

**TECHNOLOGY
IN FINANCIAL
SERVICES**

BCX

**Considerations and Trends for the
Banking and Insurance Sector**

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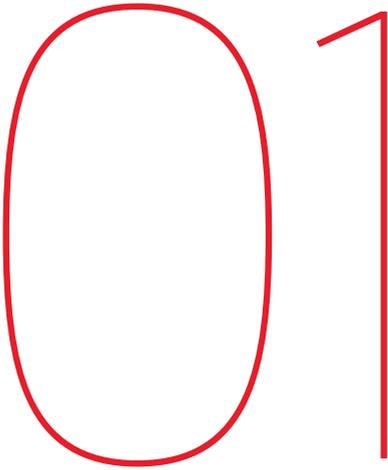
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INTRODUCTION: THE FINANCIAL SERVICE SECTOR IN SOUTH AFRICA

The financial services landscape in South Africa is fairly diverse with a range of integrated players and specialist firms contesting the market.

The market is made up of retail banks, insurers and personal finance providers as well as specialist firms.

The retail banks provide mass-market general banking support and services to individual consumers. The insurers and personal finance providers deliver mass-market general insurance and finance to individual customers and existing businesses. Finally, the specialist firms provide supporting functions to the financial services ecosystem through services such as credit checks, capital market sales and trading, and asset management. They are generally business-to-business service providers and do not offer products to the mass market.

The financial services landscape in South Africa is highly competitive with a few major players dominating and competing for market share. Banking and insurance products and services are important to all consumers and businesses in some form, therefore this industry is one of the largest, most innovative and profitable in South Africa.

Every bank and insurance company wants to not only meet, but also exceed the needs and expectations of its market. This is crucial to remaining sustainable, relevant and competitive. In order to do this, each organisation needs to ensure seamless operational efficiency, a solid and captivating marketing strategy, high levels of customer service, and the ability to innovate and customise. Each of these key drivers is impossible without technology, and financial services companies are leveraging technology in order to assist in the growth, development and sustainability of their businesses.

Trends in the Digital World

An example of this can be seen in the mobile device growth in South Africa. Figure 1 [overleaf] shows the projected growth of 2G, 3G and 4G devices in South Africa, while figure 2 [overleaf] shows the breakdown of devices using data. This shows not only how rapidly the number of devices is growing, but how these devices are becoming increasingly sophisticated in their functionality.

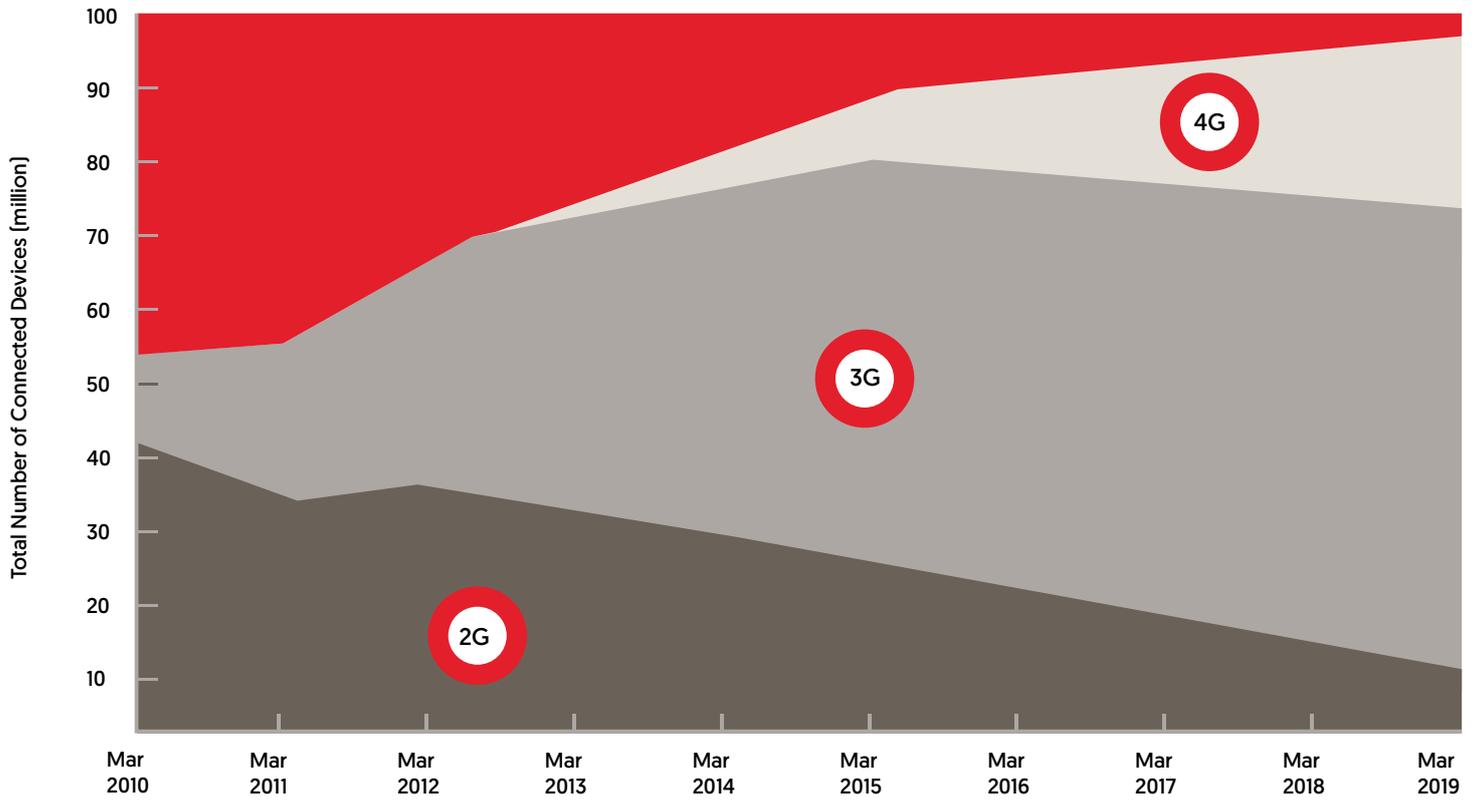


Figure 1 Mobile Device Growth in South Africa

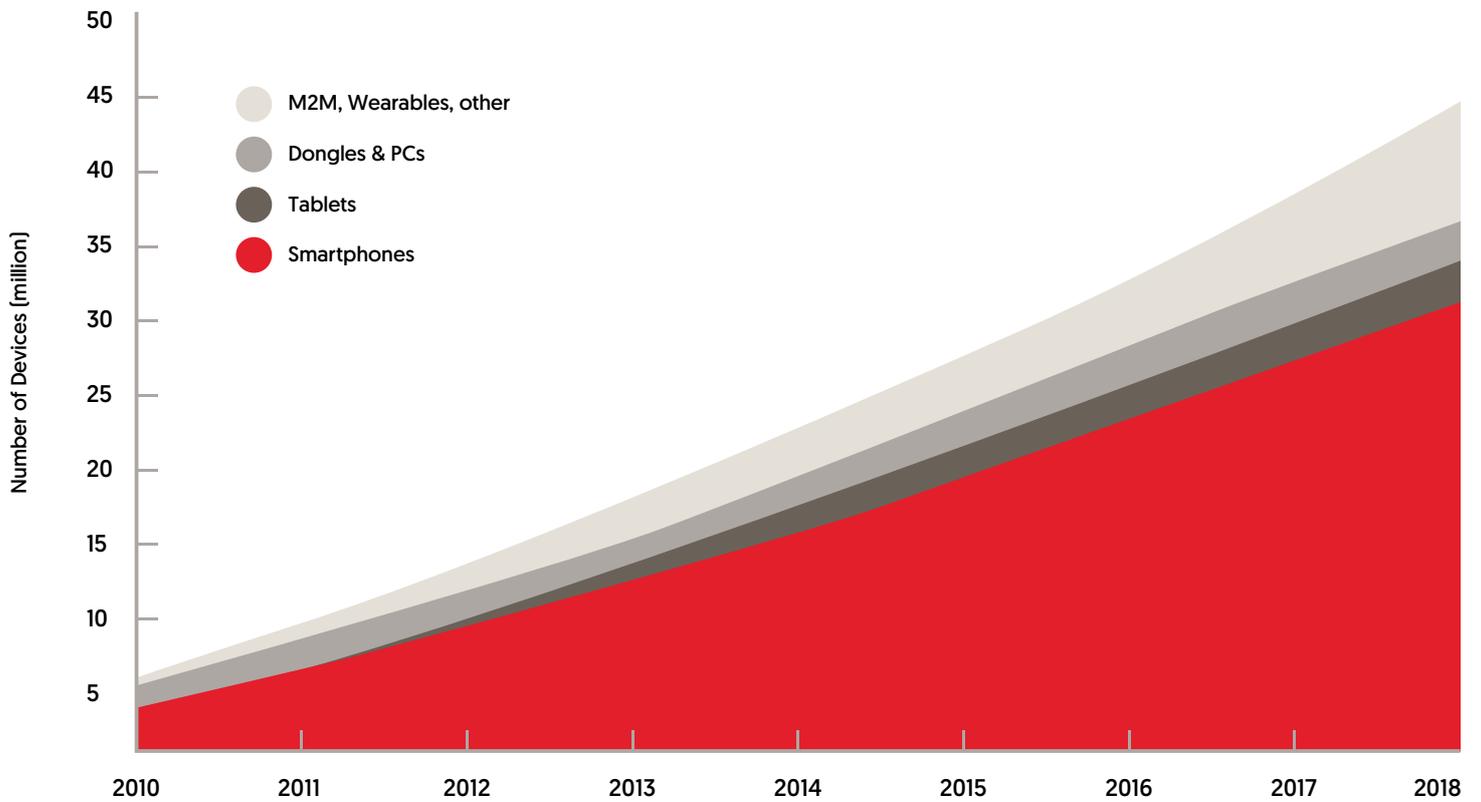


Figure 2: Number of Devices Using Data in South Africa
¹Africa Analysis SA Telecoms Model

The Future of Financial Services: Digitalisation of Banking

In order to remain relevant in a rapidly digitalising society, banks and other financial services institutions need to keep up with the latest technology. Many of the traditional aspects of banking are giving way to new innovations. The emphasis in banking will shift from the current state of offering basic online or mobile services, like tracking of account usage, to more advanced features like spending analyses, wealth management capabilities, opening new accounts, and personalised offers.

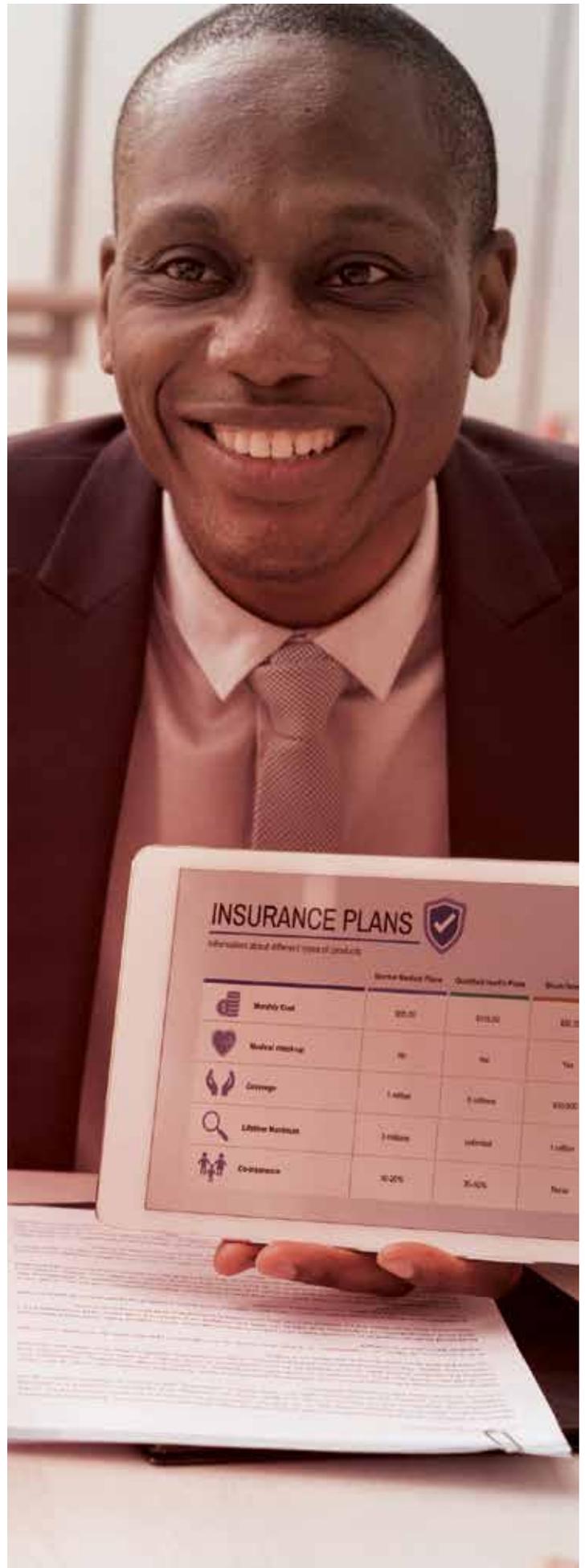
Branches as we know them will become increasingly irrelevant as customers move into digital channels, and consumers will be able to bank seamlessly across multiple channels and will expect a satisfying and more compelling experience across all of them. Fast and convenient banking will become the de facto industry standard and there will be dramatic consequences for banks that do not step up with the digitalisation of their banking services and offerings.

In short, the digitalisation of banking services will create new winners and losers in the industry. In such a charged environment, the winners will be those who adapt to newer technologies. By embracing digitalisation more quickly than their competitors, they will be poised for significant growth opportunities and profitability. The losers will be those who are slow to change, or do not see the potential of digitalisation and adapt to the new environment.

This rapid digital adoption becomes a driver for change as increased accessibility to connected devices creates a more empowered and digital savvy population. This explosive proliferation of smart devices in South Africa is fuelling the adoption of mobile banking and other digital financial services.

Beyond the proliferation of smart devices, which consumers are using for a growing array of functions, there are also other key trends emerging in the digital world. For example, software development and distribution are constantly getting faster, and software platforms and app stores make it easier to create and sell mobile services. This reduces barriers to entrance for enterprising entrepreneurs. Fibre connectivity is also becoming ubiquitous. Improved connectivity speeds and accessibility are in turn driving increased demand for online services. The advent of Long-Term Evolution (LTE) is also creating faster mobile connectivity and improving the ease of use for mobile services, to the point where it is becoming a feasible fixed broadband substitute.

It is therefore important for banks and other financial service providers to ensure that they keep pace with this digital migration and have a solid digitalisation strategy to service their customers going forward.





DIGITAL TRENDS IN FINANCIAL SERVICES

Mobile

With the proliferation of mobile devices, the need to be constantly “plugged in” is driving consumers around the world to embracing mobile as a vital channel and banks need to be there.

The use of mobile devices for bank transacting is expected to increase significantly in the medium term², while branches and ATMs are expected to significantly decrease as primary banking channels.

Financial service providers need to ensure that they help shape the future of mobile banking and commerce and mould consumer behaviour going forward, otherwise they run the risk of being swept aside by newcomers with financial products that help mobile customers meet their financial goals.

The growth of technology advancements, and enhanced security levels are also helping to increase the adoption of mobile financial services. This migration is resulting in reduced operational costs and improved efficiency.

Thanks in part to the development of mobile banking, the sale of products either transacted online or influenced by online marketing is expected, in the medium term, to grow to the point where they represent roughly 60% of the total.

- McKinsey & Company 2015

Omni-channel

Banks currently have four main channels: branch, ATM, call centre, and digital (online and mobile). By integrating these channels, banks can provide a fully omni-channel solution to the customer.

The significant improvements in alternative channel capabilities, and the increasing adoption of emerging channels, such as online and mobile, by the customer, is forcing banks and other financial institutions to adopt a strategy of channel integration.

A true omni-channel solution allows the bank to have a fully client-centric view where customers can interact with the bank via multiple channels. It also enables the banks to try and understand what the customer wants and likes through comprehensive profiling and analysis of past engagements.

A truly omni-channel branch will provide the customer with personal attention, expert advice and new services across any channel through technologies such as video links to remote experts, interactive displays, in-branch devices, and mobile and social solutions.

² “Retail Distribution 2015 – Full Digitalisation with a human touch”
- McKinsey & Company - 2015

Branch of the Future

While digital channels will gain prominence in banking services, branches will not move out of the equation just yet.

The branch of the future will need to have adaptive branch formats that can change according to customer profiles and location. For example, some areas may benefit from unmanned branches with fully automated machines, while others will require full-service branches. This will help banks transform their distribution profile, reduce costs and increase sales.

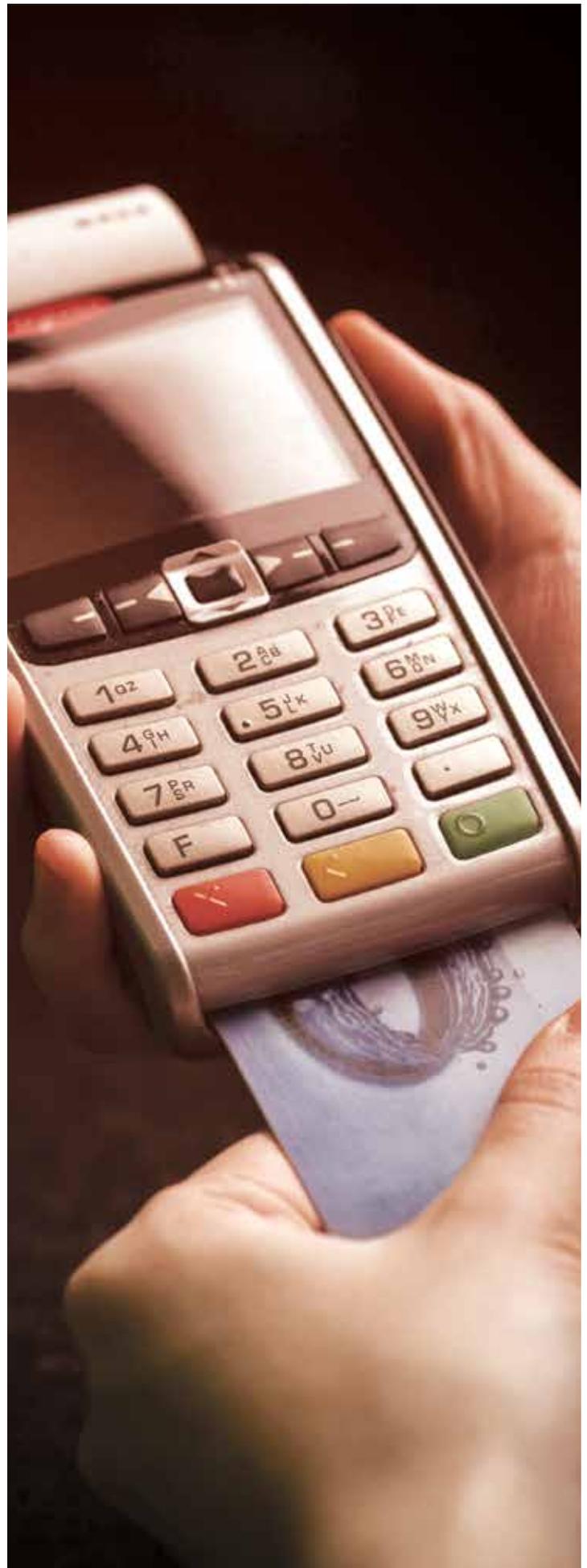
Big Data Analytics

By leveraging the power of big data and advanced customer analytics, banks can better understand their customer base and subsequently tailor their solutions and approach to their customers.

This can result in individualised solutions for customers, which translates into higher acceptance rates, streamlined infrastructure costs, and higher levels of customer satisfaction, as the bank becomes more profitable in the process.

Banks can also utilise data insights to proactively address customer service delivery issues even as they upsell and cross-sell their services.

By giving the bank a more complete view on the client, big data can also help banks better manage credit risk and find new sales opportunities.



03

KEY BUSINESS DRIVERS IN FINANCIAL SERVICES AFFECTING ICT NEEDS

In the financial services sector, there are five key business drivers that impact the ICT needs of banks, insurance and other financial services providers.

These drivers are:

Enhance Value Proposition

Banks are constantly looking for ways to enhance bank account products through the use of technologies such as mobile applications, geo-location and social media analytics. This can drive real-time customer interaction and create differentiated customer experiences. In order to utilise these technologies, banks must invest in the building and integration of mobile applications.

Lower Cost to Serve Customers

Within banks there is also a huge drive to reduce dependence on cash-based services and shift physical transactions into online and mobile channels. This reduces the risk and expense for the banks around handling cash and enhances business processes. By moving day-to-day transactions out of the branch on to alternative channels, banks can also reduce their cost to service customers and increase meaningful

in-branch interactions. In order to do this, banks need to invest in their ICT infrastructure, particularly in regard to their alternative channels.

Expand Reach

In order to expand their reach, banks are pushing to increase their customer base by leveraging the power of new digital channels. By utilising mobile channels, banks have the opportunity to reach previously underserved areas and 'bank the unbanked', bringing on board new clients who may have never had access to financial services before.

Digital technologies also allow banks to ensure that banking services are available 24/7 and are no longer confined to branch opening hours, further expanding their reach to customers.

As connected mobile devices become increasingly ubiquitous across all sectors of society, banks need to ensure that their services are available across these devices.

Optimise Overall IT Costs

As banking and financial technology become increasingly sophisticated and core to the functionality of financial service institutions, there is an increasing drive to find solutions that will reduce the cost of communications and maintenance of the ICT infrastructure. Rather than simple discounting, costs need to be optimised through the addition of greater value to better support the internal processes of the financial services firm. This requires managed ICT infrastructure at both branch and head-office level.

Reduce Risk

Banks need to reduce risk and ensure reliability of services and system availability. They also need to reduce the overall complexity of managing their internal ICT infrastructure. This means that they need a high level of availability and security for their ICT infrastructure.



CHALLENGES FOR FINANCIAL SERVICE PROVIDERS

Pressure on the Banking Branch Network

While the majority of branch traffic is driven by the least profitable mass-market customers, there is increasingly limited usage by the younger, more affluent segment. The shift of servicing and transacting to digital channels is driving a higher unit cost for branches and reducing possible upsell or cross-sell opportunities.

Coupled with this is the customer's expectation of ubiquitous connectivity and seamless integration across channels. This often means large-scale technology updates to existing branch infrastructure in order to get a single unified view of the customer across all channels.

Digital Disruption

Digitalisation can significantly lower barriers to entry in the financial services sector, resulting in a range of new competitors disrupting the market. These disruptors can take on different forms, from new, purpose-built digital financial service providers, to existing providers creating new digital products and services.

There is also the threat of existing successful digital businesses, such as Google, Amazon and Facebook seeing potential in sectors such as financial services and making a move into this space. These large digital companies have the scale and customer base to enter new markets and sectors almost instantly. Their 'hyper-scale' means that they do not have to remain within their core business vertical but have the potential to leverage their digital platforms and eco-systems to move into any sector where they see opportunity, including financial services.

Digital technology is disrupting the financial services industry in a number of ways including:

Transactions – new entrants in the transaction space are disrupting the payments value chain, squeezing margins. Examples of this include the various mobile wallets available to consumers with smartphones, or Near Field Communication (NFC)-enabled payment options.

Saving and investment – many digital challengers are starting to move into the financial space, providing services that would have traditionally been provided by banks or other financial services providers. For example, Facebook is applying for a licence to become a deposit-taking institution, and many mobile money platforms such as M-Pesa are branching out into savings and investment products.

Lending – new digital firms are strategically positioning themselves to capture niche loan markets that would have traditionally gone through banks. For example, mobile house-hunting applications may be offering home-loan services, or payments companies like Square are moving from offering transaction services to small business loans.

New products and services – there has been an emergence of new digital financial services start-ups, which have been purpose-built to compete in niche markets. Digital is facilitating new products and services, which were previously uneconomical such as new micropayments and insurance businesses.

These trends are creating pressure within the financial services industry to reduce costs and reinvest in alternative low-cost channels.

Complex ICT Needs

The particular needs of the banking and financial services industries result in increasingly complex ICT needs.

There is a need to lower the overall costs of communications and ICT due to narrowing margins in the industry, but this must be balanced with maintaining a base level of service quality to customers.

Financial services providers must ensure business continuity and security of information at all times, which generally requires the building of complex and expensive redundancy systems. At the same time, keeping up with the latest technological trends and future business drivers in order to improve efficiency and customer experience can also expose the business to unfamiliar or untested technologies such as cloud solutions or machine-to-machine.

It can also be challenging for financial services companies to manage relationships with multiple service providers in a way that ensures they get the best service at the lowest price.



DIGITAL OPPORTUNITIES FOR FINANCIAL SERVICES

In order for banks to leverage the opportunities that can be gained from digital innovation, they must be willing to make changes in their operations, structure and culture to focus on continuous development.

By integrating data across disparate systems, they can gain immediate insights into operational effectiveness and customer behaviour. This enables more informed strategic decision making and better customer targeting.

Digital technologies allow financial services firms to **get closer to customers**, offering them a seamless experience and remaining at the centre of their commercial lives.

Digitalisation offers the financial services sector great opportunities to get closer to its customers if they are leveraged in effective ways. It can enable financial services providers to offer a seamless experience and allows them to stay at the centre of the consumers' financial lives.

Ways in which digitalisation allows financial services providers to get closer to the customer include: building customer **intimacy through social media, direct communication, and leveraging analytics to offer personalised customer loyalty rewards.**

It also allows financial services providers to offer a seamless experience by ensuring a **consistent user experience across all channels** and allowing for a **non-linear consumer journey** across the various channels.

Digitalisation can also **reduce the costs of serving customers** as it reduces the cost of recruiting new customers, through digital marketing and sales channels as well as **reducing the cost of retaining and maintaining customers**, through digital fulfilment and customer service.

In order for a financial services company to make effective use of the digitalisation opportunities within the financial services sector it must:

- have a clear digital strategy;
- perpetually work towards a single view of the customer;
- partner with innovative and digitally capable companies that can provide them with the necessary digital solutions;
- utilise digitalisation as an opportunity for differentiation; and
- be comfortable engaging with customers and potential customers through digital media.

By making digital a core part of their strategy, financial services providers have the opportunity to become leaders in their field.

Opportunities for FS firms in digital³

Get Closer to customers		
Position at the centre of customers' commercial lives through new P & S	Build customer intimacy through social media & direct communications	Reward customer loyalty through analytics
Offer a seamless experience		
Put mobile at the core of the offering	Ensure consistent user experience across multiple channels - omni-channel	Allow for a non-linear customer journey - across mobile, call centre & store
Reduce cost to serve customers		
Reduce the cost of recruiting new customers - digital marketing and sales channels	Reduce costs of maintaining and retaining customers - digital fulfil and customer service	

³ Fiserv – Partners Delta Analytics



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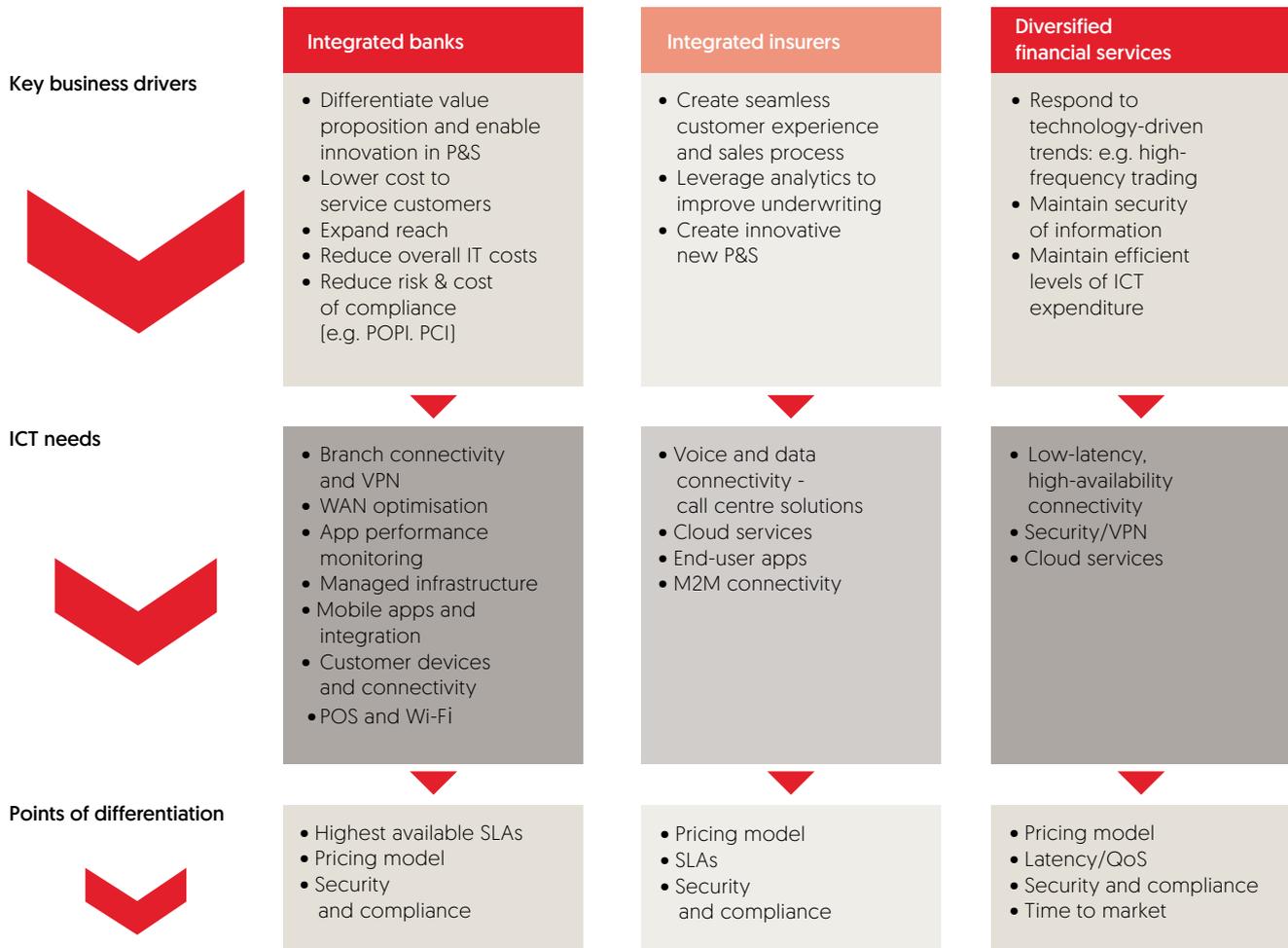
BCX'S SOLUTIONS FOR THE FINANCIAL SERVICES INDUSTRY

BCX understands that different financial services providers will have different core drivers that will result in different needs in the ICT space.



Key Customer Needs – Financial Services

Key categories of FS firms have different business drivers resulting in divergent ICT needs



BCX's Approach to Serving the Financial Services Sector's ICT Needs

Building digital services capabilities is the key trend in financial services for BCX to address as it is top-of-mind for financial services industry decision makers, in both incumbent firms and challengers.

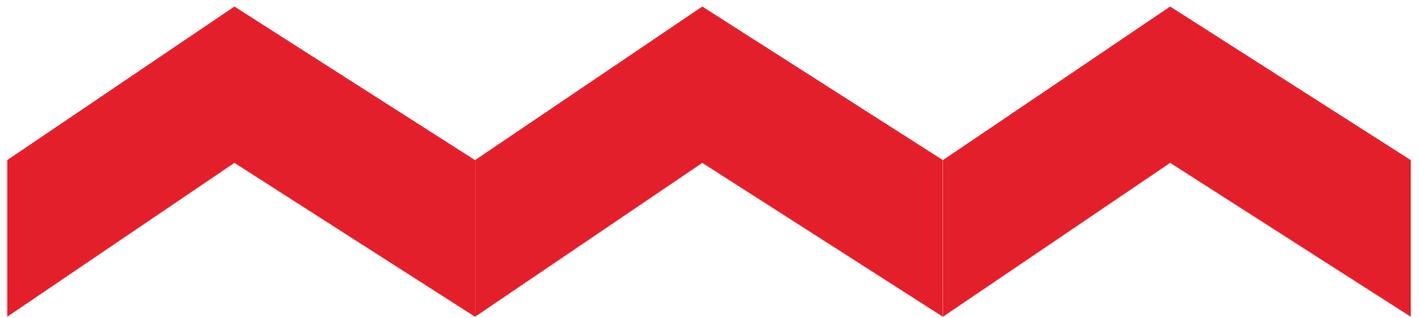
BCX's digitalisation approach places a large emphasis on understanding the needs of financial services providers and their ICT drivers and wants to align itself with the real business drivers within the industry, broadly and within a specific provider's strategy.

Business drivers in an industry are formed by responding to a changing industry environment or looking at how a business can grow or respond to competition. These business drivers, once they have been identified, can be used to gain insight into the retailer's needs, be used as a theme for solutions or as an opportunity to differentiate.

Once these drivers have been defined for a specific bank, insurer or other financial services provider, BCX can look at the ICT needs that address those drivers. The ICT needs would be the business needs, expressed as ICT solutions or requirements. BCX is then tasked with supplying a solution that fits these requirements.

Customers expressed ICT needs result from the real business drivers within their industry

Understanding Customer Needs



Key business drivers



ICT needs



Points of differentiation



	Description	Relevance
Key business drivers	<ul style="list-style-type: none"> Respond to changing industry environment Enable business growth or respond to competition 	<ul style="list-style-type: none"> Acknowledge true customer needs Use as theme for solutions Use an opportunity to differentiate
ICT needs	<ul style="list-style-type: none"> The business needs expressed as ICT products requirements 	<ul style="list-style-type: none"> Need to ensure offering is in place
Points of differentiation	<ul style="list-style-type: none"> The criteria that the customer will use to choose among different providers and products 	<ul style="list-style-type: none"> Understand BCX opportunity to differentiate Ensure hygiene factors /technical factors are in place

BCX's Solutions for the Banking Vertical

BCX has developed several unique solutions for the financial services vertical in order to address the main ICT needs in the industry. These solutions provide specialised results that speak to the specific trends and drivers in the financial services industry. They include:

1. Omni-channel personalised marketing

Omni-channel personalised marketing is a platform that allows banks to provide personalised marketing to their customers. This gives banks opportunities to upsell and cross-sell products and increases possible revenue per customer. This marketing can be delivered over digital signage, kiosks, mobile or tablets via fixed, Wi-Fi, or 3G technology.

2. Omni-channel operational efficiencies

Omni-channel operational efficiencies provide a platform to indicate possible opportunities to various internal divisions. They also provide opportunities to cross-sell products and increase possible revenue per customer.

3. One view

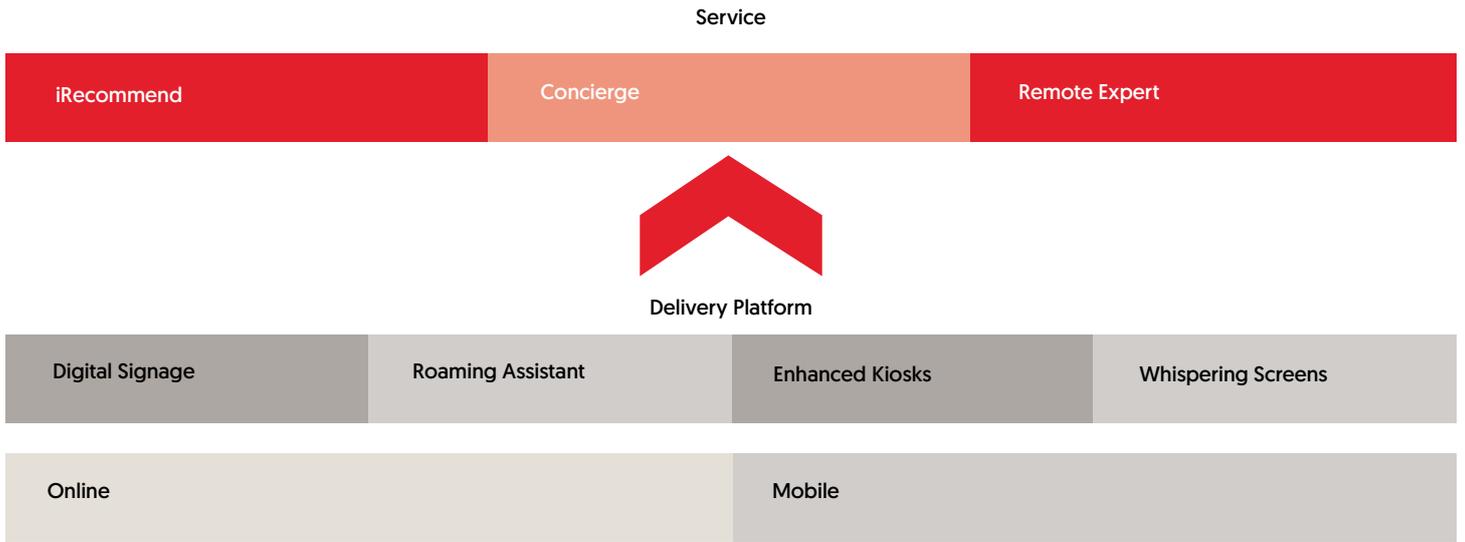
One view is a platform to provide a single highly secure information data base across all divisions within a bank. It gives a single customer profile irrespective of products and increases visibility of the customer and possible cross-selling opportunities. This platform is delivered over a secure platform with possible biometric enhancement.

4. Cash management

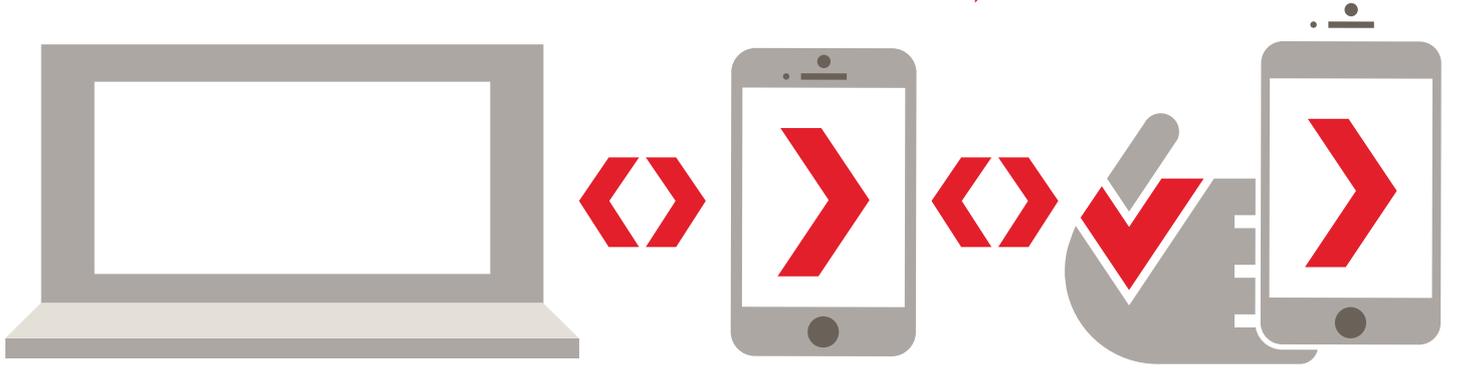
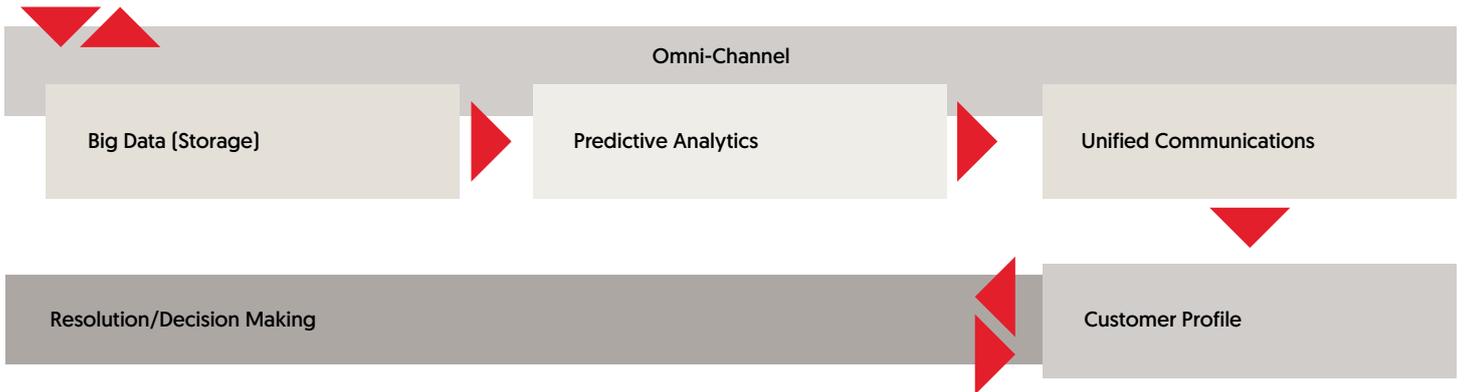
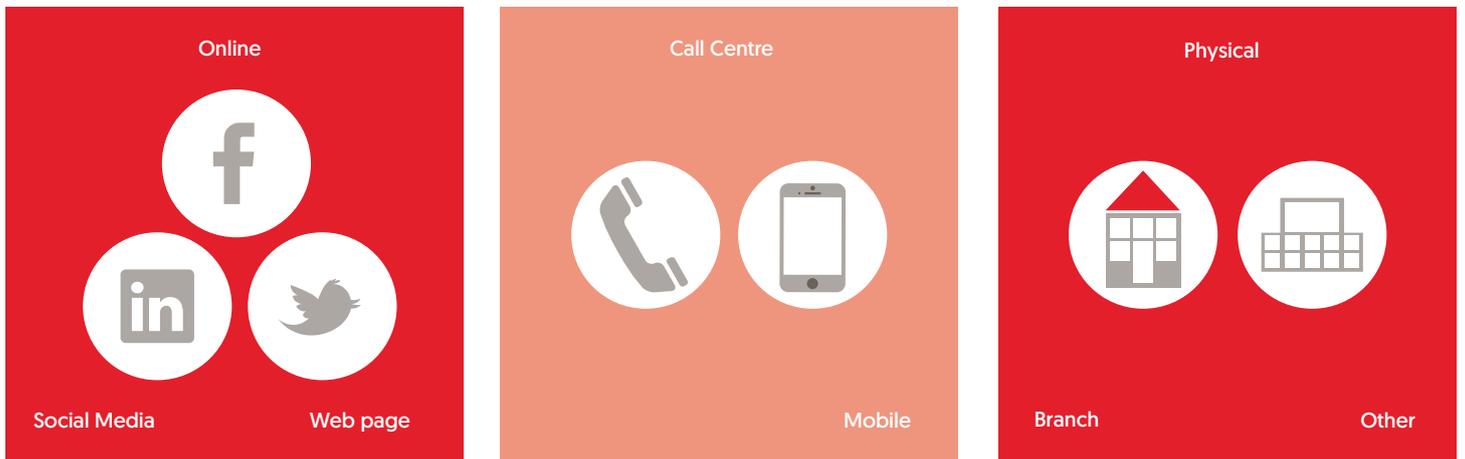
Cash management is a platform to do Remote Deposit Capture (RDC) and real-time credit card issuing in the bank. It reduces the cost of cash handling and related insurance/risk and is also delivered over a highly secure platform with possible biometric enhancements.

Banking Vertical Solutions

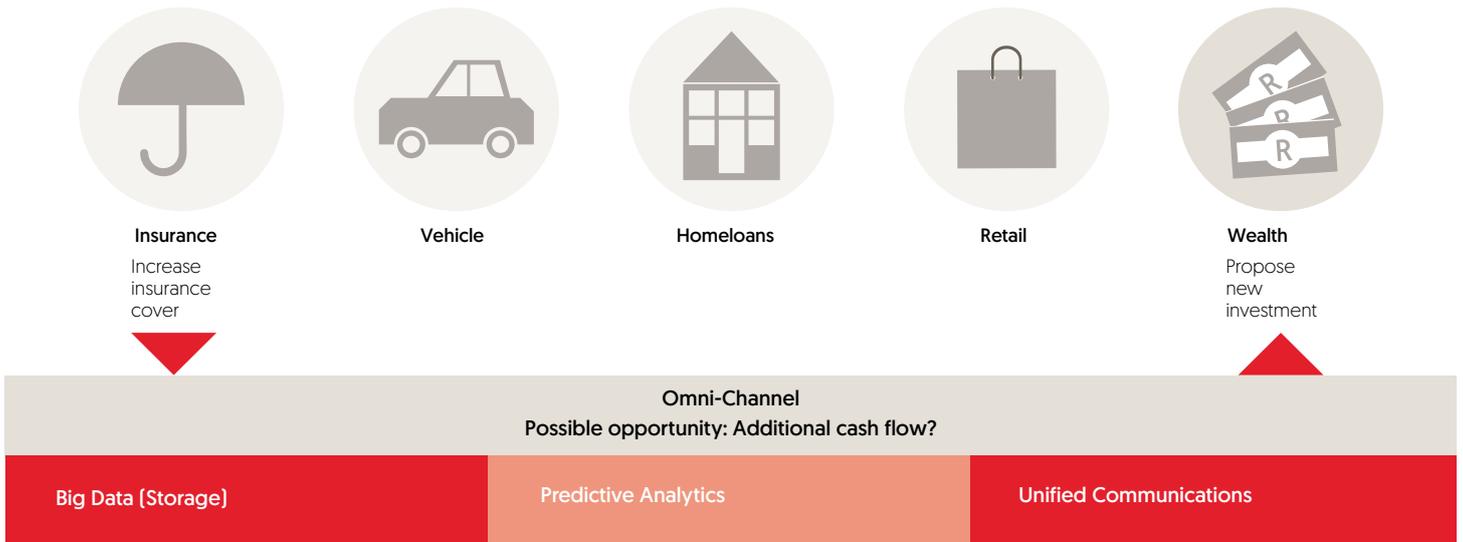
Front Office: Omni Channel: Personalised Marketing



Front Office: Omni Channel: Personalised Marketing



Back Office: Omni-Channel: Operational Efficiencies



Building the Digital Bank of the Future: BCX's Solution Concept for Retail Banking

In order to support these functions within a bank, BCX has designed a solution framework for the digital bank of the future.

BCX solution components

Digital customer experience creation

In-store	Mobile & Online	Call Centre	
<ul style="list-style-type: none"> • Displays • Wi-Fi and POS • Process automation 	<ul style="list-style-type: none"> • Mobile & online apps • MDM, devices & connectivity 	<ul style="list-style-type: none"> • Call centre infrastructure & management 	
New products, services and analytics			
Managed infrastructure software			
Workplace management			
Software-as-a-Service			
Managed infrastructure software			
Voice & HCS	VPN branch connectivity	Redundancy	Comms-as-a Service

In order to help banks provide services to this new digital consumer, BCX has developed a solution concept for the retail and commercial banking sector. This offering has been specially designed to provide retail banks with all the tools they need to build a digital bank of the future.

BCX's retail banking ICT solution addresses three core ICT areas that are crucial to creating a successful digitally enabled bank.

- Managed connectivity
- Managed infrastructure and software
- Digital customer experience creation

Managed connectivity

The foundation of the offering is a managed connectivity solution. Effective and reliable communication is an essential building block in

any business. A managed connectivity solution from BCX can provide banks with a full connectivity solution, including branch connectivity and VPN, as well as voice and hosted collaboration services to handle all back office communication needs. Unified Communications systems ensure that all areas of the bank can communicate seamlessly with each other, producing a more effective and productive workforce across all branches and offices.

Benefits and unique selling points

- Enhance and create new customer experiences
- Lower the cost to serve
- Enable customers to access banking services through mobile channels
- Enable seamless customer journey
- On-demand branch and head office infrastructure
- Management of all IP devices
- Enable superior economics for software (potentially through cloud brokerage)
- Superior reach through BCX fibre network
- Highest redundancy, SLAs and QoS lower business risk

BCX also offers Communications-as-a-Service (CaaS), an end-to-end communications solution for all fixed and mobile devices. With CaaS, BCX will manage all communication devices providing a guaranteed quality of service across all platforms.

As uptime is such an important factor in the banking environment, BCX's system has built-in redundancy to mitigate the chance of downtime or system failure. BCX's superior reach through its extensive fibre network allows the company to give the highest redundancy service level agreements and quality of service guarantees, which provides lower business risk to its customers.

Managed Infrastructure and Software

On top of the managed connectivity solution, BCX also provides a **managed infrastructure and software solution.**

This offers a full workplace management solution across all branches and offices, with end-to-end management and support for all end-point devices, including the installation, set-up, optimisation, changing and servicing of the devices.

BCX can also offer Software-as-a-Service (SaaS), managing all applications and software licences on the various devices.

This service provides banks with on-demand branch and head office infrastructure that can be deployed as and when it is needed. It includes management of all IP devices and enables superior economies for software licensing that can be offered through cloud brokerage.

Digital Customer Experience Creation

In conjunction with creating a fully enabled digital back-office solution, it is also important for banks to look at how they can utilise digital technologies in how they interact with customers. The final component of BCX's unique offering to banks is therefore the **creation of a digital customer experience.**

BCX can help a bank enhance and create new customer experiences through digital channels. By creating an omni-channel digital strategy, banks can leverage the power of the latest technologies to provide customers with a seamless experience, whether they are in-branch, utilising a mobile or online channel, or making contact through a call centre.

In order to support this type of omni-channel strategy, BCX can provide a variety of ICT solutions that supports a digital omni-channel branch approach. Some of these solutions include:

In-Branch Digital Solutions

Digital solutions can have a major effect on how a customer experiences a bank branch. For example, by automating more processes, banks can cut down on the time spent on each customer request, reducing turnaround time leading to better customer service and shorter waiting times. In-branch Wi-Fi can also enable customers to access online banking channels to complete certain transactions, freeing up tellers, as well as providing the bank with opportunities to connect with and target clients through their mobile devices by offering special deals, promotions, etc. In-branch digital displays also provide the banks with the opportunity to communicate with clients, educating them on various banking processes and promoting the brand or specific products.

Mobile and Online Channels

Mobile and online channels are becoming increasingly important to the digital consumer. BCX is well positioned to help banks develop their mobile applications and online banking channels with the ability to provide hosting, connectivity and support, to ensure that banks' digital channels are available 24/7.

Call Centre

In order to provide a complete multi-channel solution, banks need to ensure that their call centres are a fully integrated with their other channels to provide a seamless customer experience. To this end, BCX provides full call centre infrastructure and management solutions.

Solutions in Action: A BCX Case Study

BCX is in the process of implementing an end-to-end UC&C and Converged Network Service with one of South Africa's leading financial services groups. Before implementing the new solution, the financial services group was running a number of different systems across various solution providers. The group wanted to update its technology into a single converged network.

Its new convergence solution needed to provide a Single Solution Aggregator to eliminate the hassle of dealing with multiple service providers, as well as provide a good return on investment (ROI).

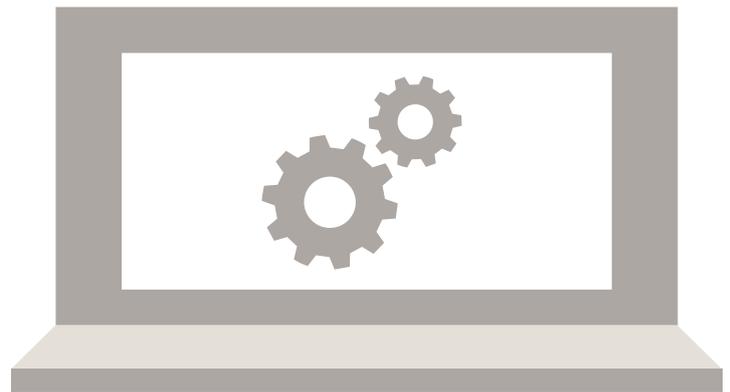
To this end, the company put out an RFP (request for proposal). BCX's proven capabilities in the space, along with the fact that it was the incumbent supplier for the company's WAN solution and had existing quality relationships with the company; made it the best choice to provide the solution.

In order to meet its growing telecoms demands, the client needed an end-to-end UC&C and Converged Network Services that ensured cost effectiveness, flexibility and reliability with optimised bandwidth, which could be hosted on-premises.

BCX provided a fit-for-purpose solution, which bundles all the services based on a usage and per seat pricing model to provide an end-to-end UC & C and CNS solution.

The system provides high availability of services, as well as redundancy, reliability and survivability, with underlying security. There is also a consolidated, single view of service metrics and a Single Service Aggregator model that provide the company with a single point of contact through the BCX Convergence Centre.

The BCX SLA metrics exceeded the company's requirements, ensuring improved performance capabilities and end-to-end proactive management and monitoring.



The Full Solution Includes the Following Elements:

A Unified Communications (UC) solution

This will be based on best practice and right fit design and has been signed off by international architects at a design level. Standardised integrated solution deployment will ensure a riskless roll-out, with the existing solution remaining until final cutover, and a full disaster recovery solution.

LAN and WAN, including Campus Core and Data Centre

BCX will provide a converged network for Voice and Data with optimised bandwidth allowing for real-time Video Conferencing (VC). Due to the increase in real-time bandwidth for VC, BCX has also proposed high speed DWDM links for the client's Data Centre and Distributed File System sites. The data network will quadruple in Global Data, therefore resulting in an enhanced data network and customer experience. The LAN solution will incorporate optimal design based on evolved architectural changes and standardised deployment.

Monitoring and reporting

BCX's monitoring and reporting solution is aligned to AppCentrix and provides a single place to monitor the UCC, WAN and LAN systems for related support and SLAs.

The solution will provide the client with an Unlimited Enterprise voice consumption model, with a flexibility and speed of transition that will yield early benefits and help the client achieve the required ROI.

BCX's Solutions: Roadmap to the Future

BCX can help banks and other financial services providers create a roadmap to a delivering the branch of the future and a fully integrated digital solution for its customers where they reap the benefits of:

- more sales per branch;
- better customer targeting;
- increased customer responsiveness;
- more efficient payment processes;
- cross-selling and up-selling;
- enhanced product penetration; and
- more automated processes.

BCX knows that increasing digitalisation will have a huge impact on the financial services industry.

In order to successfully implement digital solutions, organisations must ensure that they have the necessary underlying connectivity and infrastructure. BCX has the power to help companies become part of the new digital reality through a solutions-based collaboration.

BCX's solutions strategists will work with companies to devise the correct strategy to meet digital needs.

Capability

BCX is a leading technology solutions provider with an extremely wide geographical coverage. It is the only service provider that can offer true and affordable convergence across fixed, mobile, data and cloud.

BCX's key differentiators distinguish it from other providers and make it the partner of choice for fully converged coverage of communications, cloud, mobile and integrated business solutions.





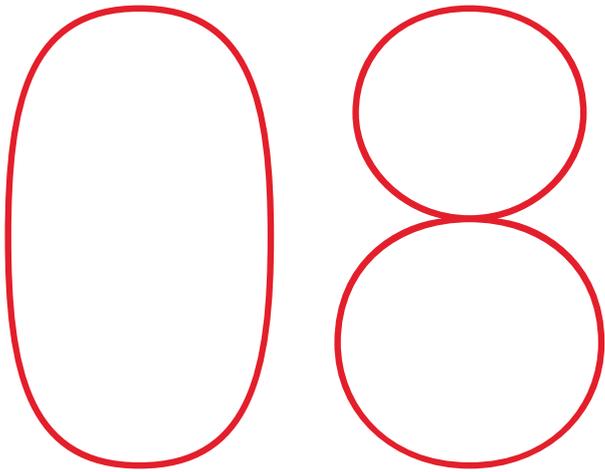
THE BCX KEY DIFFERENTIATORS

BCX is one of the largest ICT services providers on the African continent with a clear focus to serve the enterprise, public sector and Medium market segments across the continent.

Our passion is to seamlessly connect every business with its digital future. All the solutions are offered end-to-end, ensuring that your business benefits from economy of scale and superior service quality.



Unmatched Data Centre and Network Infrastructure	Telkom's footprint includes 3 Tier 4 data centres, 147 000 kms of fibre and over 2700 mobile sites integrated throughout South Africa.
Unrivalled ICT Solutions Set	Proven ICT capabilities, with market leadership positions on both IT and telecommunication services.
Industry-Vertical Leadership	Market leader in retail, mining & manufacturing, banking & financial services (Gartner). Also key solutions provider for the public sector.
Leader in Service Excellence	Leading IT service management with an ITIL maturity rating of 4.25 – The highest on the African continent (Pink Elephant: 2014)
Unparalleled Geographical Reach	Extensive geographical reach with trained IT field engineers in multiple locations across Africa.
Strategic Vendor Relationships	Strong relationships with key technology vendors to ensure best technology solutions.



GLOSSARY OF TERMS

2G

Second-generation wireless telephone technology

3G

Third-generation wireless telephone technology

4G

Fourth-generation wireless telephone technology [also called LTE]

CaaS

Communications-as-a-Service

Digitalisation

Integration of digital technologies into everyday life by the digitisation of everything that can be digitised

HCS

Hosted Communications Services

ICT

Information and Communications Technology/ies

LTE

Long-Term Evolution [also called 4G]

M-Pesa

M for mobile, pesa is Swahili for money. A mobile-phone based money transfer and micro-financing service, launched in 2007 by Vodafone for Safaricom and Vodacom

NFC

Near Field Communication

MDM

Mobile Device Management

Omni-Channel

An approach to sales that seeks to provide the customer with a seamless shopping experience whether the customer is shopping online from a desktop or mobile device, by telephone or in a bricks and mortar store.

PCI DSS

Payment Card Industry Data Security Standard

POPI

South Africa's Protection of Personal Information Bill

POS

Point of Sale

SaaS

Software-as-a-Service

SLAs

Service Level Agreements

UC

Unified Communications is the integration of real-time, enterprise, communication services

VPN

Virtual Private Network

ABOUT BCX

BCX is one of Africa's leading premier ICT solutions and service provider with the technology, capability and skills to deliver end-to-end digital solutions for large and medium enterprises in the public and private sectors. BCX leads with an unrivalled ICT solutions embedded on the foundation of unmatched Data Centre and Network Infrastructure and include world class solutions in ICT consulting and digital readiness assessments; a complete range of managed solutions that include both LAN and WAN; unified communications and connectivity solutions. In addition, cloud computing technologies underpinned by best in class security solutions and a host of value added services that include enterprise mobility services and analytics software with a specialised competency in the IOT (Internet of Things) and big data solutions.

BCX is a leader in Service excellence and boasts the largest pool of ICT skills in Africa, unparalleled geographic reach and points of network presence across the continent. Our strategic vendor relationships with leading multinationals enable BCX to deliver best in class solutions across industry verticals with skills and expertise seamlessly deliver integrated services to our customers. BCX is committed to providing ICT solutions that reduce the cost of doing business, increase overall business productivity and empower businesses to use technology as a competitive advantage.

Migrate your business into the digital future – contact thoughtleader@bcx.co.za

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The BCX logo, with 'BC' in black and 'X' in black with a red diagonal slash through it.