Connecting Potential
to infinite possibility

CO CRE8
TECHNOLOGY SOLUTIONS

Contents

Board Members

Margareth Mahlangu, Non-Executive Director and Chairperson (FSIH, CoCre8)

Mmapitse Maubane, Non-Executive Director (FSIH)

Zuko Vabaza, Non-Executive Director (FSIH, CoCre8)

Puven Ramasamy, Non-Executive Director (FSIH, CoCre8)

Hannes Burger, Executive Director and CEO (FSIH, CoCre8)

Neels Pretorius, Executive Director and CFO (FSIH, CoCre8)

CO CRE8
TECHNOLOGY SOLUTIONS

Foreword

CoCre8 Technology Solutions (CoCre8) is a South African-based technology firm dedicated to delivering a wide range of IT Services and Solutions. As a pivotal player in the African technology landscape, CoCre8 is not only a majority black owned entity but also boasts a Level 1 Broad-Based Black Economic Empowerment (B-BBEE) status, demonstrating its commitment to regional empowerment and development. The company is also recognised for its adherence to international standards, holding ISO 9001 and ISO 27001 certifications.

CoCre8 is at the forefront of driving digital transformation by specialising in modern Datacentre platforms, Hybrid Cloud Technologies, Cybersecurity and Data Management. The company is focused on nurturing strong partnerships and enhancing its ecosystem of technology partners to foster growth and collaborative innovation.

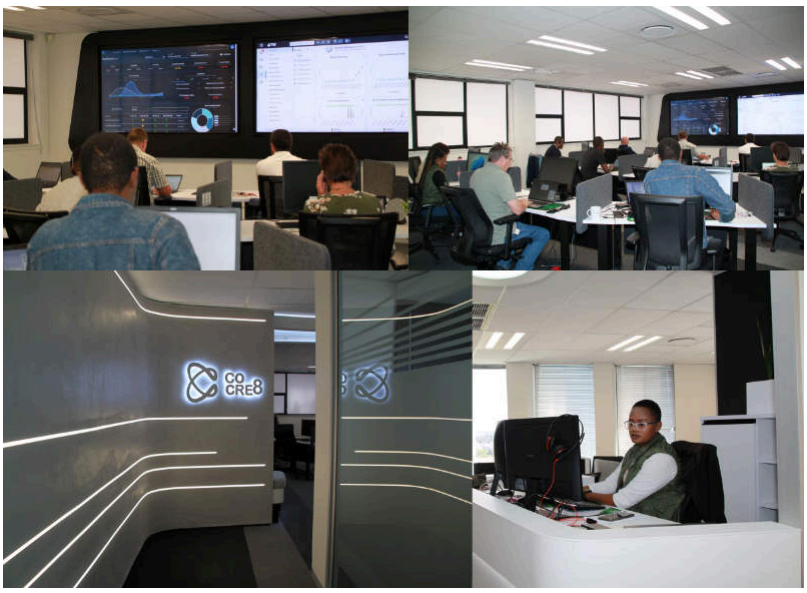
The company's strategic approach involves reducing technology costs and enhancing the return on investment for its clients, supported by comprehensive Post Sales and Implementation Services. CoCre8 has established a robust network of global alliance partnerships with industry leaders such as Fujitsu, NetApp, Kodak Alaris, Acer, Huawei, VMware by Broadcom, Nutanix, SAP, SUSE HPE, Hytera, SOPHOS and others, ensuring it delivers Top-Tier Service.

CoCre8's service offerings are extensive, including Architectural Services, Professional Services, Managed Services, Technical Maintenance Services, Platform and Security Services and Remote Infrastructure Management Services. The latest addition is CoCre8 ProCare Services, a Managed Service to end users on notebooks and desktops, where VIPs are serviced 24x7x365.

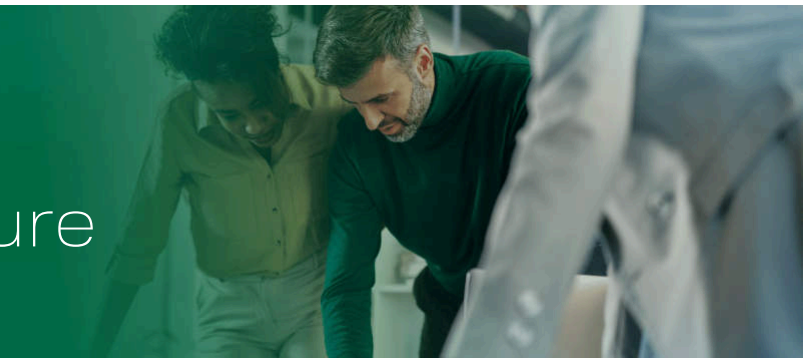
These are integrated and managed through the CoCre8 Nerve Centre (CNC), which facilitates the Visualisation, Monitoring and Management of Services.

The CoCre8 Nerve Center (CNC) as a Service combines leading products to provide an exceptional service. This service is part of a broader strategy aimed at evolving into a fully integrated services hub, which includes Service Desk services as well as intelligent reporting through the monitoring of customer's cybersecurity posture, hardware, applications, networking and storage, making it a comprehensive monitoring solution. The CNC operates continuously, 24x7x365, and the integration allows customers to customise their service selection to meet their specific needs.

The company's philosophy of Co-Creation, Co-Design, Co-Invention and Co- Production underpins its operations, positioning CoCre8 as both a thought leader and trusted advisor in the industry. With a client base that spans sectors like Retail, Financial Services, Mining, Manufacturing and the Public Sector, CoCre8 is entrusted with comprehensive ICT solutions, from Design and Architecture to Implementation and ongoing Support. ■



Looking to an Innovative Future



When the CoCre8 transaction was first mooted, the world was a different place to what it is now.

Being a 100% South African-owned company has allowed CoCre8 to diversify its offerings and better meet its customer's needs.

Margareth Mahlangu, Non-Executive Director and Chairperson (FSIH, CoCre8), believes that a shared commitment to team spirit, culture and customer service is the secret sauce behind the success of their relationship with CoCre8.

"The glue that binds us together is a shared passion for the customer."

In a mature ICT industry, companies must find ways of adding value to the customer's business, Mahlangu adds. "So, as CoCre8, we are not just committed to being a trusted adviser, but also adding real value as a partner."

This is particularly significant in terms of CoCre8's transformation from being an OEM supplier to adding a full portfolio of IT solutions and services.

"The ability to partner with customers in Co-Creating Solutions that improve their business outcomes, is what keeps us relevant in the industry."

Going forward, this passion for creating customer value will continue to evolve. Mahlangu believes CoCre8's core of highly-skilled resources is going to be key.

"The industry is driving a need for highly-skilled service providers," she says. "So, we need to ensure that we continue to train our people to deliver and deal with strategic issues in the country around scarce resources. In this way, we will contribute to alleviating the overall skills shortage."

Mahlangu believes CoCre8 is well-positioned to create more value and drive even more growth in the future.

"It is a very dynamic business, and a very agile one. This means we are pursuing different growth areas as they appear and changing the organisation to seize opportunities.

"We are fortunate to have a very hands-on CEO as well, who is very close to the customer. We take pride in the fact that we have such a

Margareth Mahlangu

Mmapitse Maubane


Zuko Vabaza


Puven Ramasamy

dynamic leader on our team."

Future plans include a focus on Africa, Mahlangu adds, as well as investments in changing lives through Corporate Social Investment (CSI) .

"Yes, growth and profit are the reasons companies are in business," she says. "But we also care and want to give back by getting involved in the broader ecosystem. So CoCre8 is not just a vehicle to make profits, but also to make a difference."

Mmapitse Maubane, Non-Executive Director (FSIH), is involved in a diverse number of industries and has seen first-hand that technology is now the backbone of every business.

"This makes it unique compared to any other industry," she says. "ICT cuts across all industries to provide the services that every business needs.

"Small or large, technology is vital for every company, helping to create optimisation and efficiencies."

IT is a great leveller as well, Maubane says. "Robust IT support service and structure can really set a company apart from its peers.

"And it can have a positive impact on company culture as well. If operations are more streamlined and efficient, employees have a sense of direction and cohesiveness."

CoCre8 is well positioned to underpin the digitalisation objectives of companies, she adds. "It is almost like a partner to its clients," Maubane says.

"This is one of the things that sets CoCre8 apart: that it co-creates and almost invents what its customers need. They customise technology to match what the client is looking for."

"And they are a partner from start to finish, from sales to services. This makes them stand out and sets them apart from the crowd."

This is particularly relevant in the age of digital transformation and the Fourth Industrial Revolution, Maubane says. "A technology company like CoCre8, that is always looking for new ways of doing things and understanding where the world is going, has a great value proposition."

A great example is the challenge customers have with cybersecurity and data compliance. "CoCre8 creates the trust and is here to support its customers in securing their data and complying with regulations."

Zuko Vabaza, Non-Executive Director (FSIH, CoCre8), explains that the investment company has seen significant growth from CoCre8 since it was bought out of the Fujitsu stable four years ago.

"Since the company started trading as CoCre8, we have seen bigger and faster changes. Being independent and 100% locally-owned has been a real game-changer."

Vabaza adds that being a Level One B-BBEE company based completely in South Africa has helped CoCre8 to maximise its impact in the local market. "We are better able to assist government and the broader community."

"We have also been able to take on additional products, to extend beyond the Fujitsu products and bring to market whatever solutions match our customers' needs."

Technology is constantly shifting, and CoCre8 has made a name for itself in partnering with customers to find the best solutions. "We are

always on the lookout for better solutions and are proactive in bringing these solutions to market," Vabaza says.

The future holds a myriad of opportunities, he adds. "For instance, I don't think we have yet tapped the full potential of cloud. Customers are looking for a service provider to help them on their hybrid cloud journey, who can look after their interests, be proactive and present them with the best possible solution.

"CoCre8 is in a position to do this, to gain customers' trust and build lasting relationships."

The theme of relationships is one that resonates throughout CoCre8, Vabaza says. "We don't want to have once-off relationships; we want to ensure the solutions we present work, to build trust and develop long-term relationships with our partners."

Puven Ramasamy, Non-Executive Director (FSIH, CoCre8), concurs that CoCre8 is quickly becoming a force to be reckoned with in the local IT space.

"The company has demonstrated high growth rates, backed by the support of its international partners.

"We like the innovation that comes out of both the local team and its global partners, and the company's commitment to growing operations in South Africa and on the African continent."

The company continues to expand on its own local IP, developing solutions that are custom-created for its customers, he adds. ■

CoCre8: Navigating the Technology Landscape for Business Success

In today's ever-changing business environment, selecting the right Technology Solutions are crucial for achieving desired outcomes.

The current economic climate is fraught with uncertainty, and the multitude of risks from various sources has complicated the task of identifying suitable ICT investment projects.

Amidst this volatility, businesses seek technology partners who can provide clarity and direction, offering solutions that align with their strategic objectives and minimise risks.

CoCre8 stands out as a partner committed to guiding businesses with solutions that not only align with their goals but are also customised to mitigate risks.

Hannes Burger, Executive Director and CEO (FSIH, CoCre8), highlights the significance of collaboration, thought leadership, and delivering tangible value to customers: "Our core value proposition is our agility, our ability to leverage thought leadership, take responsibility and support our clients from the conception of projects to their operationalisation," he states.

CoCre8 boasts a team of Principal Architects and Specialised Engineers who work closely with customers and partners, ensuring that solutions are practical and applicable.

Importantly, the organisation is built on a foundation of trust, integrity, responsiveness,

Hannes Burger, Chief Executive Officer

and agility, which are key to its success in delivering substantial value to its clients.

Addressing Customer Challenges

The rise of new technologies has led to an increase in cyberattacks, making security a top concern for businesses.

CoCre8 acts as a trusted adviser, helping customers navigate these challenges by aligning solutions with their business requirements and enhancing their security posture.

As Digital Transformation becomes essential, CoCre8 is at the forefront, assisting clients in accelerating their digitalisation efforts to remain competitive and relevant in the digital age.

CoCre8 Innovations

CoCre8 has made significant advancements in the education sector in South Africa, providing comprehensive solutions in the ICT landscape, coding and robotics.

The company also focuses on Hybrid Cloud Solutions and Artificial Intelligence, ensuring that businesses are AI-ready and can demonstrate value through these technologies.

Additionally, CoCre8 offers a mature digitisation solution in partnership with Kodak Alaris to automate clients' paper-based environments.

The company also provides significant solutions for clients' Datacentre workloads, both in the Cloud and On-Premise.

Customers at the Core

The foundation of CoCre8's success lies in its close relationship with its customers, built on mutual respect and trust.

The company is committed to adapting and evolving in response to new challenges and opportunities, maintaining its position as a trusted adviser and partner.

Emphasising Skills and Collaboration

CoCre8's value proposition centres on working collaboratively with its customers to deliver solutions that add real business value.

The company has made significant investments in human capital, fostering a culture where every employee is empowered to make a difference and contribute to the company's strategy and execution.

Partnering for Success

In response to a global skills shortage, CoCre8 has aligned itself with a competent group of partners, ensuring the provision of all necessary skills to its customers.

The company leverages its ecosystem of Alliance Partners and Channel Partner networks to create end-to-end solutions that meet the unique needs of its clients.

"We often augment our partner's skills by assisting them from architecting the solutions, all the way through to the implementation and ongoing support thereof," says Burger.

Company Culture and Sustainability

CoCre8 fosters a culture of respect and care, treating its staff as extended family.

In addition, the company is committed to sustainability and helping its customers achieve their environmental goals, aligning its efforts with the global imperative to reduce, recycle, and reuse.

Broad-Based Black Economic Empowerment

CoCre8 holds a Level 1 Broad-Based Black Economic Empowerment accreditation.

Burger says: "This shows our commitment to mentoring and training young people and giving back to the community – something dear to our hearts".

This accreditation is a testament to the company's dedication to social responsibility and Corporate Social Investment.

Walking Beside the Customer to Add Value

CoCre8 stands by its customers, offering tailored solutions that are relevant to their needs and aligned with their business strategies.

"We pride ourselves on being a trusted adviser, focusing on the customer's roadmap and providing solutions that offer flexibility and scalability," Burger says.

He concludes: "CoCre8 is dedicated to empowering businesses with technology solutions that are aligned with their strategic goals, fostering a culture of collaboration, trust and innovation."

The company's commitment to its customers, its investment in skills and human capital, and its emphasis on sustainability and social responsibility are the cornerstones of its success in the dynamic technological landscape. ■

Empowering Business Growth Through Tailored Solutions and Strategic Partnerships


Antonia Pereira, Head of Legal and Commercial

The Account Management division at CoCre8 comprises adept professionals proficient in promoting and showcasing Datacentre, Cybersecurity and Digital Transformation Products and Solutions. They consistently enhance their expertise through ongoing education on all products, solutions and services. This enables them to adeptly discern each customer's distinct requirements.

These account managers collaborate closely with clients to gain comprehensive insights into their business landscapes, facilitating the crafting of meticulously customised solutions. Leveraging CoCre8's established position as a value-added Solution Provider, we foster strong alliances with a select cadre of System Integrators, Software Providers and Service Partners.

Our account managers play a pivotal role in nurturing these partnerships, leveraging their industry acumen to bolster sales throughout our partner network. They orchestrate regular sales and technical training sessions with these resellers, conducted at least quarterly.

With a diverse clientele spanning retail, financial services, mining, manufacturing and the public sector, CoCre8 is a trusted provider of comprehensive ICT Solutions covering Design, Architecture, Implementation, and ongoing Support. All sales endeavours are meticulously tailored to the specific needs of each client, ensuring personalised and effective solutions.

The relationships cultivated between Sales Account Managers and Clients are foundational to our business success. These connections are instrumental in fostering trust and loyalty, with evidence demonstrating that account managers who possess a deep understanding of their clients' needs are better equipped to tailor Solutions and Services accordingly.

Antonia Pereira, Head of Legal and Commercial at CoCre8, guides the company, from a commercial and legal perspective, when considering, drafting, reviewing, negotiating, and implementing solutions.

"Once I understand the outcome that CoCre8, our partners and the end customer wishes to achieve, I combine my legal expertise with the technology industry and create bespoke commercial structures that work, all from a legal, commercial and practical perspective, to bring the desired outcomes to life.

"Just as our solutions are uniquely developed for each of our partners and customers, so too are our legal agreements.

"We pride ourselves in co-creating IT solutions that are often new to the market, but this means that these inimitable solutions are unprecedented from a market standard agreement template perspective. As such, an extensive part of our offering is that each of our legal agreements are custom-made for each solution offering, ensuring the perfect marriage between our bespoke solutions and our bespoke legal agreements - a rarity in the technology industry." ■

Continuous Adaptation at CoCre8

Edward Evans, Chief Operating Officer

In the ever-evolving landscape of the IT market, change is the only constant. Recent years, however, have marked a period of exceptionally rapid transformation in the industry. **Edward Evans, the Chief Operating Officer of CoCre8 Technology Solutions**, highlights a significant trend: a sharp decline in client spending within the product space, during and immediately after COVID, which put pressure on the entire sector.

In response to these challenging market conditions, businesses increasingly turned to Operational Expense (OPEX) models, such as Cloud Computing. These models offered a way to preserve capital while still accessing necessary technological services.

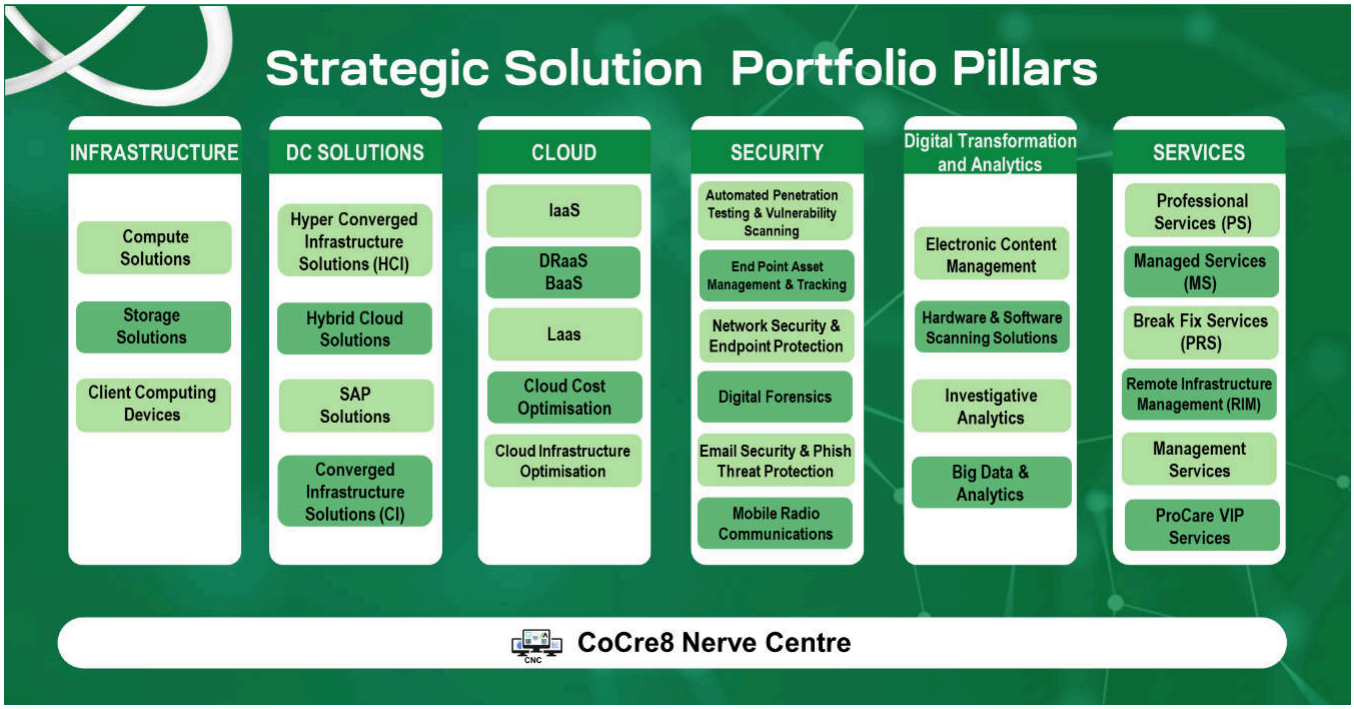
Numerous businesses rapidly advanced their Cloud strategies, predominantly adopting a "Cloud Only" or "Cloud First" approach. However, the outcome for many was unexpected, as their Operational Expenses (OPEX) soared unexpectedly, even though they managed to conserve capital. Cloud economics are advantageous for elastic workloads, which can scale up or down as needed, but they are less effective for static and legacy workloads. The situation was exacerbated by misconfigurations and the unregulated ability of developers to initiate their own workloads, leading to a sharp increase in Cloud costs.

Evans noted a trend of companies repatriating workloads from the Cloud, with some clients, including major financial institutions, moving up to 40% of their workloads back to On-Premise or Private Cloud Solutions. He emphasised, "Hybrid Cloud has become a permanent fixture, and we are helping clients tailor to their specific requirements."

At CoCre8, the philosophy is to match "the Right Cloud for the Right Workload", indicating a shift from a "Cloud First" to a "Workload First" strategy. This approach underscores the importance of selecting the most appropriate Cloud environment for each specific workload, rather than a blanket preference for Cloud Solutions.

CoCre8 Technology Solutions serves as a prime example of an organisation that has proactively adapted to these changes. Recognising the shifting market dynamics, CoCre8 strategically diversified its revenue streams to include Services and OPEX models, while maintaining a strong Product business. This shift aimed to balance the company's revenue sources between once-off product sales and recurring income. According to Evans, this transition has been a successful strategy for CoCre8, aligning with one of its strategic goals.

Moreover, CoCre8 has expanded its scope by providing comprehensive solutions across six pillars. Through innovative and strategic partnerships, the company has positioned itself as a flexible and cost-effective option compared to other service providers in South Africa. This adaptability and strategic foresight have allowed CoCre8 to remain relevant and competitive in the fast-paced IT industry.



2024 and Beyond

For Hybrid Cloud, IDC's predictions for 2024 and beyond indicate a significant evolution in Cloud strategies, with a focus on leveraging generative AI (GenAI), managing Cloud costs and data governance and enhancing security and skills.

Trends highlight a shift towards more integrated, intelligent, and flexible Hybrid Cloud Solutions that support a wide range of business and technological needs, enabling organisations to be more agile, secure and competitive in the digital era.

CoCre8 invested in Software-Defined Solutions with some of the strongest OEMs around the world to provide the best solutions for its customers and partners.

In the realm of Cybersecurity for 2024 and beyond, several pivotal trends are coming to the fore. The rise of Generative AI (GenAI) is reshaping security operations, necessitating a nuanced approach that tempers immediate concerns with a vision for future potential.

The development and implementation of Cybersecurity outcome-driven metrics are gaining momentum, aimed at aligning technical security efforts with executive-level goals and demonstrating the tangible benefits of Cybersecurity investments.

CoCre8 onboarded Fortitude, an automated AI-based Penetration Testing and Vulnerability Scanning Solution that continuously monitors our customer's Cybersecurity posture, while monitoring against Security Standards, including NIST, PCI DSS, OWASP etc.

Looking ahead to 2024 and beyond, AI is poised for significant breakthroughs in various domains. The realm of Generative AI is evolving swiftly, transitioning from creating static images to dynamic videos. This evolution is set to transform the media and entertainment sectors dramatically. However, alongside these advancements, there are growing concerns about the reliability, biases and potential abuses of AI technologies. Addressing these challenges is becoming increasingly critical, necessitating more sophisticated solutions to ensure these powerful tools are used responsibly and ethically.

CoCre8 in collaboration with its Alliance partners will soon bring Generative AI solutions to customers in a Private Cloud offering – for example, imagine an On-Premise version of ChatGPT containing an organisation's information allowing its users to search for information using conventional search methods. ■

Intensifying our focus on Africa

Jay Naidoo, Africa Channel Executive

Digital technology has become important around the globe and Africa is no exception. Indeed, in many areas, the continent leads the world in developing and embracing new, innovative and life-changing services.

CoCre8 Technology Solutions has a long history of serving the continent and entered 2024 with a new focus on working with organisations in Africa. **Hannes Burger, Chief Executive Officer of CoCre8**, notes that agility, diversity, and humility are key to doing business in Africa.

"Within the African region, our organisation is becoming more diversified with innovative ideas being introduced," he says. "In Africa, we recognise that you have to be agile and that you cannot be arrogant.

"To this end, CoCre8 has invested in an ecosystem with the required thought leadership and operationalisation expertise to assist our clients across Africa. We are investing in Africa. We take ownership of participating and collaborating with customers, as well as doing skills transfers," says Burger.

CoCre8 operates throughout English-speaking Africa, including the Southern African Development Community (SADC), East and West Africa and represents NetApp in the Indian Ocean Islands and Angola.

Numerous opportunities are becoming known in Africa, with several projects already in the pipeline. CoCre8 benefits from the close and trusted relationship it has with its partners in the region, he adds.

Jay Naidoo, Africa Channel Executive at CoCre8, adds that, in Africa, the individualised touch is vital and helps CoCre8 to drive opportunities across the continent. Education and Financial Services are seeing much activity, driven by the elevated level of digital innovation in those sectors.

"Cloud is really starting to take off in Africa," says Naidoo. "Most of the Original Equipment Manufacturers (OEMs) are leading with Cloud and we have increased our resources to add to our Cloud skills."

CoCre8 works with channel partners in Africa and is the exclusive OEM representative for Fujitsu in the region.

Furthermore, CoCre8 has appointed sub-distributors in various markets within Africa. It has several Tier One system integrators that buy direct, and multiple Tier Two partners that source products through the sub-distributors.

Currently, CoCre8 has 54 reseller partners in Africa covering a broad portfolio of solutions. Although most are either sales partners or service partners, some combine both roles.

Significantly, Naidoo adds, CoCre8 has had a trusted relationship with several African partners for 40 plus years – stemming from the days as International Computers Limited, Siemens and Fujitsu.

"This is testament to how close our relationships are," he says.

And the story isn't over by a long way: CoCre8 is planning to further increase its presence in Africa over the coming months. ■

Initiative-taking Security with Fortitude

IT Security is a trending topic. In today's digital world, our personal information and critical systems are constantly under attack. From cunning hackers to sophisticated malware, security breaches are a constant threat. These breaches can expose sensitive data, disrupt operations and cause financial ruin. The number of online attacks has risen sharply, and the implications of a breach range from excessive costs to reputational damage – even business closure. Do not wait for it to happen, assume that it will happen, and make sure that you have the precautions in place to meet this threat head on.

Stephan Gilliland, Head of Information and Cybersecurity at CoCre8, says most companies protect their environment using either offensive or defensive security.

Defensive security includes technologies like anti-virus, anti-malware or firewall programs that merely monitor the traffic that flows through it, he explains. These security measures are reactive – they wait to be attacked and respond to the attack. Defensive security was the norm pre-COVID since most employees worked in an office and were protected by that office's firewall. In 2020, hybrid working environments not only caused significant disruptions to this but highlighted that employees' home office security is either amateurish or lacking at best.

Offensive security looks for the attack before it happens and makes sure that there are more resilient measures in place.

"End-point detection and response has supplanted anti-virus with more intelligent adaptive technology such as user behaviour analytics (which tracks the innate habits of people)," says Gilliland.

Adding intelligence to security measures brings it into the realm of offensive security. Artificial Intelligence (AI) has become a big buzz word lately. Simple AI is teaching a machine to do one thing (often a single task), and it does that one thing exceptionally well – better than any human can. Gilliland uses the example of a security camera which is tasked with counting people. It is taught what humans, animals and other objects look like, but only counts the subjects that match the appearance of humans.


Stephan Gilliland, Lead for Cybersecurity offerings

In the case of Artificial General Intelligence (AGI), that same machine is given the cognitive ability to learn by itself, understand what it is doing, adapt this information and do the task more efficiently next time. In Gilliland's example, the same security camera is tasked with distinguishing between humans of certain ages, races, sexes etc. Then, the machine reads up about humans, what we look like at certain ages, as certain races or sexes and learns this information and applies it to the task.

The Fortitude Solution is based on AGI, explains Gilliland.

"It is not normal AI, which typically allows a machine to perform a single task extremely well. AGI can be made to think and function

like a human mind, with the cognitive ability to self-learn and adapt. This is crucial to Cybersecurity – it means it is not testing just a single point, but everything connecting into that point as well."

The biggest advantage is that Fortitude does not get tired, take breaks, or make mistakes.

"Fortitude's AGI runs 24x7 and ensures the organisation is secure all the time and not just when an audit is running," says Gilliland.

The solution assesses where the customer is vulnerable and highlights this information.

Fortitude does not correct these vulnerabilities – that remains the customer's task but the value in knowing where the attack might occur, is invaluable. Fortitude is a valuable solution because currently customers rely on physical penetration tests (actual hackers) and this is expensive (sometimes exorbitantly so). Further, to this "any updates after this could potentially create new gateways into a system," notes Gilliland.

Fortitude gives a company zero-day vulnerability which means that something that has not yet been discovered by someone (not even the entity who created/launched the update) can be discovered by this system. Fortitude does zero-day discoveries; then CoCre8 reports this to the Original Equipment Manufacturers. AGI's strength lies in the fact that it trawls the Dark Web and Deep Web daily, looking for chatter regarding backdoor hacks, vulnerability patterns and security documentation. Thereafter, it teaches itself as much as possible about the update or system so that next time it runs an audit on a customer's system it knows to look for that issue and to create and/or update hypotheses for ethical hacking scenarios.

Another benefit of Fortitude is that the solution customises itself to the environment of the client – "the system will start to learn the environment by doing reconnaissance and discovering services. After that it will create a cognitive understanding of how the network is mapped out," expands Gilliland. Once it has this understanding, it starts to implement certain audits, this includes trying to exploit the system through lateral movement and using context awareness. It will then make the recommendation for remediation. This information (remediation) can be given to either the in-house person responsible for fixing the issue or CoCre8 can help in this regard for the specific requirement.

The Fortitude platform is a Cloud Service which examines a company's infrastructure or systems, using artificial general intelligence (AGI) to learn about the system and what vulnerabilities it has. Because the engine deals with data, it is not biased by a human opinion. It uncovers potential vulnerabilities and then exploits those vulnerabilities to determine what the potential damage could be.

Gilliland believes that Fortitude is a unique value proposition.

"We decided to onboard Fortitude because we recognised the opportunity in the Cybersecurity market. Some customers are lucky enough to have the resources that allow them to do penetration testing – however, even they cannot do that all the time. With Fortitude, every company – from the smallest to the largest – can be protected around the clock."

Fortitude recognises vulnerabilities and recommends how to fix those. The system can supply reports at any time and populates a dashboard so Chief Information Officers can examine the organisation's security whenever they require.

As a Cloud-based offering, Fortitude can be set up to point to any external IP address or domain, after which it constantly assesses and reports. The system can also assist with providing information that will be helpful from an audit linked to an international framework or standard, like ISO.

Gilliland says companies are seeing the value of vulnerability testing in an environment where Cyberattacks are on the rise.

Once an organisation is hit by a ransomware attack, the cost of recovery is exorbitant, even if they pay the ransom, companies often find their data is still corrupt.

"They lose in terms of reputation and downtime. Some companies are down for as long as three weeks," he adds. "As soon as organisations see a Fortitude proof of concept, they realise how vulnerable they are."

Because it is a Cloud Service, customers get the benefit of a powerful tool as a Managed Service. Once it is set up, it is Self-Service so customers can access or schedule their own reports. The local Cloud runs on multiple Datacentres, in Johannesburg, Pretoria and Bloemfontein, which ensures full redundancy. The reason why Fortitude has integrated auto remediation is because most vulnerabilities occur due to patching/updates (generations behind in updates). Updates, though commendable, might override or stop an application or program because it can only run on that specific generation before the update took place. When this then stops, the Company ▸

needs to schedule downtime to correct this issue and that impacts daily business operations. We are looking at alternative ways to improve the system and get to a point where remediation will be easy and safe to implement.

Security Solutions (CNC and Security)

CoCre8 brings all its security solutions together in its CoCre8 Nerve Centre (CNC), which offers Managed Security Services.

The CNC is a secure facility staffed by experienced IT engineers with the latest industry certifications. Operated on a 24 x 7 x 365 basis, with the aim of monitoring for, detecting and responding to Cyberattacks and threats levelled against the customer's organisation.

However, we cover more than just Security in the Nerve Centre, we monitor Hardware, Applications, Networking, Storage and Security. Making this a Complete Comprehensive Monitoring Solution. Solutions like Fortitude and Absolute are also monitored on behalf of the client in this environment.

Absolute

In today's ever-evolving threat landscape, organisations require comprehensive end-point security solutions to safeguard their critical data and devices. Absolute Software offers a robust platform that goes beyond traditional antivirus, delivering self-healing, intelligent security features for unparalleled device visibility, control and protection.

Benefits of Absolute Software include:

- Enhanced Security: Absolute's comprehensive approach strengthens your defense against modern cyber threats.
- Improved Compliance: Meet stringent data security regulations and industry standards with ease.
- Reduced Costs: Minimise security incidents and data breaches, leading to significant cost savings.
- Increased Productivity: Empower a secure remote workforce without compromising on efficiency.
- Simplified Management: Gain centralised control over all end-points for streamlined IT operations.
- Implementation and Support.

Absolute Software offers a seamless implementation process and provides ongoing technical support to ensure your organisation maximises the platform's value. Our team of experts will work closely with you to customise a solution that meets your specific security needs. ■

From Crisis to Catapult: How Businesses Launched into a Digital Future

Gareth Smith, Senior Solutions Architect / Evangelist

The trials of the pandemic were not just hurdles to overcome, they were launchpads for a digital revolution. Businesses did not just survive; they thrived by embracing technology like never before. The way they interact with customers is no longer a static landscape, but a dynamic ecosystem built on innovation and agility. Since 2020, a digital metamorphosis has swept across the business world, forever altering the way we buy, sell and connect. Buckle up, this is not just about survival; it is about a new era of unparalleled opportunity.

CoCre8 Invests in Cloud Expertise, Tailors Solutions to Meet Diverse Business Needs

CoCre8 recognises the transformative power of cloud services in today's business landscape. That is why the company has embarked on a significant investment in Cloud skills, Technologies, and Partnerships. This investment allows CoCre8 to offer a comprehensive suite of Cloud Solutions, including Public Cloud, Private Cloud, Backup, Disaster Recovery, and Hybrid Cloud configurations.

"We understand that Cloud adoption isn't a one-size-fits-all solution," states Gareth Smith, Senior Solutions Architect / Evangelist at CoCre8. “Our extensive selection process ensures we partner with top-tier providers to offer the best fit for each customer's unique needs. Whether it is optimising costs, maximising scalability or ensuring rock-solid security, CoCre8 has the expertise to design the optimal Cloud Strategy.”

The New Era of Consumer Tech: How CoCre8 Helps Businesses Adapt

The pandemic did not just change businesses; it transformed consumer habits. Digital Services once seen as luxuries, are now expected conveniences. Online shopping, once an occasional treat, has become a preferred method of cost-effective purchasing. "Consumers actively seek out streamlined, direct purchasing experiences," notes Smith. "They want efficiency, and businesses that understand this will thrive."

This shift towards always-available digital platforms demands a new kind of business agility. CoCre8 empowers businesses to embrace this change, offering Cloud and Hybrid Solutions that provide seamless consumer experiences. By enabling businesses to meet customers on their terms – through apps, secure digital transactions, and robust online platforms – CoCre8 becomes a critical partner in the new landscape of consumer-centric commerce.”

Technology as a Business Driver

The pandemic accelerated an existing trend – businesses now place a significantly increased reliance on technology. It is no longer merely a support function but a core business imperative. That said, declining IT budgets remain a challenge. "Most customers are cost-conscious," says Smith. "Organisations are always striving to spend less while achieving greater results with technology."

Connectivity Costs: The Challenge of Digital Transformation in South Africa

Businesses faced unprecedented hurdles during the pandemic, but it also ignited a sustained acceleration towards digitalisation. The way businesses interact with customers has fundamentally changed, highlighting a critical issue: the cost of connectivity. While technology and connectivity are essential in the modern landscape, South Africa still struggles to provide cost-effective options.

"Unfortunately, if you want to increase the speed of your connectivity, you will have to pay a premium," says Smith. "Connectivity availability is linked to cost." The increasing reliance on Cloud Services, whether with HyperScalers or Private Cloud providers, emphasises the necessity for reliable and affordable connectivity. While Cloud Solutions offer high availability, accessing them remains a cost-sensitive challenge.

CoCre8 understands the unique challenges of South Africa's connectivity landscape. We partner with you to design custom-fit Cloud connectivity solutions that meet your specific requirements. Our expertise helps you balance performance, cost-efficiency, and the flexibility needed to adapt in an evolving market.

A Global Challenge

Skills have always been a burning issue, but the problem has reached a critical point. As Smith notes, "It's not a South African problem, there's a skills shortage globally." This aligns with Gartner's alarming findings that businesses worldwide are facing a severe IT skills shortage, threatening innovation, and future growth.

So where do we find the skills? "Companies have found the answer in leveraging off Original Equipment Manufacturers and partnering with other service-providers that can help them with the skills and solutions required," says Smith. This underscores Gartner's observation that businesses are increasingly forced to rely on strategic partnerships and outsourcing to bridge the skills gap.

This global skills crisis highlights the importance of partnerships and strategic outsourcing. Companies like CoCre8, with their focus on collaboration and expertise, become essential in helping businesses navigate this challenging landscape.

Adapting to a Tech-Driven Workforce

A generational shift is underway, and businesses must adapt or risk falling behind. Today's young workforce comprises digital natives who seamlessly navigate a connected world of multiple devices. "They believe in the Cloud; they want apps and other digital tools to make their life easy," says Smith. This generation expects constant connectivity and seamless integration of technology into all aspects of life.

This tech-native mindset extends beyond personal use. They understand the value of scalable Cloud Services, readily upgrading their storage for personal photos and files. Businesses must adopt a similar mindset to remain competitive, offering scalable services and a Cloud-oriented infrastructure to align with the expectations of both employees and customers.

How Work Environments Have Evolved

The pandemic forced a seismic shift towards remote work, and the trend of flexible work environments is here to stay. Collaboration in distributed teams is now essential. CoCre8, leveraging partnerships with scalable Cloud Providers, empowers businesses to enable seamless productivity for their remote workforces.

"The demand for always-on connectivity has fuelled unprecedented growth in the Cloud industry," says Smith. "The ability to access applications and workspaces from anywhere, at any time, is the new standard."

While the pandemic exposed gaps in preparedness, Cloud Services vendors like SAP, Microsoft and VMware rapidly stepped in to fill the void. By enabling swift migration to the Cloud, they reduced reliance on traditional hardware and On-Premises infrastructure.

Adoption of Hybrid Cloud

Many South African organisations still want the tangibility of On-Prem hardware, but the flexibility of the Cloud is undeniable. The coming years will see an even greater convergence of On-Prem and Hybrid Cloud models.

“The pandemic accelerated the need for

Cloud Solutions," expands Smith. "Businesses now recognise the importance of flexible, agile, scalable, elastic, and secure IT systems to meet evolving business challenges.

While the cost of the Cloud can be a factor, it depends on individual customer needs and what workloads are migrated. Balancing On-Prem requirements with the costs of Cloud databases requires careful consideration to avoid drastic increases in IT expenditure.

Vendors like VMware, Microsoft, NetApp, Huawei, Veeam and Acronis understand this Hybrid reality. That is why they have shifted from perpetual licensing models to operational expense models, aligning ICT services with a utility-based approach.

Recognising the value in this Hybrid approach, CoCre8 offers a portfolio of solutions that empower customers to leverage Cloud Computing benefits regardless of where their information, datasets, or workloads reside.

Plug the holes in your Digital Security

With the increased reliance on digital tools and platforms, Cybersecurity has become a top priority for businesses of all sizes. Businesses need to ensure that their data and systems are secure from Cyberattacks.

Data backups, Cyberattacks and ransomware are all security concerns businesses should consider. The Protection of Personal Information Act (POPI Act) has caused some to be fearful about where customer data is stored and how secure it is.

Smith emphasises that firewalls, antivirus, and password management alone will not fully protect your data. To safeguard against threats, consider Cloud or alternative storage solutions for your critical information. Additionally, remember that businesses remain responsible for implementing and securing backups, even when using Cloud or air-gapped locations.

Absolute and Fortitude are security companies that look for vulnerabilities before they happen and provide preventative solutions. Tracking and tracing, role-based access and credentials (Absolute) as well as internal and external security (Fortitude), should be implemented from the beginning.

How can companies safeguard their data?

Here are some ways businesses can safeguard their data:

- Implement data backups.
- Secure data backups.
- Educate employees about Cybersecurity.
- Use strong passwords and encryption.
- Implement security software.
- Patch systems regularly.
- Be aware of phishing scams.
- Have a disaster recovery plan.
- Choose the right partner!

CoCre8 believes it has a responsibility to protect its customers and provide a secure environment. ■

CoCre8 Technology focus areas

CoCre8 Technology Solutions offers a comprehensive range of technology offerings across various key areas, empowering businesses to modernise, optimise and secure their operations:

Datacentre Modernisation: CoCre8 helps businesses achieve the flexibility and scalability of public cloud within their on-premises or co-location environments. Utilising converged and hyper-converged infrastructure built on enterprise technology solutions, we offer tailored solutions and flexible OPEX/CAPEX models to meet your specific needs.

Cloud Portfolio: Our carefully curated cloud services help customers manage their cloud environments, optimise infrastructure costs and unlock the full potential of the cloud. We partner with both HyperScalers and local cloud providers to ensure data sovereignty and personalised service level agreements. Additionally, we offer Licensing as a Service for those who need it.

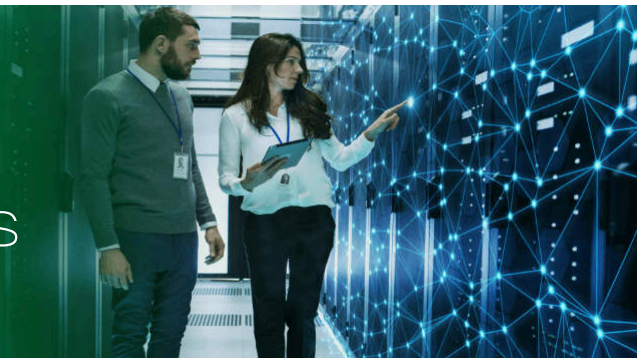
Business Applications Division: Power your business with CoCre8's digital service offerings. Our expertise in big data analytics and integration services helps you gain actionable insights and drive efficiency across your organisation.

Managed Services: For customers using Fujitsu, NetApp, Acer and future technologies, CoCre8 offers managed services backed by decades of experience and in-depth knowledge. We ensure you maximise the value of these solutions and maintain peak operational efficiency.

Client Computing Devices: CoCre8 delivers secure and reliable end-user devices, including kiosks, laptops and desktops. We prioritise security by incorporating biometrics, security services and monitoring, ensuring peace of mind across your workforce.

Security: CoCre8 takes a holistic approach to security. Our offerings include Fortitude vulnerability assessments and automated penetration testing, Absolute Track and Trace solutions and the latest addition of SOCaaS. We provide a robust defence strategy to keep your business secure. ■

Innovation Drives Innovative Solutions



CoCre8 Technology Solutions has collaborated with customers and partners to bring a range of unique and innovative solutions to the market.

Virtual Machines as a Service

Virtual Machines (VMs) are often an either/or proposition – they are either On-Premise or fully in the Hyperscalers Cloud, i.e., Amazon Web Services or Azure. "Some of our clients want to have the option of VMs without having to buy their own hardware or running them in the public Hyperscalers Cloud," notes **Edward Evans, Chief Operating Officer at CoCre8**.

CoCre8 has signed strategic partnerships with local Cloud providers that allows it to broker the provision of VMs. "This gives customers the ability to consume VMs in a safe environment," says Evans. "Also, allowing them the option to move in and out of the Public Hyperscaler Cloud if they want."

Licensing as a Service

Too often, customers must choose between owning their own hardware with fully licensed software (outright purchase or financed) or moving entire applications and workloads to the Cloud. Usually, customers need a solution that falls somewhere between these two models. "We identified this and can now provide Software as a Service on a consumption-based model," explains Evans. There are several use cases for this requirement.

"For instance, if customers must choose between owning their own hardware with fully licensed software, (that is an outright purchase or financed), or moving entire applications and workloads to the Cloud, they usually need a solution that falls somewhere between these two models.

"We identified this and can now provide Software as a Service on a consumption-based model," explains Evans. There are several use cases for this requirement.

"For instance, if a customer only wants to run VMware or Microsoft for six months on their own hardware to perform some application development, then they can pay for those six months, and switch it off when they no longer require it. Another example would be when a customer needs a complete operational expense (OPEX)-based model for its On-Premise, or Private Cloud platform requirement and they opt for a financing model.

"The hardware financing part is easy and affordable as the equipment is tangible and would have a distinct value if it had to be resold after the term, or due to contract breach.

"However, software financing is more difficult. Finance charges for software are higher since software has no value without hardware. This increases the cost of the whole value proposition.

"With our Licensing as a Service model, we can decouple that discussion. If a client wants an OPEX model, we can facilitate that and provide them with an end-to-end solution where they pay for hardware and software consumption. We can do this at low rates, so the customer pays low consumption-based costs rather than high finance charges," he adds.

"Thus, the client receives all the benefits, at a lower cost than they would get anywhere else."

In either scenario, customers can use their own hardware or consume third-party VMs. Also, CoCre8 can provide a flexible licensing model that can be tailored to the customer's specific requirements. "It helps our customers to move one step closer to the Hybrid Cloud vision without any risk or unnecessary investment."

Security as a Service

CoCre8 is excited to offer Security as a Service. This helps customers identify vulnerabilities before they result in Cyberattacks. "This is an innovative model," says Evans.

Cloud Hosting

Of course, CoCre8 supplies all the Fujitsu servers and storage that can be used to build Datacentres – and to power Cloud environments. While CoCre8 does not offer a Cloud Hosting environment itself, it collaborates with its partners that run Datacentres based on Fujitsu and NetApp technology. "We don't have our own Datacentre, and won't be building our


Phil Bradley, NetApp Brand Manager

own Cloud, but we can collaborate with our customers to provide these facilities via our partners," explains Evans.

Cloud Management

Organisations are all different, with diverse needs – and often standard, out-of-the-box solutions simply do not give them everything they need. This is true in an environment of constant change and evolving business needs. CoCre8 Technology Solutions recognises this, and we think out of the box to offer solutions that solve changing business challenges in a fast-paced world.

The Hybrid Cloud has become the preferred way for organisations to run their IT – but there are some unintended consequences to moving workloads in and out of the Cloud. **Phil Bradley, NetApp Brand Manager at CoCre8**, explains that today, most businesses use a blend of On-Premise computing and Cloud IT services, through either Private Cloud providers, their own equipment or a Public Hyperscaler.

Typically, Hyperscalers are employed as Software as a Service, he says. "Thus, a company could copy or migrate their data into the Cloud to perform certain business tasks, such as Artificial Intelligence (AI) analysis using a Cloud-native service instead of investing millions in deploying the software On-Premise.

"They could use this service for the required period and then switch it off."

The concept is like using compute power in the Cloud: when the load peaks beyond what the servers can manage, companies run in the Public Cloud until the peak passes and then switch the service off.

"Many companies do this – they switch services on and off, paying only for what they use," says Bradley. "But customers realise that the cost of using the Hyperscalers in these instances is far greater than if they use their On-Premise systems."

The biggest contributor to increased spend is entering the Public Cloud when On-Premise systems are constrained. This means that there is no certainty about when and for how long the services will be required – resulting in premiums being paid.

Bradley explains that the Hyperscalers have three pricing tiers:

1. **Reserved Instances:** Comes at a monthly fee, but with a 12-, 24- or 36-month commitment – whether the capacity is fully used or not.
2. **On-demand Instances:** Have a fixed price and are always available – you pay for compute capacity by the second with no long-term commitments and have full control over the instance's lifecycle.
3. **Spot Instances:** Customers use overflow of compute in the environment – effectively someone else's spare capacity at a vastly reduced cost.

"On-demand instances are the most expensive because there is no fixed contract, so from the Hyperscalers' perspective it is an unknown. Reserved capacity is the cheapest from a contractual point of view, but you must know what capacity you'll need. The Spot Instances are the cheapest by far, but it's also the riskiest option."

Bradley notes that there are no Service Level Agreements (SLAs) on Spot Instances. "We have seen cases where customers move on to a Spot Instance and within two minutes it is gone."

Spot by NetApp solves this problem for customers. Using Artificial Intelligence (AI) and Machine Learning (ML), Spot by NetApp has, for the past seven years, monitored the frequency and availability of Spot Instances and excess capacity. This has enabled Spot to accurately predict how soon and how often an instance will no longer be available on the Spot marketplace.

"Spot by NetApp is aware of when Spot Instances are about to be taken away before the Hyperscaler is," says Bradley. "It looks at where there is other excess and on-demand capacity and automatically moves the customer's

workload from a compute perspective before it loses the Spot Instance. The workload could be moved several times a day."

Spot by NetApp is unique in that it makes the moves automatically, so users don't have to do anything – or be aware that a move has occurred.

Also, it considers what the workload is and how critical it is and makes Spot choices based on that. This is a fantastic model for the right workloads. Best of all, Bradley adds, is Spot by NetApp's costing model: customers only pay a percentage of what they save.

"When NetApp moved its own apps to the Cloud using Spot, it realised a 72% saving.

"Seeing Spot as an asset to NetApp's cloud strategy, NetApp acquired the company."

Bradley says he has seen customers save up to 92% of their Cloud costs using Spot by NetApp.

Edward Evans, Chief Operating Officer at CoCre8, explains that Spot by NetApp allows CoCre8 and its partners to develop annuity revenue streams, while saving customers money.

"Helping customers to be more cost-effective is important during these challenging times," says Evans.

NetApp Storage is built on a software-defined data fabric that provides native integration between various Cloud platforms, with whom CoCre8 has established partnerships.

The NetApp Metro Cluster provides high storage availability across multiple geographic locations, and NVMe technology provides the best-in-class flash performance.

NetApp has launched BlueXP, a solution that allows administrators to manage the entire data state from a single control plane. It's a single place to build, protect and govern the Hybrid Multi-Cloud data estate. Instead of managing data in silos, organisations can start managing it all through NetApp's Blue Experience.

NetApp – A Hybrid Multi-Cloud Data Management Platform

NetApp provides software, systems and Cloud Services that give organisations the ability to run their applications from the Datacentre to the Cloud, whether they are developing in the Cloud, moving to the Cloud or creating their own cloudlike experiences On-Premise. NetApp offers Cloud Data Services, Data Storage Software, Data Backup And Recovery, All-Flash Storage, Data Infrastructure Management, ONTAP Data Security and Hybrid Flash Storage.

NetApp is a global Cloud-led, data-centric software company that empowers organisations to lead with data in the age of accelerated digital transformation. With solutions that perform across diverse environments, NetApp helps organisations build their data fabric and securely deliver the right data, services, and applications to the right people – anytime, anywhere.

In today's digitally driven landscape, businesses face a myriad of challenges, ranging from data management complexities, ever increasing costs, Cybersecurity threats and, more recently, environmental sustainability concerns. Amidst these challenges, NetApp has continuously led with best-in-class innovation, offering comprehensive solutions designed to address the evolving needs of modern enterprises and small businesses alike.

Efficient data management is the goal of all organisations, reducing costs whilst increasing productivity is key. NetApp BlueXP is a tool available to NetApp customers, it transforms data management into a new era. BlueXP allows administrators to manage their entire data state from a single control plane. It seamlessly integrates with Hybrid Multi-Cloud environment, allowing businesses to leverage scalability and the flexibility of Cloud storage whilst maintaining control over their data. It facilitates Data Security And Compliance, Analytics And Insights, Data Mobility And Disaster Recovery throughout Hybrid Cloud deployments.

Two key points that are top of mind are Data Security and Sustainability through efficient IT management.

NetApp's ransomware protection framework encompasses a multi-layered, "trust no-one" approach, combining data encryption, anomaly detection, and rapid recovery mechanisms to thwart malicious attacks effectively. NetApp are so confident in their approach that they offer a Ransomware Recovery Guarantee**

NetApp stands out as an industry leader by embracing Sustainability via efficient IT practices through their innovative solutions and corporate initiatives. From energy-efficient storage systems to eco-friendly packaging practices, NetApp demonstrates a steadfast commitment to minimising its environmental footprint while empowering customers to do the same.

With over 20 years of NetApp experience, CoCre8 has continued to partner with NetApp, enabling our customers to gain the most out of their data. The partnership between CoCre8 and NetApp is strengthened by our strategic approach towards aligning IT infrastructure with business objectives. From our initial engagement to solution design and implementation, we understand our customer's business requirements. We ensure we deliver optimal resource utilisation without compromising performance or reliability, whilst reducing costs.

CoCre8, as a Life Cycle Certified (LFC) Partner, designs, implements and supports solutions on behalf of NetApp. ■

Flexibility, agility make CoCre8 a trusted Partner for Strategic Projects

Altus Stoop, Head of Strategic Projects

Being a trusted partner means CoCre8 is able to help customers leverage their IT systems to boost agility, competitiveness and profitability.

This means being able to recognise issues and opportunities almost before customers do so themselves, says **Altus Stoop, Head of Strategic Projects at CoCre8**.

As a long-time IT partner, with a financial background, Stoop is well suited to his role at CoCre8, assisting the executive team to craft the company's vision while working closely with customers to develop made-to-measure solutions.

"Over the last four years, CoCre8 has made the transition from being an OEM, selling specific hardware offerings, to offering its partners and clients holistic solutions that include the equipment and services that customers require.

"This is my primary focus, to drive the company's services offerings going forward."

When it comes to strategic projects, Stoop believes that CoCre8 is ideally positioned as customers' partner of choice.

The company is big enough to tackle big projects, but small enough to be agile and craft a solution that meets any customer needs.

"CoCre8 has made a conscious decision that it cannot be a box-dropper but needs to help its partners to provide solutions – and not just any solutions, but tailored and fit-for-purpose solutions.

"We are in a great place, being flexible and agile enough to cater to specific customer requirements," he adds. "The agility comes from being able to understand exactly what a customer requires and then building that exact solution.

"This means we are a true partner, helping customers to save money as we automate their environment and make them more effective."

The key lies in being proactive rather than reactive, Stoop explains. "You want to be such an integral part of the client's technology roadmap that you are able to advise them on directions and solutions before problems or issues arise. In this way, we are able to create opportunities to fix issues and make our customers more profitable.

"We can only do this because we are close enough to our partners and customers to understand their requirements and we are able to plug the loopholes. And they trust us to do that."

Stoop points out that CoCre8 is built upon a foundation of extensive expertise across crucial technological domains including Infrastructure, Cloud Solutions, Cybersecurity, Digital Transformation and Analytics.

"Our seasoned team is adept at crafting solutions that are not only innovative, but also pragmatic, ensuring that technology acts as an enabler rather than a barrier.

"Our approach is decidedly client-centric," he adds. "We start by understanding the intricacies of your business, allowing us to anticipate not just your current needs but also future challenges. This thorough understanding enables us to offer solutions that are perfectly aligned with your business objectives."

It's important to understand that different customers have different requirements and ways of approaching their IT infrastructure, Stoop points out.

"A company like CoCre8 needs to develop different strategies for different customers," he says.

Whether customers are looking to scale up, enhance security, leverage Cloud Computing, or drive innovation through Digital Transformation, the CoCre8 team is equipped to facilitate these needs swiftly and effectively.

"Our agile methodology means we are continually evolving and improving, always ensuring that the solutions we provide are not only relevant but also ahead of the curve," says Stoop. "This flexibility is especially crucial in a technological landscape where change is the only constant."

The future is bright, Stoop believes. "I am excited for what lies ahead. CoCre8 is so well positioned in the market at the moment and able to give partners and customers specific and personalised service that is quite rare." ■

A value proposition built on trust

Trust is at the core of CoCre8 Technology Solutions' value proposition, so customers are confident about company's solution and service offerings.

Kelebogile Cilo, Sales Director at CoCre8 Technology Solutions, believes CoCre8 has become a trusted partner because it focuses on innovating and crafting solutions that are fit for purpose.

"What attracted me to CoCre8 is the company's constant drive for innovation and its unrelenting focus on addressing customer needs. The team goes in with the objective of understanding the customer's needs and creating a solution that is specific for those needs. They don't go in with a blanket approach, but take the time to understand what is important."

This professional but caring approach resonates with customers, Cilo says. "They recognise that CoCre8 comes up with solutions that are relevant for the customer, and so they have become trusted advisers rather than simply IT suppliers.

"Customers want to partner with a team that is interested in their needs and key performance indicators (KPIs), so this engagement is typically a pleasant one.

"On top of that, CoCre8 offers a full turnkey solution," Cilo adds. "We can assist customers with everything from a managed service to a call centre, from on-premise systems to off-premise and hybrid solutions.

"This adds up to a trusted relationship, where customers know they can rely on CoCre8's services and professionalism. If there is any need, we are there."

Cilo recently joined CoCre8, heading up sales in both private and public sectors.


Kelebogile Cilo, Sales Director

She was drawn to the company not only because of its wide solution and services offering, but also its human face.

"The company demonstrates a human-first touch that recognises we are human beings first and foremost.

"And it has harnessed a wealth of talent, with so many subject matter experts who are so powerful and yet so humble. There is an excitement and enthusiasm through the company that is very refreshing."

Cilo has been active in the IT industry for the last 10 years, most recently as the public sector lead for a large multinational OEM. ■

Service Excellence adds Competitive Advantage

Tebogo Morudu, Service Desk Manager

Organisations need to continually refresh their technology to stay up-to-date and competitive in an ever-changing business landscape – and this means their service requirements are constantly changing too.

They need a trusted vendor that can supply their technology needs and evolve their service offerings to ensure they stay at the top of their game.

CoCre8 Technology Solutions, a trusted supplier of ICT solutions, does just this.

Ronell Scholtz, Service Manager: Managed Services at CoCre8, explains that CoCre8 has experienced several challenges since its inception four years ago.

"Our transition from a globally owned entity to a 100% local company presented its share of challenges, but it also provided an opportunity for CoCre8 to carve out its unique identity," she says.

With the move to remote or hybrid working, and the increased reliance on ICT services for more job functions, **CoCre8 Service Desk Manager Tebogo Morudu** says customers are logging more calls and they want quicker responses.

"This means we are constantly evolving our services offerings and working with customers to ensure their SLAs (Service Level Agreements) are relevant to ensure they get the priority care they need."

A major initiative in this regard is the development and deployment of a new Service Desk Tool. "It offers more features and benefits, and will help our team to ensure we immediately give customers the attention they need."

Morudu adds that CoCre8 has also invested heavily in ongoing training and development programmes for its Service Desk staff, upskilling them in hardware, software and services.

The Managed Services side of the business has grown exponentially, says Scholtz. "In an age of remote access, global customers have come to expect Managed Services to be implemented quickly and successfully. To match these expectations, CoCre8 needs to comply and exceed high SLA levels.

"Multi-skilling allows us to be more competitive, with unique offerings, in the service market. Our Services team has diversified their knowledge and experience across a broad range of IT service and support areas."

The last couple of years have seen new trends taking off, Scholtz adds. These include artificial intelligence, edge computing, hybrid cloud and cybersecurity. At the same time, there is a move to sustainable technologies that prioritise energy efficiency and eco-friendliness.

As market needs change, CoCre8 needs to ensure its services are constantly on point. "We highly value customer feedback as it provides invaluable insights into areas where we can

improve," Morudu says. "We actively collect feedback through surveys, support tickets and direct communication channels.

"We carefully analyse this feedback to identify recurring patterns and areas for improvement – and take swift action to address these issues, whether it's through software updates, process improvements, or additional training for our team.

"In addition, we maintain transparent communication with our customers, informing them of the actions taken in response to their feedback and seeking further input to ensure continuous improvement."

Customers find the approach effective, says Scholtz. "Customers have recognised CoCre8's dedication to service excellence and we have been praised for our professionalism and understanding of the business operations.

"Our approach extends beyond simply providing hardware and maintenance; we offer collaborative solutions tailored to meet our customers' needs."

The service team consistently monitors system health, performance and security, alongside evaluating clients' environments to identify areas for enhancement, she adds.

"We emphasise continuous skills development and training for our staff and service partners through a range of in-house, regional and international training programs. We also schedule regular collaboration sessions to maintain transparent communication with our clients and ensure alignment with their business objectives." ■

Ronell Scholtz, Service Manager: Managed Services

A ProCare offering

CoCre8 has launched its ProCare Services, offering hardware-agnostic services that prioritise a VIP-focused Service Level Agreement (SLA).

Services range from initial support and diagnosis to nationwide third-level technical support.

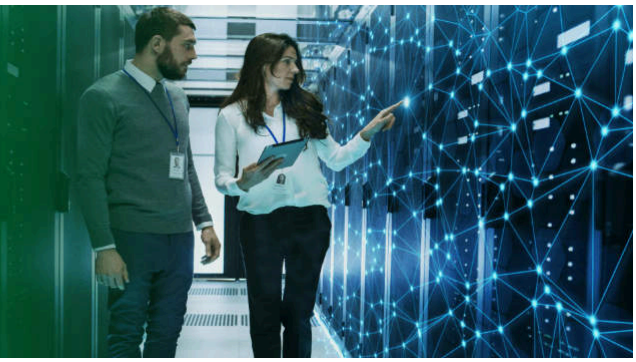
SLA options include on-site 9x5 Next Business Day (NBD) Response for regular users and 24x7x365 support for VIP users, complete with pre-imaged loan or replacement devices.

The Hard Disk Retention feature enables CoCre8 to replace faulty drives while allowing the end user to retain or return the faulty drive for enhanced data protection.

In addition, CoCre8 provides comprehensive reporting on customers' End User device fleets, facilitating asset management, mobile device management, and offering critical insights into device tracking, tracing, and recovery.

"This comprehensive approach ensures that clients receive unparalleled support and value throughout their engagement with CoCre8's solutions," says Scholtz.

Continued Investments keep Support & Services on Track



Ren Fourie, IT Monitoring and Service Delivery Centre Manager

CoCre8 Technology Solutions is enhancing its Customer Service and Support offerings by expanding our internal resources and skills, as well as strengthening external partnerships within the Service Ecosystem. The company is committed to hiring top-tier talent and collaborating with Service Partners who share similar values and standards of excellence.

CoCre8's Service Offerings encompass Professional Services, Managed Services, Break Fix Services, Remote Monitoring, Preventative Services, ProCare and a 24x7 Service Desk, all overseen by **Ren Fourie, the IT Monitoring and Service Delivery Centre Manager**. In 2024, CoCre8 is particularly focused on deepening engagement with Service Partners, some of whom have been with the company for over a decade. To maintain these vital relationships, CoCre8 has established a Service Partner Alliance to ensure consistent team communication, up-to-date services and comprehensive training.

Strengthening Service Partnerships is pivotal for CoCre8's ongoing expansion. The company has significantly enhanced its capabilities, training almost 100 engineers in Fujitsu Services and securing certifications across 15 African countries. CoCre8 is committed to working closely with its partners to achieve service excellence.

This dedication to skills development and partnership has resulted in high customer satisfaction and recommendations for CoCre8. As part of its growth strategy, particularly in expanding its NetApp market share, CoCre8 has bolstered its team's expertise in these products, increasing its certification levels. CoCre8 has refined its supply chain operations across the regions it serves, thus ensuring effective collaboration with Original Equipment Manufacturers (OEMs) and Spares Partners for uninterrupted support. CoCre8 has invested heavily in local spares holding, allowing for stringent SLA Compliance where Service availability is critical to business.

"Our client centric focus and approach is very clear in our Net Promoter Score (NPS); surveys that are sent to customers on a regular basis," says Fourie.

The company is proactively upskilling its workforce to deliver tailor-made solutions, gaining market momentum. CoCre8's strategic

approach includes engaging with specialised partners, particularly in sectors like SAP, Security and VMware Services, aiming for long-term commitments with these niche entities. This partnership strategy is designed to enhance CoCre8's Service Delivery in specialised market segments.

CoCre8 expanded its own local Service Desk a few years ago. Leveraging on this, within the next few months, Fourie expects to have grown the Services Organisation to a Solutions Aggregator with an Integrated Managed Services Offering that provides advanced remote monitoring integrated into our new fully ITIL based IT Service Management Tool. This will result in improved response times and overall Service Delivery for all our clients.

CoCre8 excels in integrating top-tier niche solutions to create comprehensive offerings. An example is the CoCre8 Nerve Center (CNC) as a Service, which amalgamates leading products to deliver a superior Service. This Service is part of a broader strategy to evolve into a fully integrated services hub, encompassing Service Desk, Hardware monitoring, Cybersecurity monitoring and intelligent reporting. This integration allows customers to tailor their Service Selection to their specific needs.

CoCre8's offerings are designed to cater to businesses of all sizes, with a particular focus on delivering value to Small and Medium Enterprises (SMEs), which have often been overlooked in the market. Fourie emphasises that SMEs, facing challenges like digital transformation and compliance with ever increasing regulations, can greatly benefit from CoCre8's Services, which are aimed at facilitating their growth and compliance needs.

Innovation in our Solutions

Fourie envisions an expansion in Service-oriented offerings at CoCre8 as more customers transition to Cloud Computing. He notes the growing interest in Cloud Solutions among customers and highlights CoCre8's capacity to facilitate this migration through the Hybrid Cloud model, offering structured support. Leveraging their experience in serving global clients from South Africa, CoCre8 is well-positioned to support customers in their Cloud journey, encompassing consulting, migration and ongoing management.

The shift in CoCre8's Service Offerings is aligning with the increasing importance of skills in Digitalisation, Cloud Services and Cybersecurity, amongst others. Fourie emphasises the company's proactive approach in continuously training their team to meet the evolving demands of these sectors. With a robust team of engineers within CoCre8 and within their partner network, the company is confident in its capability to meet the diverse needs of its clientele.

From Challenges to Opportunities

Fourie notes that skill shortages remain a significant issue and predicts this will continue. The departure of highly skilled professionals from the country has led CoCre8 to consistently train its staff in new technologies. To bolster its capabilities, CoCre8 maintains strong partnerships with both local and international partners who can offer remote support. Furthermore, the company's alliance with Fujitsu grants access to a global resource pool.

In response to the shift towards Cloud Computing, CoCre8 proactively adapted its business model to embrace annuity revenue streams and niche solutions, positioning itself favorably for the future. Fourie emphasises CoCre8's comprehensive services strategy, including Pre-Sales, Sales enablement, and Post-Sales Support, ensuring that they are fully equipped to back their solutions before market release. This approach underscores CoCre8's commitment to delivering sustainable and well-supported solutions, aligning with its strategic vision for 2024 and beyond.

2024 and Beyond

For 2024, Fourie is setting ambitious targets to significantly boost CoCre8's annuity revenue, steering the company's operations to facilitate this expansion. The strategy emphasises enhancing Service Delivery capabilities and optimising existing systems and processes for greater efficiency. Fourie asserts CoCre8's commitment to growth through strategic investments in the CoCre8 Nerve Center (CNC) and in cultivating new skills within the workforce. He underscores the point that CoCre8's actions speak louder than words, with substantial investments in staff development and technology, coupled with robust partnerships, positioning the company to outperform its competitors significantly. ■

The spark that lights up the CoCre8 Brand

Shazia Cader, Marketing

Four years ago, CoCre8 was launched, and began transitioning from a single-brand OEM to a services-centric company partnering with multiple vendors. It quickly recognised the vital role that marketing plays in such an existential transformation.

"We had to create a new brand from scratch, while ensuring that we enshrined the properties and values of the vendor that we had solely represented for decades," explains **Channel and Marketing Manager Steven Kramer.**

The CoCre8 logo – two C's intertwined, creating a double infinity symbol – embodies the infinite possibilities inherent in the company, the marketplace and the industry at large.

The company name speaks for itself, with its commitment to Co-Design, Co-Create and Co-Implement solutions within a trusted ecosystem of vendors, partners and customers.

Trust is a recurring theme in the CoCre8 brand and resonates with every stakeholder in and associated with the company.

"We set out to be the trusted ICT partner for our customers, and have achieved this," says Kramer. "Our brand values of innovation, customer service excellence and thought leadership have remained steadfast from day one."

CoCre8 has rapidly expanded its product and services portfolio and now offers customers a wealth of solutions for every part of their digital transformation journey.

Marketing is the glue that brings these solutions together, ensuring that staff members and partners alike recognise and understand the breadth of the company's offerings, and playing a big role in bringing them to market.

The team also helps customers with their own marketing. "Now that we have successfully built our own brand, we can help our customers to maximise their own marketing efforts," says **Shazia Cader, Marketing Coordinator at CoCre8**.

"This is over and above helping our partners with tender submissions, which we have always done and will continue to do."

And, as a technology company, it's only fitting that CoCre8 employs high-tech tools to supplement its marketing resources. The growing marketing team is currently deploying a new customer relationship management (CRM) tool that will enable a smarter, more automated way of working.

Cader is leading the way in using this and other leading-edge tools to drive the CoCre8 brand to the next level.

"We are using the latest in high-tech tools, but we can never lose the personal touch that we have always brought to the market," she says. "This is why we are growing and upskilling our marketing team, so we can employ technology to enhance the human touch that sets us apart."

In another example of how new technology is central to marketing success, Cader is also driving an aggressive move into the digital world. ■

Go to Market Focus on Partners

CoCre8 Technology Solutions is committed to our Partner Ecosystem and goes to market via our family of Select Partners. “Our partnerships are strategically important,” says **Edward Evans, Chief Operating Officer of CoCre8**. “We always collaborate with Partners, even when we engage directly with customers to understand their requirements and tailor solutions.”

Developing Partnerships

CoCre8 believes that successful partners are those that are equipped to service their customers. Thus, we place emphasis on developing and training our partners. Training is provided face-to-face or online, ensuring that resellers have a stronger set of solution-delivery capabilities. Partners can gain various levels of certification and can focus on one or multiple areas of expertise; thereby, engaging customers across several solution areas. Also, CoCre8 provides our resellers with marketing and service backing, which allows us to go into customer environments with Resellers and Alliance Partners, with all the solution and technical expertise required.

This focus on the channel has increased CoCre8’s popularity with new partners, says **Steven Kramer, Channel & Marketing Manager at CoCre8**. “More partners approach us, often because End User customers are recommending us. Also, because we add innovative solutions to our portfolio, we have expanded our go-to-market ecosystem. We have grown our channel base and, simultaneously, are increasingly receiving attention from End Users.”

New Partnering Models

In a changing world, partnering models need to change too. CoCre8 has signed up a new breed of partner and is collaborating with these companies to jointly develop solutions – and jointly take them to market. At present, we work with Decision Inc. and Strategix, partners that advance the different skill sets available.


Steven Kramer, Channel & Marketing Manager

“It is almost an MSP (Managed Service Provider) type relationship, where we sell each other’s solutions,” says Kramer. “We all contribute different skills and offerings to the partnership and, together, create something unique – something neither of us could do without the other.”

With our new partners, CoCre8 brings innovative Solutions to the market such as:

- Licensing as a Service,
- Virtual Machines as a Service, and
- Security as a Service ■

Giving Back to the Community

Bernice Fourie, HR and B-BBEE Executive

Corporate Social Investment is more than a box-ticking exercise for CoCre8 Technology Solutions – the company is committed to making a positive impact and enrich the lives of others.

Bernice Fourie, HR and B-BBEE Executive at CoCre8, spearheads two community projects, as well as the company's Youth Employment Service (YES) programme. She explains that the community projects provide access to computers and technology to people who did not have it before.

Little Rose

Little Rose is a crèche, shelter and youth centre in Kliptown, Soweto.

"Our partnership with Little Rose started eight years ago, when we installed a container with thin clients, a printer and software to create a learning and entertainment centre for the children."

Currently, the centre is used to provide educational programmes to children aged 4 to 18. These programmes benefit the children as they assist them with their development and improve their subject knowledge such as maths, science and languages. Also, the centre is open to community members should they require assistance with CVs, basic computer skills, etc.

"Since the project's implementation, we've gained valuable insights and made numerous improvements to the centre," says Fourie. "In May 2024, we undertook a complete technology refresh, replacing all the equipment. We recognised that without ongoing support, these initiatives fall short. That's why CoCre8 continuously monitors and maintains the IT Centre, ensuring it stays operational and up-to-date with the latest technology."

Wot-If? Trust

Since 2018, CoCre8 and the Wot-If? Trust have provided township creative and digital entrepreneurs with access to skills, resources, markets and opportunities. The creative and digital economies comprise various industries like film, photography, illustration, graphic design, web development, animation and future technologies. However, participating in this sector is often limited by lack of skills, networks, infrastructure and access to markets.

In a township like Diepsloot, these constraints are amplified by:

- the ecosystem's fragmented nature,
- the pressures of family responsibilities (especially for black women), and
- the lack of access to basic business resources (including data, airtime and equipment).

This means that the creative and digital economy, worth R100 billion per year in South Africa, remains a missed opportunity for talented township entrepreneurs.

In 2019, CoCre8 funded a Content Lab with high-end computers and the full Adobe Creative Suite. The Content Lab is housed in the Wot-If? Trust's eHUB in Diepsloot, which is a space dedicated to developing ICT and new media skills in the township.

Being able to access the lab means that entrepreneurs can use computers and software that they are unable to afford to complete client work and develop their content creation skills. To date, entrepreneurs have spent over 2 000 hours in the lab, working on 560 projects. "This project helps with enterprise development," Fourie explains. "For instance, entrepreneurs within the community can come in and use the equipment and infrastructure for businesses that they are trying to get off the ground. The machines we supplied are high-end, and the full Adobe licences are funded, so they can be used for real-life projects." CoCre8 sponsored a disabled learner on the Wot-If? programme and he has since been employed full-time by the Trust.

"We help one another, which is what makes this relationship work," says Fourie. "We regularly meet with the Trust and agree on what is needed, then we attempt to meet that need with our available resources."

YES (Youth Employment Service) Programme

YES is a South African government programme that encourages companies to employ young people with a diploma, degree or matric to gain a year of workplace experience. CoCre8 is proud to be involved with this initiative and has run five consecutive programs since 2019.

Respective candidates are placed in a multitude of disciplines across the company and country. A number of these candidates have been permanently employed after the completion of their YES programme and are now actively contributing to the economy.

CoCre8 views the YES programme as an important part of its quest for diversity and inclusion, says Fourie.

"We believe it is important to build people up from grassroots level, especially those who may not have had such opportunities before. While we have them on our programme, we do our utmost to focus on developing their skills and giving them a solid foundation for their future working life," she adds. "We mentor them and place them within various departments on a buddy system. We ensure that they receive training and development support by doing regular check-ins. Where there are challenges, we address them." ■

CoCre8 goes green

CoCre8 has demonstrated its agility in more ways than one: not only has it transitioned from one brand to a stable of complementary solutions, it has evolved its branding as well.

The original CoCre8 logo, unveiled in April 2020, was red, paying tribute to the company's history as Fujitsu.

As the company diversified its offerings, it realised it didn't have to be constrained by a single colour – and changed its logo to green.

Green – which stands for steadfastness in the language of colours – demonstrates CoCre8's agility, flexibility and willingness to embrace change. And, in a world where the need for sustainability is rapidly gaining in importance, green also underscores the company's Environmental, Social and Governance (ESG) credentials.

Strategic Alliances for Innovative Solutions

No one is an island – and no company is either: CoCre8 Technology Solutions recognises that strategic partnerships, based on openness and trust, make us stronger and able to offer our customers the best practical solutions.

Partnering is central to CoCre8's business model, which aims to cultivate strong and long-lasting relationships by identifying synergies and value-adding products, services and solutions that benefit all parties but, importantly, our end customers.

CoCre8 offers our alliance partners opportunities to access new markets, increase market presence and win joint customers; thereby, raising the volume of mutually profitable business. Our overall goal is to create strong demand for best-in-class offerings, effective marketing strategies, and reliable services that delight customers.

"Our philosophy is that the client has got to win big through our alliance partners," says **Edward Evans, Chief Operating Officer of CoCre8**. "Without our strategic partners we wouldn't be able to provide innovative solutions – which help our customers thrive in an ever-changing world."

Product line-up

Underpinning CoCre8 Technology Solutions' thought leadership and solution innovation is a portfolio of market-leading products. The full list of CoCre8's alliance partners is:

FUJITSU

Fujitsu servers

Fujitsu's PRIMERGY servers and PRIMEFLEX reference architecture products are the foundation of the modern Datacentre. The PRIMERGY server portfolio offers a host of high-availability features that suit the needs of both small and medium-sized enterprises and enterprise customers. The server range is based on industry-standard x86 architecture and has the lowest failure rate in the market while being able to operate in hostile environments. The PRIMEFLEX range is relevant to customers moving to Hybrid Cloud.

Fujitsu ETERNUS storage

Fujitsu's enterprise-grade ETERNUS storage is built on a family concept, with the same operating system across the entire range allowing customers to leverage the same skills as systems are upgraded. Because software features are not licensed based on capacity, the product line-up offers a competitive cost per terabyte model. Also, licensed features are transferable when upgrading from one model to another using the in-place controller upgrade approach. The product range covers online storage, traditional tape libraries and backup to disk solutions, and focuses on the traditional DC storage and converged infrastructure landscape.

COMMVAULT
VERITAS VEEAM

Protecting data

CoCre8's data protection solutions embrace Veritas, Veeam and Commvault solutions. Veeam's backup and recovery solutions in the Cloud, physical and virtual worlds offer excellent value to customers. Enterprise backup and archive-class vendor Commvault has been a Fujitsu Strategic Technology Alliance partner for longer than 10 years. Commvault software, appliances and reference architecture solutions are based on Fujitsu PRIMERGY servers and ETERNUS storage. These provide integrated offerings with data protection agents for enterprise applications, archiving and multi-Cloud integration. It offers flexible licensing models that are CPU-, agency- and capacity-based. Veritas, which is a Fujitsu Global Technology Partner, focuses on availability, protection and insights. The company offers enterprise backup and archive class systems through various point solutions, focused on backup and recovery, archiving and data insight.

Offerings are provided as software and/or NetBackup appliances.

Kodak alaris

In this age of big data, Public Sector and Private Sector organisations are having to deal with a constant flood of data and documents in Digital and Paper formats.
Unfortunately, if not managed properly, this can hamper employee efficiency and put the business at risk.

Kodak Alaris is a leading provider of Intelligent Document Processing (IDP) Solutions. These solutions apply artificial intelligence (AI) and machine learning techniques to process structured, semi-structured, and unstructured documents that enable technology to read and process content in these documents, like a human. By using IDP technology, Kodak Alaris is helping businesses make sense of their data with smart, connected solutions delivering empowering insights.

Kodak Alaris Digitisation Solution consists of scanning hardware, business solutions software, and an all-encompassing Services Solution.

Kodak Alaris Solutions go beyond imaging – they're about exploiting opportunities and unlocking the hidden potential within data. It's the convergence of cutting-edge technology and human ingenuity, transforming raw information into actionable insights. With Kodak Alaris, your data isn't just captured; it's harnessed to make informed decisions, drive efficiency, and elevate your outcomes.
Welcome to a world where data becomes a catalyst for progress, and every moment is a chance to innovate with Kodak Alaris Solutions.

NetApp

CoCre8 has had a close relationship with NetApp for over 20 years and is the leading NetApp strategic partner in Africa.

NetApp storage is built on a software-defined data fabric that provides native integration between various Cloud platforms, with which the organisation has established partnerships.

The NetApp metro cluster provides high storage availability across multiple geographic locations, and NVMe technology provides the best-in-class flash performance.

BlueXP is a single authentication, authorisation digital wallet for additional NetApp data management solutions that an organisation may use now, or in the future.

Spot by NetApp allows customers flexible Cloud consumption at the best possible cost.

vmware

VMware is the leader in virtualisation, with 80% of the x86 market. It adopts a modular approach to Hybrid Cloud allowing customers to licence the features they require as they mature: starting with converged infrastructure (vSphere) and evolving to Hyper-Converged Infrastructure (HCI) (vSAN) and to Hybrid Cloud (VCF). The solutions help customers leverage the Public Cloud for disaster recovery, expanding capacity and digital tooling to transform IT to a use-based agile service while maintaining security and data privacy. Also, VMware saves customers money: consolidated original equipment manufacturer (OEM) enterprise licensing agreements save customers up to 40% on licensing costs.
VMware has partnerships with the major Public Cloud providers, allowing seamless integration into the Hybrid Cloud. Also, VMware offers the Workplace One solution to deliver applications to users regardless of where they are located or what device there are running.

Microsoft

Microsoft enables several ways to leverage Cloud Computing. Fujitsu Integrated system PRIMEFLEX for Microsoft Azure Stack HCI includes everything customers need to procure and deploy a Microsoft-based HCI solution. It leverages high-performance, energy-efficient Fujitsu PRIMERGY servers and the software-defined server and storage technologies in Windows Server 2019 to reduce complexity and total cost of ownership in Datacentre operations. Also, customers can connect their on-prem systems to the Cloud using Azure Hybrid services in Windows Admin Centre.

FORTITUDE

Fortitude is an automated Cloud-based vulnerability analysis and penetration testing solution based on advanced AI technology, which monitors organisation's environments 24 hours, seven days a week, 365 days a year. This is done while providing full cybersecurity audit reports. Fortitude helps organisations with their cybersecurity, by doing a vulnerability scan, followed by an automated penetration test (audit), to see if the vulnerability can be turned into an exploit. The advanced AI allows Fortitude

to think and function as the human mind. Also, it provides the Fortitude system with the cognitive ability to self-learn, understand and adapt to any environment.

Absolute Asset Management is a hardware-integrated feature that is embedded into a client computing device's firmware. Solutions can be licensed as an option either on-order from the factory with the devices, or as a stand-alone licence after the device has been purchased. It offers geo-fencing to detect unauthorised movement of devices, alerting on unauthorised device hardware and software changes, and tracking devices off-network. Because the asset tracking is embedded in firmware, the agent will be automatically reinstated if a device is reset to factory settings.

CoCre8 has a long-standing relationship with Strategix, especially in the VMware space, so it made a lot of sense to partner with them to bring the Licensing as a Service (Laas) and Infrastructure as a Service (IaaS) portfolios to life. Strategix has VMware Verified Cloud Platform, powered by Fujitsu Servers and Storage. This platform provides the foundation of a reciprocal business model.

Decision Inc is another strategic partner of CoCre8's allowing for focused offerings in the Digital Transformation space. CoCre8 works with Decision Inc to assist customers to become more data driven; a precursor to real digital transformation. Decision Inc's strengths lie within Data & Analytics, Robotic Process Automation as well as Modernising and Automating Operations, to name a few. Decision Inc has helped many organisations across Retail, Banking, Manufacturing etc. with their digital transformation journey.

As the leading SAP strategic partner in Africa, CoCre8 has implemented some of the largest SAP projects on the continent. Fujitsu is more than just an SAP partner – it enjoys a continued close relationship that has been 50 years in the making. As a global technology partner, Fujitsu's solutions are designed from the ground up to run SAP. Customers benefit from the PRIMEFLEX for SAP HANA solution in many ways. Because of the in-memory computing, they can expect instant real-time insights and analytics. The IT infrastructure components are tightly coupled, so they run faster and offer accelerated performance. This drives higher productivity with reduced application downtime and a flexible deployment that can be based on the organisation's workload needs across on-prem, Cloud or Hybrid infrastructures.

Fujitsu has a strategic partnership and global OEM agreement with SUSE; thus, all PRIMERGY and PRIMEQUEST servers are certified for SUSE Linux Enterprise Server.

SUSE Solutions often go hand in hand with SAP Solutions. Fujitsu, SUSE and SAP collaborate regularly to build Certified Solutions

PRIMEFLEX for Nutanix Enterprise Cloud is a turnkey solution for Private, Public and edge Cloud infrastructures. Fujitsu offers several certified Nutanix systems that cater to any workload and provide one-click wizard-driven management and robust system reporting. Cost-effective licensing means customers only pay for what they need. With the integrated PRIMEFLEX system, customers can improve storage efficiency, reduce storage costs, choose between hypervisors, save on space, power and cooling, as well as improve usage.

CoCre8 has been doing phenomenal work in the Public Sector education space for many years, assisting schools with ICT infrastructure. CoCre8's strategic focus has now been intensified in the Robotics and Coding arena – a subject that will shortly be rolled out to all public schools. CoCre8 partnered with Resolute Robotics, a young and dynamic organisation that has been part of implementing end-to-end Robotics and Coding solutions, resulting in the successful education of more than 30,000 learners in private schools. Not only do Resolute Robotics supply pre-packaged robotic kits for all grades and experience levels, but they also provide certified training to the teachers. What makes their solution a truly holistic one, is the underlying software platform where the progress of induvial schools is monitored, and progress reports are provided. Onsite assistance is also provided where teachers might need additional assistance.

Networking

COMMSCOPE® RUCKUS®

CoCre8 is a CommScope partner, offering customers a wide range of Wi-Fi access points and Ethernet switches. Also, we partner with Mellanox, which supplies the switches included in the 25GbE HCI offering. Mellanox is the supplier of choice for high-end 40/100 Gbps switches. CoCre8 embeds the cost-effective Brocade OEM FC switches in our fibre channel network solutions. The cost-competitive Brocade switches come in both switch and transceiver, and switch and licensing bundles with maintenance uplifts.

NVIDIA.

Fujitsu and Nvidia have human-centric solutions, that span artificial intelligence (AI), machine learning, virtual desktop infrastructure (VDI) and virtual graphics processing unit (vGPU) workloads. This assists customers in doing more, faster and with greater efficiency. Nvidia's graphics and networking products are award-winning in the industry for their performance and quality. Nvidia's new range of GPU models suit any workload: Edge inference, VDI, Cloud rendering, AI deep learning, data analytics, etc.

BROADCOM®

Brocade, a Broadcom Inc. Company, is the proven leader in Fibre Channel storage networks that serve as the foundation for virtualized, all-flash Datacentres. Brocade Fibre Channel solutions deliver innovative, high-performance networks that are highly resilient and easier to deploy, manage and scale for the most demanding environments. The network matters for storage, and Brocade Fibre Channel storage networking solutions are the most trusted, widely deployed network infrastructure for enterprise storage.

FORTINET®

Fortinet develops cybersecurity solutions, such as physical firewalls, antivirus software, intrusion prevention systems, and endpoint security components. Fortinet is the pioneer of secure networking, delivering flawless convergence that can scale to any location: remote office, branch, campus, Datacentre and cloud. FortiGate is the heart of FortiOS Everywhere, providing deep visibility and security in a variety of form factors, including container firewalls, virtual firewalls, and appliances. The Fortinet Security Fabric brings together the concepts of convergence and consolidation to provide comprehensive cybersecurity protection for all users, devices, and applications and across all network edges.

acer

Acer Corporation, a Taiwanese multinational, has solidified its presence as a leading provider of innovative technology solutions globally. With a diversified portfolio spanning personal computers, displays, servers, and peripherals, Acer caters to a wide range of consumer and business needs and has embraced AI PCs as part of its fleet. Renowned for its commitment to cutting-edge research and development, Acer consistently delivers high-quality products tailored to evolving market demands. Embracing a customer-centric approach, the company fosters strong relationships through responsive support and comprehensive service offerings. Acer's strategic collaborations and acquisitions further bolster its competitive edge, positioning it as a dynamic force in the ever-evolving landscape of technology. AI will play a major role in the End User Device market in future and Acer invested heavily in its technology across its range of devices.

HUAWEI

Huawei's Enterprise IT Solutions business in South Africa stands as a testament to the company's global reputation for technological innovation and excellence. Leveraging its extensive expertise in telecommunications and information technology, Huawei offers a comprehensive suite of solutions tailored to meet the diverse needs of businesses across various industries in South Africa. From advanced Servers and Storage, Networking Infrastructure to Cloud Computing Services and Cybersecurity Solutions, Huawei empowers enterprises to optimise their operations, enhance productivity, and drive digital transformation. With a steadfast commitment to reliability, security, and scalability, Huawei's offerings enable South African businesses to stay competitive in an increasingly digitalised and interconnected world. Moreover, Huawei's local presence ensures personalised support, fostering long-term partnerships and contributing to the growth and development of the South African economy.

SOPHOS

Sophos is a global cybersecurity company known for providing a comprehensive range of security solutions to protect networks, endpoints, and cloud environments.

Founded in 1985 and headquartered in Oxford, UK, Sophos specialises in antivirus, encryption, firewall, and endpoint protection software, aiming to defend against complex threats and cyberattacks. The company emphasises simplicity and ease of use, making advanced security accessible for businesses of all sizes. With its advanced AI-driven threat detection and response capabilities, Sophos is committed to delivering innovative and effective cybersecurity measures to safeguard critical digital assets.

They specialise in:

- Endpoint Protection: Securing devices like computers and laptops from malware, ransomware, and other threats.
- Network Security: Safeguarding networks from unauthorised access and malicious traffic through firewalls and other tools.
- Cloud Security: Protecting data and applications stored in the cloud.
- Mobile Security: Securing smartphones, tablets, and other mobile devices.
- Encryption: Safeguarding sensitive data with encryption tools.

Sophos is known for its user-friendly and centralised management platform, Sophos Central. This Cloud-based platform allows you to easily manage and configure all your Sophos security products from a single place.

Sophos leverages threat intelligence, AI, and machine learning to stay ahead of evolving cyber threats.

Hytera

Hytera is a leading global provider of professional communications technologies and solutions. Established in 1993 and headquartered in Shenzhen, China, Hytera specialises in developing and manufacturing advanced radio and wireless communication systems for critical and commercial environments that need reliable and secure connections.

Their offerings include Digital Mobile Radio (DMR), Professional Mobile Radio (PMR), Push-to-Talk over Cellular (PoC), and private LTE communication solutions. Hytera's products are designed to enhance communication efficiency and safety for public safety, utilities, transportation, and industrial sectors, ensuring reliable and secure connectivity in mission-critical operations.

Their systems are designed for use in demanding situations by industries like public safety, transportation, and security. Hytera prioritises security in their communication solutions. Their radios offer features like encryption to scramble messages and keep them confidential. They also provide systems with dedicated networks, seperate from public cellular data, to avoid congestion and potential eavesdropping.

Hewlett Packard Enterprise

Hewlett Packard Enterprise (HPE) is a global technology leader that delivers cutting-edge solutions to help businesses transform and thrive in the digital era. Spun off from Hewlett-Packard Company in 2015 and headquartered in San Jose, California, HPE specialises in offering a broad portfolio of products and services, including Cloud Computing, Servers, Storage, Networking, Software, and Edge Computing.

HPE focuses on enabling organisations to harness the power of data and insights, optimise IT environments, and accelerate innovation through its Integrated Solutions and Services. The company is committed to driving Digital Transformation and providing the technology backbone that empowers businesses to operate efficiently and competitively.

A standout offering is HPE GreenLake, an Edge-to-Cloud Platform that delivers on-demand computing Services and Infrastructure with the flexibility of a Public Cloud and the control of On-Premises IT. This consumption-based model allows organisations to scale resources up or down based on their needs, paying only for what they use. HPE GreenLake delivers a range of services, including storage, compute, data management, and analytics, all of which are managed and monitored.

Additionally, HP Finance (HPF) provides innovative financing and asset management solutions to help businesses acquire, manage and optimise their IT investments. These offerings include leasing, asset lifecycle management, and IT asset disposal and recycling services. These solutions are designed to make technology more accessible and affordable, enabling organisations to upgrade their infrastructure, manage cash flow, and achieve their technology goals while maximising return on investment. ■

CoCre8 Technology Solutions

The solutions provider that helps solve business problems

www.cocre8.com

CoCre8 Technology Solutions
96 14th Road
Noordwyk
Midrand, 1687
South Africa
+27 11 012 1500