



# SWICON360 news

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Markus Bucher

Swicon360 and its partners have enjoyed a very busy, dynamic and vibrant year. 2010 has arguably been one of the most significant for operators within the Human Capital Management (HCM), HR and payroll markets.

Part of the reason for this has been the marked increase in focus and activity within human resource management and the critical role of technology.

Another has been the consistent level of innovation within this space. Aside from the development of the technology, there has also been a maturity within the market in so far as this technology is applied.

Decision makers understand what this technology can do for business practically. They also have a more acute sense of what the best possible approach to take is in terms of application and integration.

This improved level of awareness is due, in part, to key industry-led events such as Saphila 2010. Aside from the obvious benefit of exposure and networking opportunities, these events contribute substantially to general education and appreciation of the dynamics of this often challenging environment.

On this note we, as Swicon360, stand at the threshold of a new era in service delivery as we officially open a fresh chapter in the company's ongoing story.

Recently we publicised the fact that Britehouse, a portfolio of leading Business Process Automation companies, has acquired majority stake in the company.

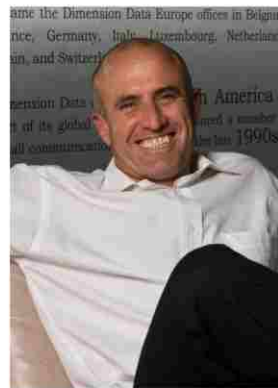
We reiterate that Britehouse has purchased majority shares in Swicon360 and the Swicon360 Group of Companies, incorporating BasisOne (Pty) Ltd., Africa's first SAP-accredited hosting provider.

We want to take this opportunity to reassure our valued customers and partners that this move represents a very positive, progressive and strategic step in the growth of the company.

I also welcome Grant Tate, director of Britehouse, who joined the Swicon360 Exco. Both Britehouse and Swicon360 share a great deal of synergy.

Britehouse is an established, recognised player within the business process automation market and Swicon360 has a proven track record and can offer the benefit of its extensive knowledge base.

This will ensure that customers continue to receive exceptional levels of service and product of the highest quality.



Grant Tate, director of Britehouse

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On behalf of the management and staff at Swicon360, we wish all our clients, customers and partners a very blessed festive season.

We hope that it will be a time of rest and rejuvenation in preparation for what we expect will be a very busy, challenging but even more eventful year ahead.

# Swicon360, partners make impression at Saphila

Management at Swicon360 was impressed with the standard of Saphila 2010. As a silver sponsor of the most important SAP-related event on the African continent Swicon360, in association with its solution partners Vodacom Business and Novell, used the opportunity to engage with the market. Representatives from the company, with the input of delegates, discussed issues that continue to impact SAP technology/ infrastructure application. It was clear from feedback received and the level of discussion that SAP-based platform infrastructure, related services and support will continue to shape the local market, particularly from a cloud-based perspective.

The promise of flexibility, performance and cost reduction will give impetus to investment consideration in SAP technology. Swicon360 is ideally positioned to add value.



## Quick Q & A

### What challenges is your industry currently experiencing?

Currently the SAP software as a complete package is becoming very expensive to Companies. For smaller Companies and businesses there are some cheaper options "of the shelf" available and although these products are not as comprehensive and integrated between functionalities, they are being used. Most companies have to go through major tender processes to go get a project of this magnitude approved. This serves to be a lengthy and costly process and can result in implementations being spread over long periods of time. When clients decide to implement SAP software, they are not always made aware of what is offered as part of the standard functionalities and what can be done at additional cost. This in turn puts a lot of stress on the "approved" budget for the project. Despite the high cost, more and more companies realise that integrated systems like SAP is the best option to have reliable and accurate data every day. Reporting is always up to date and government requirements are implemented on an ongoing basis.



Yvette Kruger, SAP HCM  
Senior Consultant  
at Swicon360

### What do you love the most about your job?

I love the variety of tasks, skills required and challenges related to my job. On every new project, I meet people and get to build up really wonderful relationships. I also love the variety of challenges and tasks related to project work. The initial part of every project has lots of documentation involved. Although this can become tedious, it provides one with an opportunity to really get to know your client and their policies, procedures that will become the backbone of your system work. The most enjoyable part to me is the software configuration. This is where one really tests oneself. Although you might know the product well, you are now responsible for making it work well also. There are always little challenges, like new functionalities, or client requirements that does not fit the system standard functionalities. Now one really has to put oneself to the test and come up with solutions. I find this very challenging and enjoyable.

The final result of a system go-live is obviously most rewarding. Once I realise that the client is satisfied with the system functionalities and when they are trained to use the system well, I am completely satisfied with a "job well done"!



Lerato Wanyane, SAP  
HCM Associate  
Consultant at Swicon360

### What do you see as being the next big thing in IT?

Cloud Computing – despite the uncertainty and the risks associated with security and privacy, it has a number of benefits which organizations are bound to take advantage of:

- Reduced cost – Cloud computing customers do not own the physical infrastructure, therefore they avoid capital expenditure by renting usage from a 3rd party provider
- Highly Automated – A third party carries-out the necessary software updates, so it allows IT to shift focus to other computing issues
- Mobility – Information is accessible from anywhere, so employees are no longer chained to their desks

### What is your favorite personal quote?

If you owe the bank 1 000 it's your problem, if you owe the bank 1 000 000 it's the bank's problem

