg Water, Novartis and University of Cape Town.

Swicon360 is officially the only SAP-certified HCM Business Process Organisation solution provider in Africa. The company's status as a BPO Partner of SAP AG for the African region is an industry leading alliance that ensures new clients are offered an alternative licensing structure. At the same time non-core business processes, such as those found within the HCM module, are also managed effectively.

## BasisOne creates a flexible, secure, high-performance platform

BasisOne is an accredited SAP Hosting Partner that focuses on implementing, upgrading and developing business solutions involving SAP software. BasisOne's core focus is providing SAP Basis solutions, with specialised resources and holistic outsourced infrastructure solutions that adhere to global SAP standards and customers' requirements

### The Challenge

BasisOne is the technology provider for Swicon360, and when Swicon360 wanted to launch an innovative managed service for SAP HCM solutions, it approached BasisOne to create a robust, secure and cost-effective hosting platform. There was a clear opportunity to make advanced SAP functionality available as a managed service to small and mid-sized companies that lacked the capital or skills to invest in their own SAP solutions. Equally, Swicon360 recognised that even larger companies and existing users of other SAP solutions could benefit from a cost-effective managed service implemented by HCM experts. Priorities for a new platform include sensitive customer data which must be kept secure, cost-efficiency and flexibility – these priorities ensure that Swicon360 can offer competitive pricing and rapidly provision virtual machines.

### The Novell Solution

To create a robust, secure and highly flexible platform for the new SAP Business Process Outsourcing (BPO) solution, BasisOne chose Novell technologies. At the heart of the solution is SUSE Linux Enterprise Server, which runs on virtual servers in a VMware environment hosted in a state-of-the-art Vodacom data centre. Virtualisation enables the rapid set-up of new, logically distinct customer environments for SAP HCM, without the need to procure and deploy new hardware.

"We made a strategic decision to choose SUSE Linux Enterprise Server based on the quality of the software," said Warren Small, Managing Director, BasisOne. "Our tests revealed that it offers far higher performance and lower total cost of ownership for SAP solutions than we could achieve with Microsoft Windows. It also uses less system resources and is more stable - keeping hardware costs low while enabling extremely high availability for customers of Swicon360 in the new SAP BPO service. Finally, the alliance between Novell and SAP and their joint-support offering for SAP solutions running on SUSE Linux Enterprise Server made us confident in the long-term viability of our choice."

BasisOne selected the Novell Compliance Management Platform to control access to sensitive customer information, which tightly integrates identity, access and security management capabilities. This combination enables secure, Web-based single sign-on for BPO customers to their SAP solutions and data, with granular access controls to sensitive data and fully auditable monitoring of all events.

### The Results

With SUSE Linux Enterprise Server as its platform for the new BPO solution, BasisOne was able to meet Swicon360's needs in terms of flexibility, performance and availability. This keeps hardware costs low and enables Swicon360 to significantly undercut the cost of running SAP HCM in-house. "With the BPO offering, companies can simply pay a flat fee per employee per month to gain a complete turnkey SAP HCM solution," said Small. "The solution includes enterprise-class backup and disaster recovery capabilities: customers benefit from our economies of scale, getting a solution that would cost them much more to set up and run themselves."

The Novell Compliance Management Platform enabled BasisOne to rapidly and easily create a rich identity and security management framework for the new BPO solution. Customers can rapidly provision their own internal users, apply access controls according to pre-built corporate policies, monitor activity, and provide detailed information for internal or external auditors. The Novell technology also enables easy yet secure access to the SAP functionality through a standard Web browser. By deploying Novell Compliance Management Platform, BasisOne ensured that solution would meet customer requirements for auditable control over sensitive data.

"With the Novell Compliance Management Platform, we can offer end-to-end accountability for the SAP HCM environment," said Small. "This is one of the factors that has helped Swicon360 become the first SAP- BPO Provider in Africa."



Warren Small

## Quick Q & A

**Nick van der Walt, Business developer Director at Swicon360**

**What do you see as being the next big thing in IT?** - Software as a Service (SaaS) or "Cloud Computing" is the next big thing in IT where organisations can now use software on an on demand basis. Not having to worry about the capital outlay for infrastructure, software implementation, maintenance or upfront license fees. Using this operational expense versus the traditional capital expense model gives the customer operational predictability and peace of mind in using software whereby they no longer require the expertise in, or control of running the technology infrastructure.



**What do you love the most about your job?** - Interacting with different people every day trying to do the best possible deal for both the company as well as the client. I get satisfaction from setting medium term goals, fully committing to the task at hand and achieving these goals.

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