



In this issue

1. Business Update
2. Handing on the ContinuitySA torch
4. Maximise your return on disaster recovery investment with new hosting services from ContinuitySA
5. ContinuityBotswana Update: Preparation Prevents Panic – BCM is the answer
7. Data recovery requires special attention
8. What is your brand worth?
9. Business continuity achieves operational relevance
11. Triple4 Expose
12. iContinuity Training offer
13. Note from the Editor

Business Update

Another year draws to a close, a year with a fair amount of global turbulence and at times a little chaos. The worldwide economy is still attempting to pull itself into recovery mode but meeting challenges along the way with the United States of America languishing and a number of European countries requesting bail outs in the form of financial assistance during the year. The result is that many multinational companies are still rationalising and budgets have been shrinking. However, companies are reminded in times of turmoil of the importance of business continuity planning and having the adequate measures in place should disaster occur.

It comes as no surprise that companies are looking for more value in their BCM (Business Continuity Management) and IT expenditure and after more than 20 years in the business of Business Continuity and Disaster Recovery, ContinuitySA sees another phase in the evolution of the industry. Although ContinuitySA continues to provide business continuity and disaster recovery and assists our clients through their difficult times to restore normal continuity of business, the improvement in available bandwidth and virtualisation technologies has led to more sophisticated solutions. ContinuitySA has launched its BCM Hosting services which has received considerable interest. In addition to becoming more relevant to the IT departments of our clients through hosting services we have also continued to spearhead the BCM thought leadership through ContinuitySA developed products such as CM² (Capability Maturity Model) and the BCM module for CURA software which was jointly developed with Cura Software Solutions. The company is well positioned to stay at the leading edge of Business Continuity by utilising the emerging technologies that become available to improve service offerings to clients.



Michael Davies,
Managing Director,
ContinuitySA

Taking a glance in the rear view mirror, ContinuitySA's performance for 2011 has been satisfactory and has given us a fair amount to look forward to in the New Year. Our business in South Africa remains robust and our operations in Botswana, Mozambique and Mauritius are delivering creditable performances.

ContinuitySA recently acquired 50% of Triple4, an IT infrastructure solutions expert, and we have already seen the benefits of the partnership in the more comprehensive IT solutions that we can provide clients. (For more about Triple4 refer to the Triple4 expose in this issue)

If you have been to our Growthpoint Park premises of late you may have noticed the refurbishment in progress to the reception, board rooms, pause areas, data centre and media briefing room.

Lastly, we have increased our portfolio of services during 2011 allowing us to be more relevant to our clients who we aim to have a trusted advisor relationship with and we look forward to being able to assist our clients even more in the coming year.

So as we wave goodbye to 2011 may I take this opportunity to wish you good health and good business in 2012.

Handing on the ContinuitySA torch

Having made a career – and built a flourishing company – out of helping southern African companies stay in business, Allen Smith has a strong succession plan in place



Allen Smith has played a leading role in the development of the business continuity industry in South Africa and indeed southern Africa since 1989, and in the process has helped to build ContinuitySA into the continent's market leader. He's a man accustomed to thinking about what could go wrong, and how to prevent it—so it's no surprise that he is very alive to the dangers posed by his eventual retirement.

"Over the years we have developed offerings designed to help our clients mitigate some of the risks they face, and here we are concerned to protect our own company from the risks inherent in any leadership change," Smith explains. "That's why we have appointed Michael Davies, formerly our CFO, as managing director while I will take on a more strategic role and mentor Michael. That way we will make the transition over the next 2 years as smooth as possible, and also make sure that what knowledge I do have remains accessible to the company and, more importantly, becomes part of its 'institutional knowledge'."



Allen Smith, CEO



**Michael Davies,
Managing Director,
ContinuitySA**

Building a company and an industry

Smith's knowledge and experience is extensive given that he has been involved in the industry since 1989. He is a graduate of the University of Strathclyde in Scotland and emigrated to South Africa in 1975. He joined ICL in 1989 and helped form Computer Standby Services which became SunGard, providing disaster recovery for ICL mainframes. He later opened his own consultancy which in time became Shadow Solutions, and then part of MGX Business Continuity Solutions in 2000. ContinuitySA was formed in May 2003 when MGX Business Continuity Solutions was carved out of MGX as part of a management buy-out. The wheel came full circle when ContinuitySA bought out SunGard South Africa in June 2008.

In February 2011, CoroCapital became a 49% shareholder in ContinuitySA, with the remaining 51% owned by Smith and some of his colleagues at ContinuitySA.

"At the beginning, it was all about mainframes and how to recover from an IT disaster," says Smith, looking back. "But the ICT industry has a tremendous (some would even say daunting) rate of technological innovation, so if you are going to provide services relating to ICT you had better be prepared for change!"

As ICT broadened with the development of client/server computing, networks and PCs, it became more flexible and, most important of all, networked. No longer just a way to process data, it became the platform on which business processes – and so business – took place. The boundary between the business and its ICT infrastructure started to blur. "That's when we started looking beyond IT disaster recovery to think in terms of business continuity, a shift I call the second era," Smith observes.



In line with these developments, ContinuitySA developed a network of disaster recovery sites for its clients: two in Johannesburg, two in Cape Town, with others in Botswana, Mozambique and Mauritius. These sites offer secure "cages" housing equipment supplied either by ContinuitySA or the client to reduce the time taken to recover from a disaster plus Work Area Recovery (WAR).

The third era of business continuity

The potential for computers and, increasingly, computer networks to transform the way that business itself works – and even to invent new businesses – started really to become apparent with the growing popularity of the Internet in the late 1990s and early 2000s.

Perhaps one of the most important drivers has been the growing availability of copious amounts of bandwidth. This has influenced the business models of many industries, and ultimately looks set to change the way that companies procure and consume not only technology but also the services that are delivered via technology.

It's something of a sea change that is inexorably changing the way that business continuity is regarded and delivered – Smith's third era, in fact.

This third era has been made possible by the emergence of technological advances like virtualisation and, as previously mentioned, cheap and plentiful bandwidth. Taken together, these developments mean that companies can now access infrastructure and applications via the Internet where they would previously have had to purchase and maintain both. ICT can move from being a massive capital as well as operational expense to one where, in theory at least, it can be purchased "as a service".

In this way, for example, a company would not have to purchase an extra server to add processing power that might be needed when demand spikes, only for it to stand idle the rest of the time. The processing power could be purchased from a provider "in the cloud" and delivered as needed via today's fat Internet pipes. The same is true of virtually any application one cares to mention, even heavyweight enterprise resource planning software.

Indeed, services such as, for example, invoice generation can be simply and cheaply bought on a pay-as-you-go basis now, with the range of options available growing by the month.

Business Continuity as a Service (CaaS)

ContinuitySA has not been slow to position itself accordingly. South Africa has been held back by the relative lack of affordable bandwidth, but the position is starting to change. This year the company acquired Triple4 (formerly Immix Network Technologies) to access its particular specialised skills in hosting business continuity and it recently appointed a general manager, Justin Lord, for a new BCM Hosting Services division.

“Hosting will enable us to offer Continuity as a Service, which will mean that clients using syndicated servers on our premises will be able to move to a more modern offering with vastly reduced recovery times, hours rather than days,” Smith notes. “Clients with their own dedicated equipment on our premises would also experience a reduction in the time to recovery – and would potentially be able to move some of that hardware back into their day-to-day IT environments, thus changing their cost models substantially.”

Another huge benefit of the hosted model is the greater budget flexibility it offers. Michael Davies, new managing director of ContinuitySA explains: “Business Continuity is typically a separate budget item and CFOs, such as I once was, tend to look on it with disfavour—as its benefits are only truly realised in times of a catastrophe! By moving portions of the disaster recovery into a virtual environment, compa-



nies can use that capacity for other projects thereby creating more value for the costs involved. In other words, you start to see some benefit from what is typically regarded as a cost of doing business. CIO’s are now getting more involved in making decisions on hosting, high availability and so on and are hence getting more involved in decisions which influence Business Continuity Management (BCM). Our BCM Hosting model is more attractive to them as it also addresses operational requirements in addition to the traditional BCM or IT disaster recovery requirements.”

Importance of standards

Keeping up with industry trends is obviously important but Smith sees ContinuitySA’s people as its biggest differentiator. He is particularly proud of the fact that so many of the executive team have been with the company for a long time – without neglecting the need for new blood. An important part of keeping the staff up to date and instilling a culture of excellence has been the company’s longstanding relationship with the Business Continuity Institute (BCI). Smith was the first South African to become a fellow of the BCI, and it’s a source of satisfaction that one of his management team now sits on the BCI board which is based in the UK..

“Our relationship with the BCI has been critical in keeping us as a company on a par with global standards, and helped ensure our consulting services are top notch,” says Smith.

Maximise your return on disaster recovery investment with new hosting services from ContinuitySA



Justin Lord
GM, BCM Hosting Services

Following on from its recent acquisition of Triple4, formerly Immix Network Solutions, ContinuitySA has launched a new hosting division. By offering Infrastructure as a Service in the business continuity area, the new division will offer clients not only an improved service but the ability to leverage disaster recovery budgets more effectively within the overall IT budget.

“Developments in the IT industry as a whole, such as virtualisation and the greater availability of bandwidth, are also changing the face of business continuity,” says Justin Lord, newly appointed general manager of ContinuitySA’s Hosting Services division. “Our ability to offer Infrastructure as a Service gives our existing clients using syndicated servers the opportunity to move to a more modern offering that reduces recovery time from days to hours. Clients with their own dedicated kit on our premises would also experience a reduction in the time to recovery – and would potentially be able to move some of that hardware back into their day-to-day IT environments, thus changing their cost models substantially.”



Our Business is Keeping You in Business



Educated in South Africa, Lord has been active in the business continuity industry for the past 12 years in the United Kingdom, specialising in high availability and managed availability solutions. He thus brings a wealth of international experience to help set up the new division. He says that the move to Infrastructure as a Service is changing business models across a variety of industries, and business continuity is no exception.

“Greater budget flexibility is one such change. Disaster recovery is traditionally a separate budget item and one that, especially in today’s tough times, is eyed with disfavour by CFOs. Like insurance, one only ever sees a benefit from it in the event of a catastrophe,” argues Lord. “However, by moving some or all of the disaster recovery into a virtual environment, companies can use some of that capacity for special projects or just daily IT processing. For example, say your R&D department needs two extra servers for a project—that processing power could be made available by using virtual machines in the disaster recovery environment, obviously on the understanding that in the event of a disaster the space would no longer be available.”

In other words, companies gain the ability to move some of the disaster recovery budget back into the general IT budget—and to see a return on that investment. “This ability is very welcome at a time when budgets are reviewed frequently,” Lord notes. “However, decisions about disaster recovery strategy are complex and clients should take advantage of our consulting capabilities to work out what is best for their business.”

Fully managed disaster recovery services form part of the new division’s wider offering. “Continuity as a Service (CaaS) is available now, especially as we have made the investment in Triple4, but the cost of connectivity is still high and needs due consideration by the board,” says Lord. “That will change as connectivity costs drop, as they will do, but, in the meantime, companies should use our consulting services to establish the right strategy.”

From the International Front ContinuityBotswana Update

Preparation Prevents Panic – BCM is the answer



Jacob Makgwesha Mothupi
MD, ContinuitySA Botswana

The latest developments in our country call on business and risk analysts to revisit their strategies and risk register control frameworks. A lot of questions are surfacing with few to no answers in return. The recent events have exposed gaping holes in most of the recommended control frameworks. Grey areas are surfacing at an alarming rate. In many organisations, things are falling apart because the centre cannot hold.

With many public sector employees faced with reduced or no pay and some dismissals, one wonders what will be the impact to the associated stakeholders. Almost every individual that is gainfully employed has obligations to their families, liabilities to their banks, their landlords, utility corporations, their helpers, just to mention a few. Without a salary for a month, how are all these obligations going to be met? The possibility of high impairments in banks becomes a reality and at a macro level, the social and economic repercussions cannot be underestimated.

How about guarantees issued by employers with regard to scheme loans in their organisations. Is the employer prepared to settle the debts for dismissed employees in-line with the terms and conditions of the guarantee? Did the employee think about their liabilities as path of the consequence analysis?

Other businesses lament that they submitted tax invoices for payment and there is no one to process the payments. Is this an excuse for possible failure to pay your employees and other liabilities in your business? Should none payment of invoices be allowed to shut down your business?

In view of these far reaching disruptions to business life and the economy at large, it is timely that we revisit the importance of Business Continuity Management (BCM) and see how it can be used to best-advantage by organisations during trying times such as these. BCM is all about creating a framework and capability for end to end operational resilience. The BS25999 standard for BCM defines the discipline as follows:

“A holistic process that identifies potential threats to an organisation and the impacts to business operations that those threats, if realised, might cause. It provides a framework for building organisational resilience with the capability for an effective response that safeguards the interests of key stakeholders, reputation, brand and value-creating activities”.

There are a number of uncertainties associated with changes in social dynamics, economic movements, political challenges, pandemics, etc, some of which are beyond the control of the business world. This fact notwithstanding, any business that ignores the devastating impact of operational disruptions caused by such extraneous factors, is in danger of becoming extinct due to lack of preparation. Implementing a best practice BCM programme and ensuring that it is integrated with existing Governance, Risk and Compliance frameworks is a necessity which executives must prioritise in these turbulent times. BCM allows the organisation to prepare for and respond to any worst-case scenario disruptive event, whether it is internally or externally caused. One thing we can say with a degree of certainty is that “BCM is clearly an important part of any company strategy and must be leveraged as a key driver for organisational resilience and sustainability”.

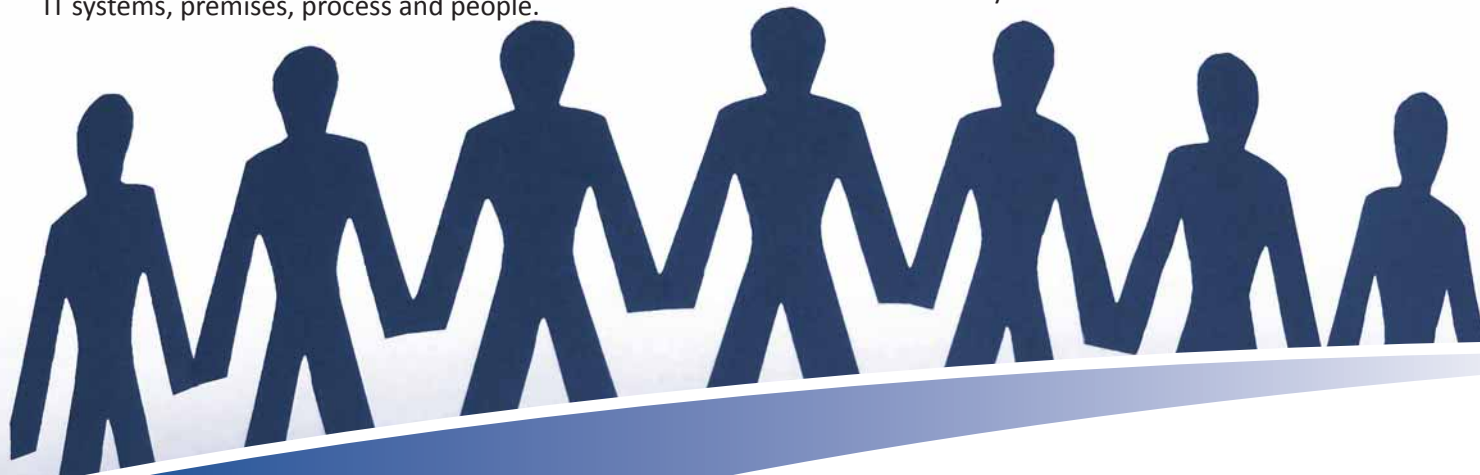
Many organisations think of BCM as a technical discipline confined to dealing with unforeseen physical and IT-related events. Typically, this means responding to events impacting IT systems, premises, process and people.

Commercial, market and political risks are somehow seen as falling outside the realm of the resilience of continuity professional. Given the economic uncertainty and the growing potential for political unrest, surely this is misguided given that these are the risks most likely to threaten an organisations survival?

As the pre-eminent BCM solutions provider, ContinuitySA has a track record in assisting clients from diverse industries in implementing best practice methodologies to bolster their resilience requirements. The methodology applied by ContinuitySA follows a well defined lifecycle with specific deliverables as depicted below:



For details on the full range of BCM services and solutions available from ContinuitySA, interested parties can enrol in the upcoming Complete Continuity Training. This is a 5 day BCM training program, designed to develop and empower attendees with available techniques of BCM for use in their organisations and businesses. Further details are available on www.continuitysa.com



Data recovery requires special attention



Bradley Janse van Rensburg
Solution Design Manager

“Just as IT staff had to ensure that backup tapes were actually readable and recoverable in the old days of tape-only backups, today’s continuity plans need to ensure that all aspects of a business’s infrastructure recovery have been dealt with,” says Bradley Janse van Rensburg, solutions design manager at ContinuitySA. “Not only does this process involve careful consideration of the backup process in terms of frequency and flexibility, it also includes ensuring the data component of the plan allows for the immediate failover of necessary operations to provide continuous business with the most current information.”

The first step in achieving this is to separate the three aspects of infrastructure recovery according to their frequency of updates:

1. Buildings and hardware have long life spans and backup plans generally last years.
2. Systems such as operating systems and applications can be patched monthly or weekly, and it will be necessary to ensure the latest updates are functional when switching to a backup system or location.
3. Data changes on a daily basis and this must be taken into account when designing backup plans. Monthly backup tapes are generally not sufficient to ensure business as usual after a disaster.

Many companies understand the need to have Business Continuity plans in place to ensure the business can continue operations even in the event of a major disaster. However, what many organisations forget is there is a specific process involved in recovering information to ensure the specific business functions can carry on effectively.

What data do you need?

Janse van Rensburg advises companies to design their data continuity plans according to its information’s rate of change. This starts with conducting a business impact analysis (BIA) to determine what data the company has. Normally this will include faxes and other documents, not only electronically stored information. The use of paper-based documents complicates the continuity process.

“Once you know what data you have, you need to ascertain how important each piece of data is and how easy it is to access,” he adds. “The continuity plan must incorporate the structures to back up and recover data that will be required to get the company operational in short order.”

The BIA will also ascertain which areas of the company have critical operational requirements and which can suffer a delay. It is therefore logical that the data required by the critical business units should take advantage of real time replication or fully managed services to guarantee business continuity.

Test your plans.

Testing is a crucial aspect of the planning process to ensure the business can restart operations smoothly. When it comes to data, offsite backups are crucial, but so are the mechanisms through which the data is stored.

Many companies try to achieve a paperless office and digitise all incoming paper documents, using these images in daily operations while the actual documents are archived at a separate location.

The digitised images and other electronic data that would be required in a short timeframe in the event of a disaster can be replicated or mirrored offsite via numerous products. Janse van Rensburg advises care be taken in ensuring enough flexibility is catered for in the replication solution to avoid nasty surprises when the data needs to be used.

“Issues such as these need to be determined in the planning process and tested thoroughly before the Business Continuity plan is rolled out,” says Janse van Rensburg. “It does the business no good to have its hardware and an offsite location with redundant power supplies ready to go, but to have data that is out of date or corrupted.”



“This doesn’t only apply to companies preparing for a major disaster, but also to minor emergencies that result in data loss. Some companies can afford to lose a day’s or even a week’s data, but to many that could cripple operations and result in significant revenue loss. Careful preparation and testing will avoid these potential pitfalls.”

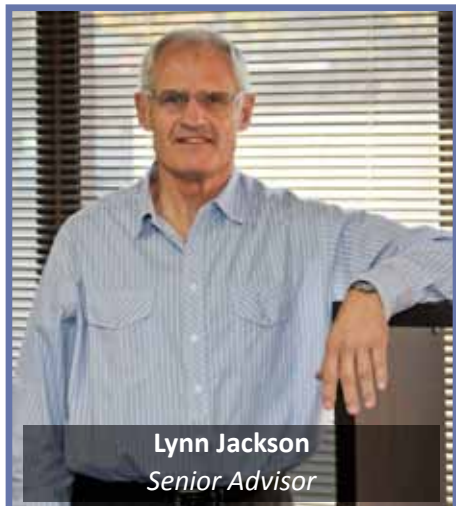
What is your brand worth?

The importance of a tried and tested incident management plan



Companies spend fortunes on advertising and marketing to enhance their brands.

A strong brand generally equates to greater profits. However, in a crisis, a brand is at its most vulnerable.



Lynn Jackson
Senior Advisor

Previously one generally had the luxury of a little time to assemble and assess the facts before issuing a statement. The basic rules of media management stay the same, however, technology has changed and we now live in a world of instantaneous news.

Research In Motion (RIM), the Canadian multinational telecommunications company found this out, to their detriment, with the latest four-day BlackBerry service outage. RIM, already in a rocky year of layoffs, poor sales and falling market share, could face lawsuits resulting from the service disruption. Since the start of the four day malfunction, RIM had only released three official statements. Out of the three, the company only mentioned the cause of the delay in the last message released on the second day of the outage. Asked why the company couldn't avoid network traffic backlogs by re-routing traffic by bypassing the faulty network operating centre, RIM did not give a straight answer.

This is the third major BlackBerry outage since 2007 and has placed the company's network under further

scrutiny, and has caused harm to the brand's image, at a time when they are facing stiff competition from the iPhone and Android devices. The outage has many customers wondering whether it's time to switch to another mobile device, and users' comments mainly target the company's failure to tell them about the problem they were facing, and the cause.

"Effective and rapid management of a crisis, with a tried and tested incident management plan, is the significant factor in protecting an organisation's brand from financial and reputational damage. It's pointless recovering a service but having your customer base desperate to leave you," said Lynn Jackson, Senior Advisor, Advisory Services, ContinuitySA. We live in a fast moving world, especially as regards communication. In the event of a disruptive incident that could affect an organisation's image, speed and accuracy of communication are vital and companies must be ready to react quickly, honestly and openly if they are to protect their reputation, their brands and their profits. An up-to-date and comprehensively tested incident management plan will ensure effective and rapid management of a crisis and is vital to ensure that the company's image and brand name are protected and even possibly enhanced in a crisis. The contents of an incident management plan, that includes how an organisation will manage communication with their stakeholders, is a set of components and resources to assist the organisation's decision makers in handling crises.

ContinuitySA is Africa's leading provider of business continuity management and related services.

The company boasts some of the continent's most highly skilled and qualified business continuity and disaster management experts who help companies, organisations and government departments of all sizes prepare for and deal with all eventualities. These include potential threats, events, incidences and unforeseen or sudden disruptions due to human error or natural events.

ContinuitySA also provides a variety of hosting solutions, ranging from co-located to fully managed virtualised environments, with their primary focus being to ensure their clients are able to address the resilience and recoverability of their IT services. These hosting services are complimented by managed backup and recovery services, virtual server replication and high availability solutions to satisfy any level of continuity requirement.

ContinuitySA operates the largest recovery facilities in southern Africa. It has a number of recovery centres in Southern Africa with over 20000 square metres of recovery facilities in Midrand, Gauteng. Smaller sites have been located in Cape Town, Gaborone, Botswana, Mozambique and a joint venture has been established in Mauritius.

ContinuitySA. Our business is keeping you in business.

Additional information about ContinuitySA can be found at www.continuitysa.com



Our Business is Keeping You in Business



Business continuity achieves operational relevance

Cloud computing is changing the way that companies, and even individuals, procure IT and IT-enabled services. It shouldn't come as any surprise that it is also set to change business continuity dramatically. One obvious change is in how business continuity is structured and delivered, with considerable benefits.

"An even more profound change is the fact that this new way of structuring business continuity will make it possible for capacity earmarked for business continuity to provide, in the ordinary course of events, subsidiary processing capacity," says Justin Lord, general manager, Hosting Services, ContinuitySA. "This change radically repositions business continuity as part of the company's IT environment, and not as a standalone or dedicated facility."

To really appreciate the magnitude of the change, it's worth reminding ourselves of the status quo. The typical business continuity scenario includes the hiring or purchase of server capacity in a dedicated business continuity data centre. This capacity is used only when disaster strikes, when the company's servers are rebuilt manually using backup tapes.

"This is a process that works well, and has been proved time and again," says Lord.

"What's exciting is that the new approach of cloud computing provides a way for companies to refine the model further, and get even more benefit from their business continuity spend."

The new approach advocated by Lord essentially builds on the well established concept of buying Infrastructure as a Service (IaaS). IaaS allows a company to buy processing power from the cloud provider, which has vast server farms located around the world. It's a compelling value proposition because it delivers economies of scale instantly and does not require upfront investment.

Using this model at its simplest level, a company can purchase capacity in the business continuity provider's storage system, and replicate its data (via a secure network) into that protected environment. This data is thus available to the client almost immediately in the



Justin Lord
GM, BCM Hosting Services

event of a disaster in the production environment – there is no need to transfer the physical back-up tapes to the recovery location and rebuild the server manually.

Wait... there's more

It's now possible to take this simple data-replication model a step further by allowing a company to subscribe to a dedicated resource pool of virtual server space, again provided as a service by the business continuity provider. In the event of a disaster, this would allow the client's server environment to be recreated remotely and largely automatically on this dedicated virtual server – in a matter of minutes rather than days. When disaster does strike, this approach saves a great deal of time (and thus money). A basic prerequisite, of course, is the availability of sufficient bandwidth at a sufficiently low price.

"The potential saving of time and money during a disaster is clearly desirable, but what's really compelling is that this capacity is available to the client all the time, not just in a recovery situation," Lord explains. "In other words, this virtualised business continuity capacity can be used for daily processing in the normal course of events. Infrastructure capacity rented for business continuity thus becomes an asset to the IT department and can be used to reduce in-house capacity or extend it, whichever is most appropriate."

The end result is that at least a portion of the disaster recovery budget can be incorporated into the general IT

budget, something that hard-pressed CIOs and CFOs are likely to appreciate.

Lord says that any business continuity strategy must be approached cautiously and rationally. He advises working with approved business continuity consulting or advisory teams to establish how to apply this new way of thinking to existing, well-tested plans. "If a move over to a hosted service seems indicated, then it would likely be phased," Lord says. "As Blackberry's woes showed us once again, business continuity is vital and must be implemented strategically."



GLOBILITY

Your South African risk free plug and play solution!

- **Walk in and talk...**
- **Don't go through your own set-up pain...we will do it for you!**
- **Vendor Neutral – Multiple network and telephony solution partners**
- **We assist with South African Government DTi Incentive Grant**
- **Excellent transport and positioning of buildings**
- **We have the ramp you need**
- **24 hr Service Desk**

Contact: Anthony Askew, MD on Tel: +27 10 209 3300
Email: anthony.askew@globility.co.za
www.globility.co.za

Flexible. Scalable. Global.

Triple4 *Expose*

About Triple4

Triple4 provides clients with IT infrastructure solutions that truly enable their business strategies. The company offers consulting services, outsourcing services, managed services and hosting. These services can be combined to suit the client's particular needs and level of IT maturity. Founded as IMMIX Network Solutions in 2007, Triple4 was officially launched in September 2011. ContinuitySA, Africa's premier provider of business continuity solutions, owns 50% of Triple4, with the directors owning the remaining 50%. Triple4 serves clients in all industry sectors and of all sizes, from micro enterprises to corporate multinationals. Its website is www.triple4.co.za.



Kevin Mortimer
Managing Director

With 15 years of experience, working with a variety of technologies in the most complex of environments, Kevin is one of the co-founders of Triple4. His passion for technology is endless and he is a self-professed "geek". He has a profound dislike for the way the ICT industry has evolved and works to change the perception of ICT in general.

His expertise include:

- Project Management
- Solution Architecture & Business Analysis
- Virtual Infrastructures and SAN
- Hosting and Cloud Technologies
- Microsoft Unified Communications



Anton Coetser
Services Director

After 14 years of experience in conducting professional services in various industry verticals for micro-businesses to the largest enterprises in multiple continents, Anton Coetser brings his experience on the front lines to our executive team, leading all the services divisions in Triple4.

His expertise include:

- Project Management
- Solution Architecture and Design
- Systems Analysis
- Microsoft Infrastructure Platforms
- VMware Infrastructure Solutions



Scott Orton
Sales Director

Holding 14 years of experience Scott has worked in the most demanding environments and is no stranger to pressure. He is one of the co-founders of Triple4 and his keen understanding of technology, its weaknesses and strengths, allows him to design and architect the best fit for each customer environment.

His expertise include:

- Business and Systems Analysis
- Microsoft Infrastructure Platforms
- Microsoft Portal Technologies
- Infrastructure Security and Secure Access Technologies
- Virtual Infrastructure Solutions



iContinuity

5 Day training

World-Class Business
Continuity training for
the discerning executive

isett seta

COMMITTED TO SKILLS DEVELOPMENT IN THE ICT SECTOR
Acc/2009/00/885
Accredited ISETT Education and Training Provider as per www.isett.org.za



Business Continuity
Institute | endorsed training
content approved

What you will get:

- Free iPad2 preloaded with course content
- Free registration with Business Continuity Institute (Affiliate status)
- Physical tour of world-class recovery site
- Complete Continuity Training Certificate
- Indispensable BCM knowledge and skills

Cost:

R16,999.00 (South Africa)
15 509.59 BWP (Botswana)

To Register:

South Africa:

+27 11 554 8000 and speak to
Faith Mdiniso or Email:
training@continuitysa.co.za

Botswana:

+267 360 6600 and speak to
Jimama Giddie or Email:
Jimama.giddie@continuitysa.co.za

Or go to www.continuitysa.co.za
and go to the media page and
select the event you are looking
for and register online



Our Business is Keeping You in Business

When:

Johannesburg: 23rd to 27th January 2012

Cape Town: 6th – 10th February 2012

Botswana: 12th – 1st March 2012

ContinuitySA is hosting a 5 day Business Continuity Management (BCM) training course which decision makers and BCM practitioners can use to implement resilience strategies designed to protect organisations from the impacts of any type of operational disruption.

Gain insight into best practices for incident anticipation, response and management using cutting edge learning toolkits and practical exercises based on ContinuitySA's flagship Complete Continuity Training Solutions.



www.continuitysa.com



Why Business Continuity?

**Because time is
NOT on your side...**

**Business Continuity Awareness Week 2012
19th to 23rd March 2012**

Business Continuity Awareness Week is the global educational event for people to learn more about Business Continuity Management and how they will benefit from its application.

ContinuitySA will have a host of events happening over this week and these will be announced in the new year, so look out for our upcoming events which will be posted on our website and our social networks to keep you informed of what will be happening.



Our Business is Keeping You in Business

www.continuitysa.com

Did you know...?

You can now follow us on Facebook & LinkedIn

<http://www.facebook.com/ContinuitySA>

<http://www.linkedin.com/company/continuitysa>

...stay in touch



Note from the Editor

With ContinuitySA growing at such a fast pace with our latest site developments and new service offerings it gives me such pleasure serving as editor for Client Chronicles as there is such a great deal to report on. Having said that, the ContinuitySA team remains committed to bringing our readers more and more valuable articles that will always keep you up to date with our latest products developments and services.

Should you have any Business Continuity thought pieces or articles that you would like to submit and feel will serve our readers interest for the upcoming issues of Client Chronicles, we value your input and would like to hear from you.

Your thoughts and feedback are most welcome and can be sent to cindy.bodenstein@continuitysa.co.za

We hope you enjoy reading your copy of Client Chronicles.

Cindy Bodenstein, Marketing Manager (Editor)

I would like to take this opportunity to wish all our clients and readers a happy holiday season and may your 2012 be very successful.



Our Business is Keeping You in Business