Issue 2 2015
Édition 2 2015

Communications Africa Afrique

www.communicationsafrica.com

Mobile solutions that can help citizens in their everyday lives

Broadcast

The increasing demand for video services in Africa

Satellite

Innovative connections supporting industrial growth

CABSAT

Showcasing solutions, services and platforms

TIC

Le large bande mobile est la technologie de l'éducation

Europe €15 - Kenya KSH300 - Nigeria N400 - South Africa R20 - UK £10 - USA $16.50

FEATURES: ● Internet ● Mobile ● Infrastructure
REGULAR REPORTS: ● Bulletin - Agenda ● Equipment - Équipement

The Africa Coast to Europe (ACE) : a 17,000 km long broadband optical submarine cable between Africa and Europe

A two-phase project :

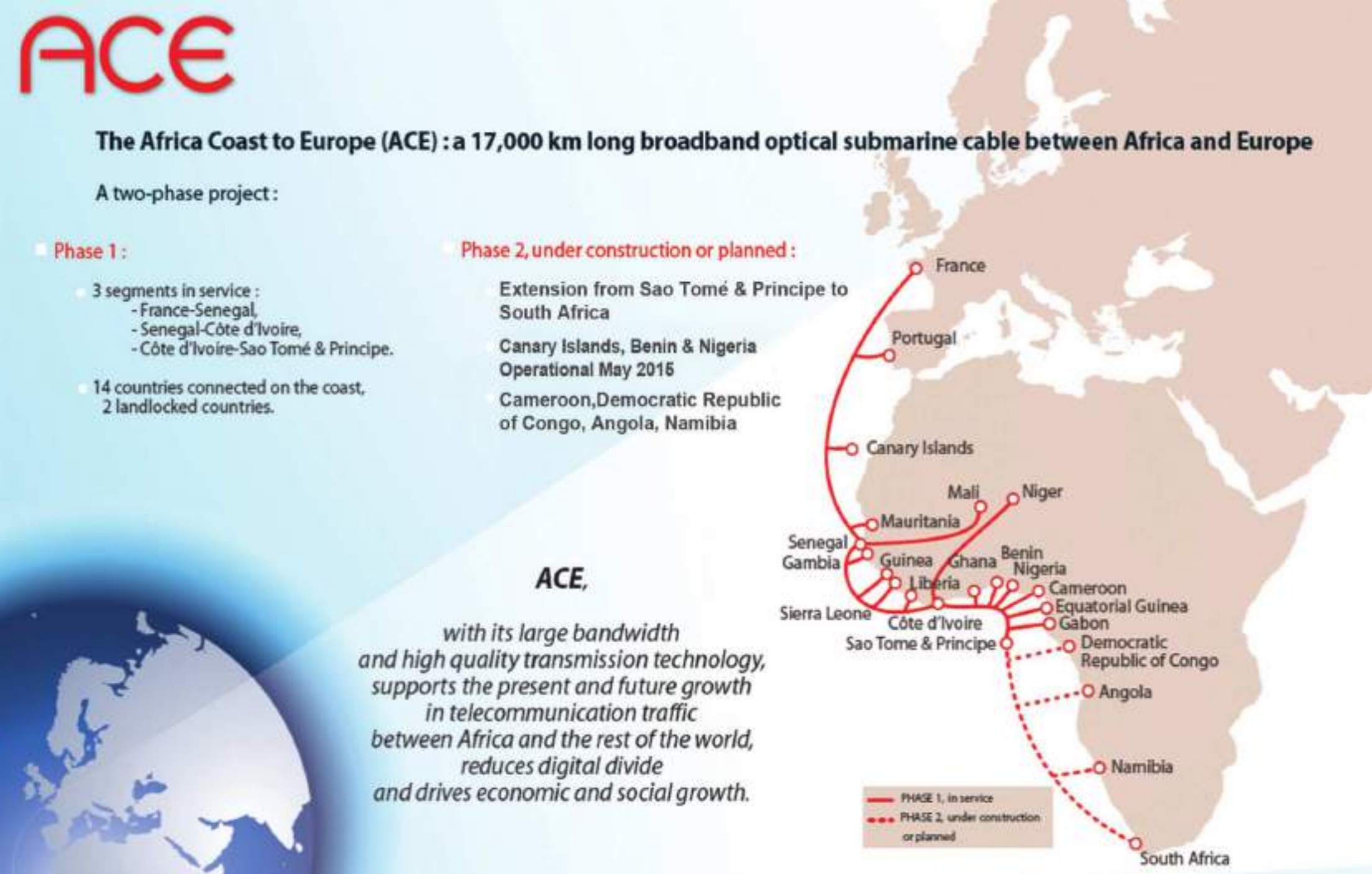
- **Phase 1 :**
  - 3 segments in service :
    - France-Senegal,
    - Senegal-Côte d'Ivoire,
    - Côte d'Ivoire-Sao Tomé & Principe.
  - 14 countries connected on the coast, 2 landlocked countries.

- **Phase 2, under construction or planned :**

  Extension from Sao Tomé & Principe to South Africa

  Canary Islands, Benin & Nigeria
  Operational May 2015

  Cameroon, Democratic Republic of Congo, Angola, Namibia



ACE,

with its large bandwidth
and high quality transmission technology,
supports the present and future growth
in telecommunication traffic
between Africa and the rest of the world,
reduces digital divide
and drives economic and social growth.

CONTENTS

FEATURES

A note from the Editor

THIS ISSUE OF Communications Africa/Afrique looks at the challenges faced by African operators as the continent's communications industry evolves. The key theme running through this issue is the impact of the satellite communications industry on Africa's key economic sectors. This edition also covers innovative connections supporting industrial growth.

Main Cover Image: Television Broadcast Gallery_Copyright antb
Inset: Brian Ngyaguma
Contents: Dish Satellite

Une note du rédacteur

DANS CE NUMÉRO de Communications Afrique/Afrique, il y a un article sur les technologies qui sont utilisées pour servir le développement de l'education. Particulièrement, il y a une solution pour donner aux habitants les plus pauvres des possibilités d'éducation analogues. Il y a aussi un article sur un organisme spécialisé, avec une structure de piloter une stratégie envers les fournisseurs de services aux administrations gouvernementales, les Ong et les organismes institutionnels.

ARTICLES

Managing Editor: Andrew Croft - andrew.croft@alaincharles.com

Editorial and Design team: Bob Adams, Prashanth AP, Sindhuja Balaji, Hiriyti Bairu Andrew Croft, Thomas Davies, Ranganath GS, Rhonita Patnaik, Prasad Shankarappa, Lee Telot Louise Waters and Ben Watts

Production: Nikitha Jain, Nathanielle Kumar, Donatella Moranelli, Rachel Neeson and Sophia White Email: production@alaincharles.com

Publisher: Nick Fordham

Publishing Director: Pallavi Pandey

Magazine Sales Manager: Steve Thomas - Tel: +44 (0) 20 7834 7676, Fax: +44 (0) 20 7973 0076, Email: stephen.thomas@alaincharles.com

Country	Representative	Telephone	Fax	Email
China	Ying Matthieson	(86)10 8472 1899	(86) 10 8472 1900	ying.matthieson@alaincharles.com
India	Tanmay Mishra	(91) 80 656 84483	(91) 80 40600791	tanmay.mishra@alaincharles.com
Nigeria	Bola Olowo	(234) 8034349299		bola.olowo@alaincharles.com
UAE	Camilla Capece	(971) 4 448 9260	(971) 4 448 9261	camilla.capece@alaincharles.com
USA	Michael Tomashefsky	(1) 203 226 2882	(1) 203 226 7447	michael.tomashefsky@alaincharles.com

Communications Africa Afrique

Audit Bureau of Circulations - Business Magazines

Head Office:
Alain Charles Publishing Ltd
University House
11-13 Lower Grosvenor Place
London SW1W 0EX, United Kingdom
Telephone: +44 20 7834 7676
Fax: +44 20 7973 0076

Middle East Regional Office:
Alain Charles Middle East FZ-LLC
Office 215, Loft 2A
PO Box 502207
Dubai Media City, UAE
Telephone: +971 4 448 9260
Fax: +971 4 448 9261

Subscriptions: circulation@alaincharles.com
Chairman: Derek Fordham
Printed by: Buxton Press
Printed in: April 2015
Communications Africa/Afrique is a bi-monthly magazine
ISSN: 0962 3841

Alain Charles Publishing
Serving the world of business

EMC showcases technologies at Satellite 2015

GLOBAL SATELLITE AND terrestrial communications solutions provider Emerging Markets Communications (EMC) has showcased its technologies at Satellite 2015 in Washington DC, in the USA - specifically, its SatLink VSAT high-throughput modems, which use TDM/TDMA to offer instantaneous bandwidth-on-demand with IP data throughputs from 128Kbps up to 150Mbps per VSAT. "We are continuing to make investments in technology and new services to meet the ever-changing satellite communications requirements of our customers in maritime, oil and gas, global enterprise and the NGO community," said Abel Avellan, CEO of Emerging Markets Communications.

More digital choice for African TV viewers

STRONG MEDIA SAL-OFF-SHORE (SMO) has signed a multi-year contract with Eutelsat Communications that equips it to take its pay TV operations in Africa to a new level. SMO has leased capacity on the Eutelsat 16A satellite to deploy a diversified range of English, French and Arabic-speaking television services over Sub-Saharan Africa, leveraging the group's proven distribution capabilities across the region.

Huawei eLTE solution acknowledged for TETRA integration

THE 'BEST INTEGRATION of Future Broadband with TETRA' award at the 2015 International TETRA Awards was presented to Huawei for its eLTE Solution, in recognition of its outstanding contribution to the development and evolution of the trunking industry. Based on 4G LTE standards, Huawei developed the wireless broadband eLTE solution to meet industry demands with a focus on catering to multimedia applications, and supporting interconnections with the TETRA system.

ITU and ETSI agree on network energy efficiency

THE INTERNATIONAL TELECOMMUNICATIONS Union (ITU) and the European Telecommunications Standards Institute (ETSI) have agreed a new standard to measure the energy efficiency of mobile radio access networks (RANs), the wireless networks that connect end-user equipment to the core network. The standard is the first to define energy-efficiency metrics and measurement methods for live RANs, providing a common reference to evaluate their performance, and is set to build uniformity in the methodologies employed by such evaluations, in parallel establishing a common basis for the interpretation of the results.

North Telecom selects MEASAT's AFRICASAT-1a for VSAT services

MEASAT SATELLITE SYSTEMS has reached agreement with North Telecom for capacity on the AFRICASAT-1a satellite, which will see North Telecom use AFRICASAT-1a's high-powered capacity to provide VSAT services across Africa; "AFRICASAT-1a's high spectral efficiency enables North Telecom to provide greater value to our customers," said Mohammad Reza Nazari, director of sales at North Telecom.

Emerging market demand for video content

THE GROWING INVESTMENT The growing investment in broadband infrastrucutre, with the improvement in network speed and performance, has opened up new opportunities to provide video over IP in emerging markets, as paid over the top (OTT) video services are gaining traction within hybrid business models - whereby services offer free content to expand the user base, but at the same time position premium transactional video on demand (TVoD) and subscription video on demand (SVoD) content to generate additional revenue. A report from industry experts Pyramid Research - *OTT Video in Emerging Markets: Monetisation Strategies and 5-Year Revenue Opportunity* - analyses the revenue potential of OTT video services across emerging markets, identifying and mapping key OTT video players from local telcos and pay-TV providers to pure-play OTTs, with best practices for differentiation and OTT video monetisation.

T-Systems South Africa gets the SAP stamp as a 'Partner Centre of Expertise'

ICT SYSTEMS OPERATOR T-Systems South Africa has been re-certified by SAP as a 'Partner Centre of Expertise' (PCoE) for a further two years, ending 31 March 2017. Shubna Harilal, head of horizontal and future solutions at T-Systems South Africa, said, "Our relationship with SAP has grown over the years to become multi-dimensional and mutually beneficial, and there is significant synergy to be leveraged within our areas of focus, including analytics, big data and the public and private healthcare vertical."

SES and SkyStream strengthen partnership

SATELLITE OPERATOR SES has confirmed that communications services provider SkyStream has renewed capacity on SES's NSS-6 satellite and has taken on additional capacity on SES's NSS-12 satellite to deploy VSAT networks across the Middle East; SkyStream will utilise the Ku-band capacity on NSS-6 at 95 degrees East and NSS-12 at 57 degrees East to serve the maritime and oil and gas industries.

Cerillion Technologies expands OSS footprint

CERILLION TECHNOLOGIES, A leading provider of billing, charging and customer management systems, has acquired netSolutions, a geospatial location network inventory business, from Ubisense Group plc for an undisclosed fee. This strategic acquisition will enhance Cerillion's BSS/OSS portfolio, enabling it to address the end-to-end service management needs of next generation networks, as well as extending its reach into other industry verticals. "The acquisition of netSolutions is a perfect complement to our BSS/OSS product suite and our global customer base," commented Louis Hall, CEO, Cerillion Technologies.

African B2C E-Commerce set to grow

A NEW REPORT by Hamburg-based business intelligence organisation yStats.com entitled *Africa B2C E-Commerce Market 2015* shows that although lagging behind other world regions in development of online retail, African B2C e-commerce is expected to rise, stimulated by increasing Internet penetration, improving infrastructure and in particular the increase in mobile connectivity. While countries of the continent vary in advancement of online shopping, each of them has potential for further growth. B2C E-Commerce sales are forecast to grow at high rates to a double-digit number in EUR billions in the next three years, according to the report.

South Africa and Nigeria are the continent's leaders in online retail development. While South Africa is significantly ahead of all other countries in the continent by indicators such as Internet, smartphone and payment card penetration, its B2C E-Commerce market potential is still largely untapped, with online accounting for only slightly more than 1 per cent of total retail sales last year.

See https://www.reportbuyer.com/product/1930492/.

African B2C E-Commerce is on the rise

www.koel.co.in

Kirloskar

Enriching Lives

Ensuring you stay connected to your dear ones 24x7

Kirloskar Green Gensets

POWERFUL PERFORMANCES ACROSS AFRICA

Testimony to the in-built excellence of Kirloskar Green Gensets is provided by the fact, that there are over 85,000 of them helping keep telecom towers across India up and running round-the-clock. Tried, tested and proven in one of the largest mobile telephony markets in the world, there are another 4,000+ gensets deployed in similar applications across Asia, Middle East and Africa.

Obviously, when it comes to reliably keeping people connected around the world, Kirloskar Green Gensets have few equals.

Advantage user

- Largest selling genset brand in the 5 to 625 kVA range
- Reliable and complete power solution
- Sales, spares and service network across Africa
- High powered performance
- Unmatched fuel economy
- Easy and low maintenance
- Long lasting
- Low noise and vibration levels

DISTRIBUTORS

Ethiopia
Ultimate Motors PLC
ummarketing@ethionet.et

Nigeria
Bhojsons PLC
pra1234@yahoo.com

South Africa
Kirloskar Engines South Africa (PTY) Ltd .
vinay@kirloskar.co.za

Sudan
CTC Group - Digitech Electro-Mechanical Business \ Unit (DEM)
yahya.gasim@ctcgrupltd.com

Tanzania
Incar Tanzania Ltd.
gm@incartz.com

Zambia
SARO AGRO Industrial Ltd.
amin@saroagri.co.zm

KIRLOSKAR GREEN POWER IDEAS

Head Office: Laxmanrao Kirloskar Road, Khadki, Pune - 411 003, India.

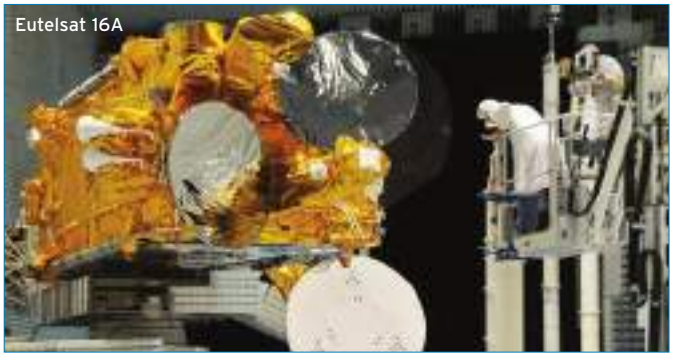
Kenya Office: Kirloskar Kenya Ltd. Tel: + 254 20 6536632, Email: rspatil@kirloskar.co.ke

South Africa Office: Kirsons Trading (SA) (PTY) Ltd. Tel: +27 (0) 115536900, Email: kirsons@kirloskar.co.za

Le lancement de My TV Smart, Ma TELE et Shashatee sur le satellite Eutelsat 16A

STRONG MEDIA SAL-OFF-SHORE (SMO) a signé avec Eutelsat Communications un contrat pluriannuel qui va lui permettre de franchir une nouvelle étape dans le développement de ses activités de télévision payante en Afrique. A travers des ressources de diffusion louées sur le satellite Eutelsat 16A, et tout en s'appuyant sur son réseau de distribution dans la région, SMO proposera en Afrique subsaharienne des services de télévision payante en anglais, français et arabe.

Appelés « Ma TELE » et « Shashatee », les nouveaux bouquets francophone et arabophone de SMO seront lancés en avril. Ils tireront parti de la forte puissance du faisceau du satellite Eutelsat 16A qui couvre l'Afrique et viendront rejoindre sur ce même satellite le bouquet « My TV », qui a évolué vers une nouvelle version baptisée « My TV Smart ». « Ma TELE » ciblera dans un premier temps de potentiels abonnés en Côte d'Ivoire et en République Démocratique du Congo à travers une offre de 30 chaînes comprenant les grandes chaînes de Ma TELE pour le marché africain, le service BIS Africa d'AB Sat, ainsi que plusieurs chaînes non-cryptées (diffusées en clair).


Eutelsat 16A

Strong est à la fois l'un des principaux et l'un des plus anciens fournisseurs de matériel grand public de réception de télévision numérique par satellite. L'entreprise réunit des activités centrées autour de la distribution, du support technique et de l'après-vente de ce type de matériel, réparties dans un certain nombre de pays d'Afrique subsaharienne. Les nouvelles offres de télévision payante vont s'appuyer sur l'expérience de Strong dans la distribution et vont venir compléter son catalogue complet de matériel destiné à équiper le domicile du grand public.

Samer Mourad, directeur général de SMO, a déclaré : « Nous sommes heureux d'annoncer le lancement de nos nouveaux bouquets en Afrique subsaharienne. Nous avons sélectionné Eutelsat 16A compte-tenu de l'attractivité de sa position orbitale et de son poids considérable en termes d'audience dans les marchés que nous ciblons. »

Michel Azibert, directeur commercial en charge du développement d'Eutelsat, a ajouté : « Notre position à 16° Est se développe rapidement et devient une référence pour les télédiffuseurs africains et internationaux. Le talent de Strong qui sait réunir des contenus numériques de premier plan, associé à sa capacité à s'assurer que les téléspectateurs bénéficient d'équipements de qualité et à prix compétitifs, jettent les bases pour de futures perspectives de croissance. L'accès aux contenus numériques en Afrique s'accélère grâce à notre travail aux côtés de Strong. »

Orange rachète les droits et les parts d'Orascom dans la société Mobinil (ECMS)

OTMT (ORASCOM TELECOM Media and Technology) et Orange ont convenu d'un accord pour le rachat par Orange de toutes les parts et droits de vote détenus directement et indirectement par OTMT dans ECMS (Egyptian Company for Mobile Services), une entreprise cotée en bourse sur le marché égyptien; ECMS, qui offre ses services sous la marque Mobinil, est l'un des premiers opérateurs télécom égyptiens.

Samsung lance l'École intelligente au Sénégal

LE MINISTÈRE DE l'Éducation du Sénégal et Samsung Electronics Africa ont lancé une solution d'éducation mobile visant à créer un changement positif et à fournir une expérience en classe supérieure et interactive pour les apprenants.

Installée à l'école secondaire du plan Jaxaay, l'initiative École intelligente de Samsung est une plate-forme intégrée qui inclut une fonction de supervision et de contrôle – qui permet aux enseignants de garder une trace du contenu éducatif sur les écrans de leurs apprenants – une fonction de partage d'écran et de questions et réponses en temps réel.

« L'avenir de l'éducation est basé sur l'accès à l'information et la collaboration au niveau local et mondial. Enseigner et apprendre est devenue social ; c'est devenu possible avec l'émergence d'initiatives telles que l'École intelligente de Samsung, » a déclaré Samba Guisse, Conseiller en TI, Département des ressources humaines au ministère de l'Éducation nationale au Sénégal.

La branche citoyenneté d'entreprise de Samsung a toujours soutenu le développement de l'éducation en vue d'avoir un impact sur la société et l'économie. Samsung estime que l'accès à la technologie peut créer de nouvelles possibilités d'apprentissage pour les étudiants, leur ouvrant la voie vers la formation continue et le développement personnel afin d'acquérir les connaissances et les compétences nécessaires dans la société d'aujourd'hui.

Lancées dans le pays en partenariat avec Millennium Connect Africa, les Écoles intelligente de Samsung font partie du programme de l'entreprise à grande échelle de citoyenneté africaine, conçu pour avoir un impact positif sur la vie des Africains.

Les Écoles intelligentes ont également été installés dans les pays comme le Mali, l'Afrique du Sud, le Kenya, le Rwanda, la République démocratique du Congo et le Soudan.

MTN Côte d'Ivoire signe avec SUMMVIEW pour diffuser des chaînes live et des VOD sur mobile

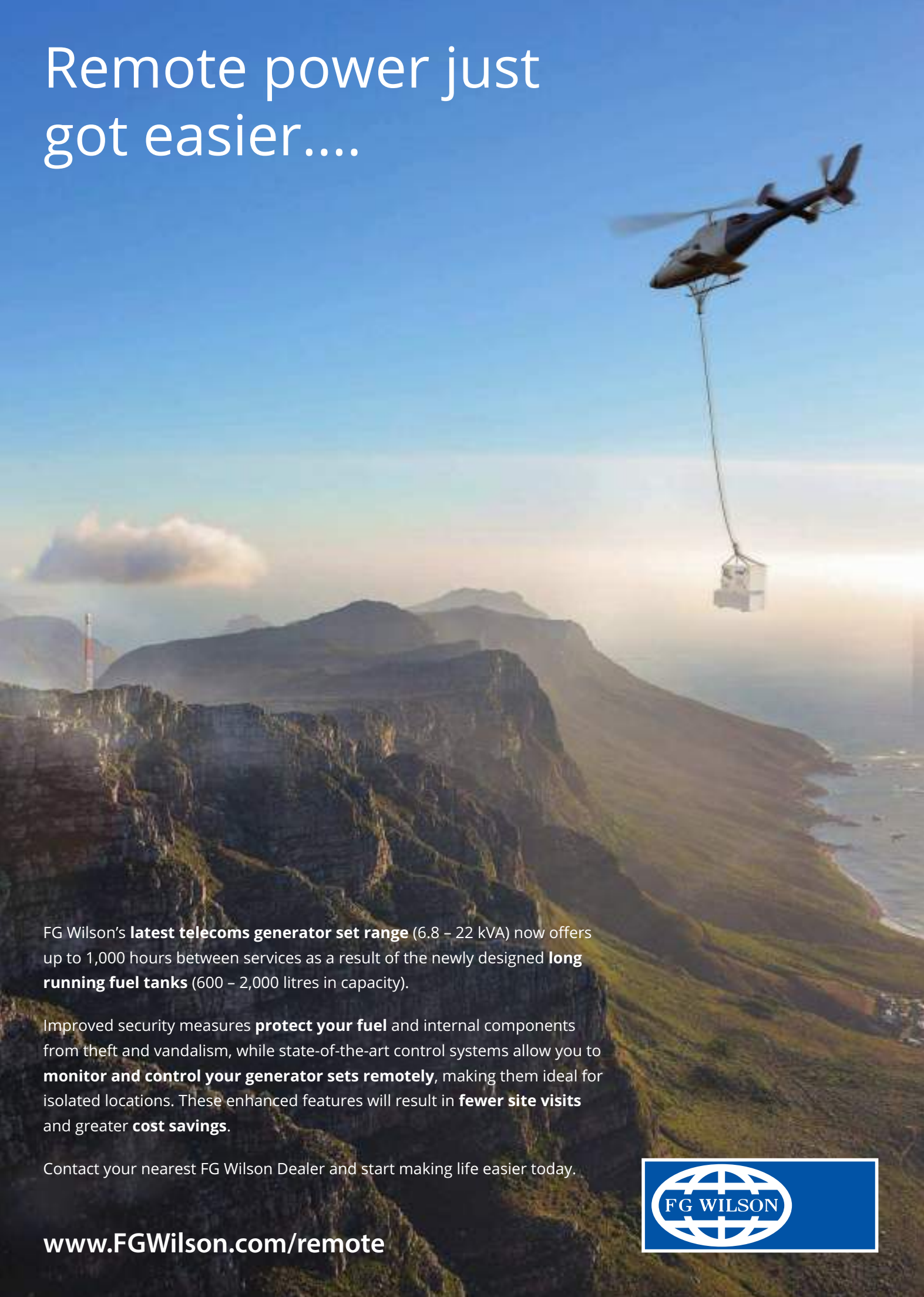
MTN CÔTE D'IVOIRE a signé un partenariat stratégique avec SUMMVIEW qui a permis le lancement d'un nouveau service dénommé « MTN TV » et accessible sur mobile; avec ce service, MTN Côte d'Ivoire offre à ses utilisateurs la possibilité d'accéder depuis leurs smartphones et tablettes, à un ensemble de chaînes de TV diffusées en direct ainsi qu'à des contenus à la demande. Les utilisateurs peuvent télécharger gratuitement l'application MTN TV sur le site web de MTN CI ou sur Google Play Store et ont la possibilité de souscrire pour une journée, une semaine ou un mois.

La mise à disposition de vidéos sur les smartphones et tablettes repose sur la plateforme développée par SUMMVIEW. En quelques clics, l'utilisateur accède, depuis son terminal, à un catalogue de chaines live et à des vidéos à la demande.

« Avec MTN TV, MTN Côte d'Ivoire enrichit son offre de services et d'applications mobiles et met à la disposition de ses abonnés, une offre innovante de qualité de contenus sur mobile tant en information qu'en divertissement. L'offre « one stop shop » de SUMMVIEW a permis de maitriser les coûts et de sécuriser les délais. En déployant ce nouveau service, MTN poursuit ses actions pour offrir à ses clients un nouveau monde numérique et contribue à l'émergence d'une Côte d'Ivoire digitale», a expliqué Monsieur Wim VANHELLEPUTTE, Directeur Général de MTN Côte d'Ivoire.

Pour Monsieur Denis PAGNAC, CEO de SUMMVIEW, «SUMMVIEW est heureux de fournir le service MTN TV. La solution SUMMVIEW Content Delivery Solution (S-CDS), plateforme SaaS en marque blanche, est conçue pour répondre aux besoins spécifiques de chaque client et permet ainsi à MTN CI de proposer son propre service de vidéo sur mobile en bénéficiant de l'expertise de SUMMVIEW dans le domaine de la distribution de contenus vidéo sur téléphone portable. »

Remote power just got easier....



FG Wilson's **latest telecoms generator set range** (6.8 – 22 kVA) now offers up to 1,000 hours between services as a result of the newly designed **long running fuel tanks** (600 – 2,000 litres in capacity).

Improved security measures **protect your fuel** and internal components from theft and vandalism, while state-of-the-art control systems allow you to **monitor and control your generator sets remotely**, making them ideal for isolated locations. These enhanced features will result in **fewer site visits** and greater **cost savings**.

Contact your nearest FG Wilson Dealer and start making life easier today.

FG WILSON

www.FGWilson.com/remote

Events/Événements 2015

MAY/MAI

6-7	East Africa Com	Nairobi, Kenya	eaafrica.comworldseries.com
12-13	Ecommerce Show Middle East	Dubai, UAE	www.terrapinn.com
12-14	DISTREE Middle East	Abu Dhabi, UAE	www.distree-me.com
13-14	Banking & Mobile Money Uganda	Kampala, Uganda	aitecafrica.com
19-21	Critical Communications World	Barcelona, Spain	criticalcommunicationsworld.com
19-21	Mobile Money & Digital Payments Africa	Johannesburg, South Africa	www.mobile-money-africa.com
20-22	eLearning Africa	Addis Ababa, Ethiopia	www.elearning-africa.com
25-26	Carriers World Africa	Johannesburg, South Africa	www.terrapinn.com
25-26	World Rural Telecoms Congress Africa	Johannesburg, South Africa	www.terrapinn.com
26-27	Connected Africa	Johannesburg, South Africa	www.terrapinn.com
26-27	Satcom Africa	Johannesburg, South Africa	www.terrapinn.com

JUNE/JUIN

8-12	IEEE International Conference on Communications	London, UK	icc2015.ieee-icc.org
9-10	Connecting West Africa	Dakar, Senegal	westafrica.comworldseries.com
10-12	DISTREE Africa	Nairobi, Kenya	cms.event-catalyst.com/dafrica
17-19	Convergence Africa World	Nairobi, Kenya	convergenceafricaworld.com
23-24	Digital Home World Summit	London, UK	smarthomeworld2015.com
23-25	LTE World Summit	Amsterdam, The Netherlands	lteworldsummit.com
24-25	Cloud World Forum	London, UK	cloudwf.com
24-25	MVNOs Industry Summit	Johannesburg, South Africa	mvnosworldcongress.com
30-1 July	VAS Africa	Johannesburg, South Africa	vasafrica.comworldseries.com

JULY/JUILLET

6-8	PACT 2015	Kampala, Uganda	ib2com.org/PACT
15-17	5Mediatech Africa	Johannesburg, South Africa	mediatech.co.za

Mobile West Africa leads with industry-wide support

ALL AMBER, WHICH organises technology conferences across sub-Saharan Africa, secured a wide-ranging selection of international and local partners for the fifth edition of Mobile West Africa, recently held in Lagos, Nigeria.

The sponsors and exhibitors at the event included: MTN Nigeria, Airtel Nigeria, Etisalat Nigeria, Eskimi, VConnect, Gidi Mobile, Opera Software, MoboFree, Uber, MyMusic, Basebone, Mozilla, Jovago, Wiko Mobile and MTech Communications. All Amber founder Matthew Dawes commented, "The amount of industry support we've received is unprecedented and it's an illustration of how far the event has developed since it started in 2011. To secure MTN, Airtel and Etisalat - as well as international players like Mozilla, Opera and Basebone – and then have the support of key local stakeholders such as Eskimi, Gidi Mobile, MTech and MoboFree, reflects the will within the industry to keep it moving forwards."

The fifth edition of Mobile West Africa was held in Lagos, Nigeria

Since 2011, Mobile West Africa has grown in both numbers and reputation. Each year, the conference brings together the best brains in the mobile ecosystem and covers the evolution of mobile data, products and services in West Africa. The Mobile West Africa 2015 agenda was split into distinct sessions over two days, and included presentations by leader representatives in mobile, gaming, access, entertainment, apps and content. For the first time, there was also a session on the debate surrounding the future of mobile money.

Accenture and Amref Health Africa join forces to improve healthcare services across Africa

ACCENTURE AND THE Accenture Foundations have issued Amref Health Africa with a further US$3mn grant to help the organisation improve its mobile health training programme aimed at 3,000 community health workers in Kenya.

According to Accenture, the grant brings the firm's funding efforts to Amref Health Africa to more than US$7.3mn since 2005.

The grant from Accenture will be used to support a mobile health training programme for 3,000 community health workers in Kenya

This grant is a part of Accenture's initiative, Skills to Succeed, which is training more than 700,000 people across the globe with the skills to get a job or set up a business. The MPESA Foundation has offered an extra US$1.5mn in funding.

Community health workers provide a key role in providing healthcare services to communities, however do not provide training and support to deliver them effectively. Accenture's two year grant will enable Amref Health Africa to grow its Health Enablement and Learning Platform (HELP) – which provides community health workers with flexible, mobile access to skills training and support tools across Africa.

HELP, which was piloted in 2013, is a mobile health learning platform created in partnership with Vodacom Mezzanine's Helium platform, and Safaricom – a Vodafone affiliate in Kenya. HELP is working in line with Vodafone's mhealth portfolio, which has developed a network of global partnerships, creating better access to healthcare services through its customer reach and scalable mobile health solutions. Vodafone and Safaricom will continue to offer scalability and mobile solution expertise with technology partner Mezzanine.

"Through this collaborative partnership, we are leveraging technology and delivering measurable solutions that will make a profound impact across sub-Saharan Africa," said Jill Huntley, managing director, Global Corporate Citizenship, Accenture.

"By harnessing the power of mobile, Amref Health Africa is delivering job and medical skills training at speed and scale – a critical component in improving the health as well as the long-term economic sustainability of communities in Africa."

Ericsson partners with Unitel on commercial LTE network

ERICSSON HAS COLLABORATED with Unitel to offer LTE-A carrier aggregation, enabling operators to use spectrum more efficiently to deliver better user experience.

The two companies will develop the end-to-end LTE-Advanced (LTE-A) Carrier Aggregation (CA) solution capable of supporting data speeds up to 450 Mbps.

According to Ericsson, this will be the first time 450 Mbps speed has been rolled out on a commercial LTE network in Africa and is also one of the first demonstrations of its kind in the world.

"The 450Mbps demo in Unitel's LTE commercial network ascertains our leading position in technological innovation not only in Angola, but globally," stated Amilcar Safeca, board member and deputy CEO, Unitel.

iSAT Africa launches managed services on Africsat-1a

MEASAT SATELLITE SYSTEMS has announced it has entered into partnership with iSAT Africa Ltd. Fzc. for capacity on the AFRICASAT-1a satellite.

Under the new deal, iSAT, provider of satellite solutions for transmission of video, data and voice services, will use the capacity on AFRICASAT-1a for its new managed services platform launched in March 2015.

The platform implements the latest DVB-S2x technology which when used in combination with AFRICASAT-1a's powerful beams, delivers higher spectral efficiency. This enables iSAT to offer more cost-effective and competitive managed s ervices to its customers.

"iSAT's years of experience and proven managed service platforms has taken a leap forward by taking advantage of AFRICASAT-1a's high bandwidth efficiency across the African continent," said Rakesh Kukreja, managing director, iSAT Africa.

Kukreja added that "MEASAT's understanding of the market and customer centric approach has made us choose AFRICASAT-1a for iSAT to grow our services across Pan-African region."

"MEASAT is delighted that a reputable and fast-growing company such as iSAT has once again chosen AFRICASAT-1a, which reaffirms it as the preferred satellite to serve the pan-African market," said Raj Malik, senior vice president – sales and marketing, MEASAT. According to Malik, AFRICASAT-1a will play a vital role in meeting Africa's rising demand for managed services.

This new agreement represents iSAT's and MEASAT's relationship in each other and AFRICASAT-1a, following an initial capacity commitment in October 2014, to provide VSAT services across Africa.

Africa Online to launch new services in Tanzania

PAN-AFRICAN SERVICE PROVIDER Gondwana International Networks (GIN), parent company to the Internet service provider Africa Online, is preparing to expand its VSAT services in Tanzania in addition to launching a managed infrastructure and services solution called iManage. Africa Online was acquired by GIN in December 2013.

"With the iManage suite of value-added services, Africa Online has packaged an excellent combination of software and infrastructure as a service, which compliments its connectivity solutions as well as serving customers on other access networks. This means that customers don't procure hardware, and as a result have no upfront cost. This gives customers the best of the cloud with essential managed services on the ground," said Kenneth Munyi, managing director of Africa Online.

Winston Smith, general manager, terrestrial services for GIN and Africa Online, commented that the group sees tremendous potential in the East African territories and, alongside its subsidiaries in Kenya and Uganda, views Tanzania as a key growth sector. He said, "We have a licensed terrestrial wireless and VSAT networks in Dar es Salaam and have significant plans to grow and expand it."

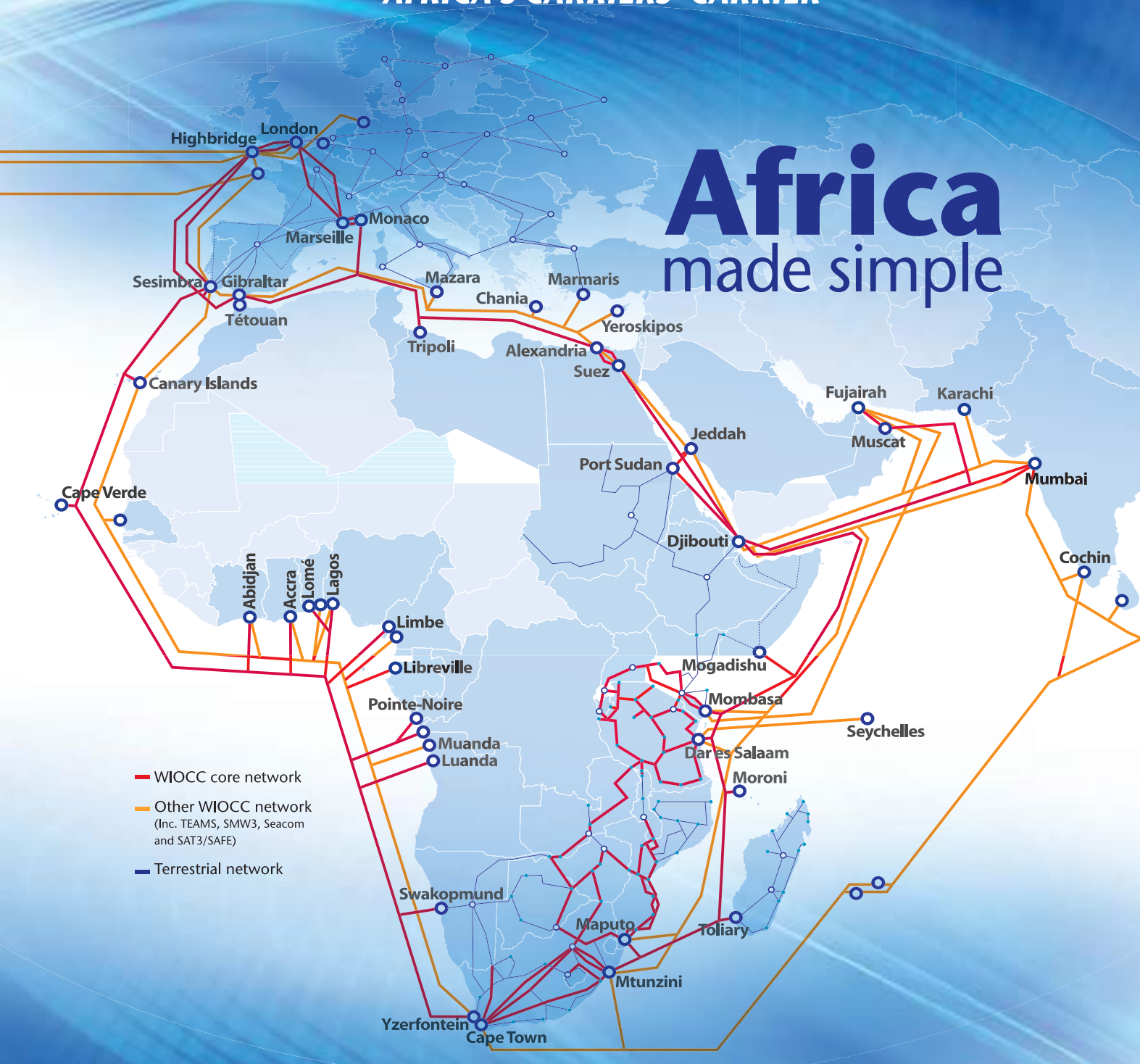
The Tanzania business will utilise group capabilities and synergies in technology, networks and skills to drive expansion.

"Africa Online is very excited about the VSAT expansion in Tanzania in both the consumer and enterprise markets. VSAT offers easy to deploy connectivity solutions, which compete very favourably with other terrestrial offerings like DSL and fibre. The extensive reach and coverage of multiple satellites operated by GIN provides connectivity in both metropolitan and rural markets across the extent of Tanzania. The company has rolled out a 'free equipment' promotion to aid customers service uptake by bringing the service within the reach of many users.

Smith said, "There is significant demand for level three managed services support as cloud simply cannot deliver on its own."

WIOCC

AFRICA'S CARRIERS' CARRIER



As Africa's award-winning carriers' carrier, WIOCC has built its business around simplifying the complexities of African telecoms markets for its customers.

The pace and scope of change in connectivity supply and bandwidth demand are rapid, making the cost-effective balance of network capacity, diversity and reach, a challenge.

This is why WIOCC operates a one-stop shop, managed end-to-end service, taking care of all aspects of procurement, commissioning and operational management – from complex commericial negotiations to management of solutions encompassing multiple networks.

If you are looking to optimise your service offering in Africa contact WIOCC.

Your partner in Africa

Contact us at info@wiocc.net

www.WIOCC.net

NEC outlines vision for mobile networks at MWC 2015

NEC CORPORATION SHARED its vision for 5G next generation mobile networks at Mobile World Congress 2015, held 2–5 March in Barcelona, Spain.

The firm issued three white papers focusing on the "Network evolution toward 2020 and beyond", which outlines the latest technologies that will be rolled out as companies look to using 5G technology. Firstly, "*Reinventing Transport Networks for the Future",* which explores mobile backhaul; secondly *"MassiveElement Antenna for Small Cell solutions in 5G",* which looks at Massive MIMO, one of the advanced technology elements of 5G; finally *"Massive Element Antenna for Small Cell solutions in 5G"* looks at Radio Access Network (RAN) technology and how to implement 5G technologies.

According to NEC, the future of mobile networks with ICT enabled urban and industrial infrastructure will bring various benefits to customers and businesses in a diversity of vertical sectors. Using advanced technologies will enable the world to better support growing, ageing and more urban populations. This includes ultralow latency connectivity for driverless cars, kilobits per second connectivity for M2M sensor networks for health and environmental monitoring, and up to a hundred megabits per second for ultra high definition video broadcasting to mobiles.

Mobile World Congress 2015 took place between 2–5 March in Barcelona, Spain

"Network evolution towards 2020 and beyond"

NEC's white paper lists key enabling technologies in the Network 2020, such as more intelligent transport systems that use sensor information and video from connected cars and road infrastructure. The white paper also explores how big data analytics can help people drive more safely, lower congestion and reduce greenhouse gas emissions. New personal entertainment services, including 4K ultra high definition video, will enable consumers to turn on "metadata labels" relating to content.

The NEC stated that the network will need to support improved logistics visualization, which integrates the location information relating to individual items within a cargo shipment that various companies will be held responsible for, with the operational information relating to the transportation system.

LTE MENA celebrates growth with advanced technologies

THIS YEAR'S LTE MENA, held in Dubai, UAE, 11-13 May 2015, brings together the entire regional LTE ecosystem to celebrate MENA's significant LTE growth over the last 12 months and to explore advanced technologies including SDN, NFV, 5G and LTE-A. The key emphasis is on digital innovation and integrating technology to improve the daily lives of subscribers.

MENA is an extremely diverse region of 23 countries made up of leading innovators driving the mobile broadband market, and emerging players beginning to harness the potential of LTE to generate revenues from new services. Leading operators, such as Etisalat and du, are working towards increased network capacity as they steer towards LTE-A, VoLTE, Carrier-aggregation, Wi-Fi and 5G, while the emerging markets enjoy successful LTE rollouts and expansions.

As a future Smart City, Dubai provides the perfect location for LTE MENA. Major regional operator, du has been selected as the Official Smart City Wi-Fi provider in Dubai, successfully expanding its Wi-Fi network to major landmarks in the UAE. Ayman Elnashar, the senior director for wireless broadband, terminals & performance operations at du, will join the conference to discuss du's Wi-Fi rollout. He said, "LTE is increasing exponentially in MENA so the next major evolution of LTE is the introduction of VoLTE with eSRVCC to maintain the user experience. LTE MENA is the only venue in the MENA region that is dedicated to LTE and therefore it's the right forum to discuss all LTE relevant topics and also the evolution to LTE-A including CA, HetNet, eICIC, CoMP and eMBMS."

http://mena.lteconference.com
@LTEWorldSeries

Millicom launches Rwanda's first mobile-based savings product with Tigo Cash

INTERNATIONAL TELECOMMUNICATIONS AND media company Millicom has launched Rwanda's first mobile-based savings product through its Tigo operation. Tigo Sugira - with Tigo Cash - has been launched in partnership with Urwego Opportunity Bank.

Tigo's 2.5mn customers can sign up and open an account for free and within minutes, directly from their mobile by dialing *200*11# and selecting Tigo Sugira. All they need is a Tigo Cash account and a National ID. Customers can then instantly deposit and withdraw money from their savings account through Tigo Cash.

Tigo Sugira is the most convenient way to save, with an interest rate of seven per cent annually - the best in the market. Whether deposits, withdrawals or opening an account, the service is offered free of charge. Customers earn seven per cent interest based on daily average balance, no matter what their balance is, and this interest is paid quarterly.

With Tigo Cash's large customer base and the biggest mobile money agent network in Rwanda, Tigo Sugira reaches people who have previously been excluded from the formal financial sector.

Commenting on the new service, Tongai Maramba, CEO of Tigo Rwanda, said, "Once again, Tigo is proud to launch an innovative product. Tigo Sugira is setting new standards for simple and user-friendly financial products. We are very excited to empower our customers even further."

Tineyi Mawocha, CEO of Urwego Opportunity Bank, added, "We are committed to bringing secure, convenient and affordable financial services to Rwandans who have traditionally been excluded from the formal financial sector, and we believe that Tigo Sugira aligns perfectly with this mission by enabling us to provide a secure and accessible savings product to all Tigo Cash customers in Rwanda."

Millicom has 9.5mn mobile money customers in its six Tigo operations in Africa, offering mobile, financial, cable and satellite services to more than 56mn customers in fourteen countries.

measat

AFRICASAT-1a: The Future of African Communications Today

Strategically located at 46.0°E, and supported by a world class set of partners across Europe, Middle East and South East Asia, AFRICASAT-1a provides the latest state of the art satellite platform to light up the African continent.

Tel: +60 3 8213 2188 **Email**: africa.sales@measat.com **Web**: www.africasat.com

ATG reports positive business climate at CABSAT

Broadcast, satellite and digital media event, CABSAT 2015, was hailed as a success, welcoming more than 900 exhibitors from 60 countries to the World Trade Centre in Dubai

ATG Middle East presented its portfolio for media, broadcast, terrestrial and satellite transmission systems and onsite client training

COMMUNICATIONS AND BROADCAST systems integrator ATG Middle East has reported a healthy and positive CABSAT 2015, held at the World Trade Centre in Dubai, UAE, in March. Representatives attending CABSAT 2015 included ATG's managing director, Dr Fares Lubbadeh, with sales & support engineer Raed Gotta - and colleagues from UK-based ATG Danmon: Christoffer Kay, managing director; Russell Peirson-Hagger, commercial director; and Jonathan Hughes, head of systems integration.

Dr Fares Lubbadeh commented, "CABSAT is a highly focused event, well supported by senior management from right across the industry. "The big international shows are to some extent the victim of their own success as there is so much to see in a very short timeframe. We experienced a good level of visitor traffic on all three days of the exhibition. Some very useful meetings were held with existing clients and potential customers in the Middle East and with visitors from as far afield as South Africa and India. We co-exhibited with Hiltron, a sister company within the Dan Technologies group, which promoted its products and supporting services in the satellite communications sector. It proved a good synergy as Hiltron's capabilities closely complement our own and those of our UK-based affiliate, ATG Danmon.

There was a lot of talk at CABSAT about 4K, given the rapid advances that have been achieved by domestic television display manufacturers

All three companies worked closely on a recent and highly successful project for a Middle East broadcast regulatory organisation. The show also proved a useful opportunity for in-depth discussions with major third-party equipment and software developers, many of whom were willing to share their product launch plans for the upcoming NAB Convention in Las Vegas. There was a lot of talk at CABSAT about 4K, given the rapid advances that have been achieved by domestic television display manufacturers. 4K home receivers are now very affordable, as indeed are lot of latest-generation 4K cameras. Competition between subscription-based channels will be a major driver for 4K as companies seek to differentiate themselves from their competitors. Beyond that, the wheel is likely to turn to 8K. We are in a dynamic industry. Long may it remain so." ✆

Russian Satellite
Communications Company

Visit RSCC at Connected Africa
Sandton Convention Center
26–27 May 2015

Communications highway for Africa

3 New Russian Satellites
for Africa in **2015**

www.rscc.ru

Innovative connections supporting industrial growth in Africa

The satellite communications industry is leading a 'revolution' in Africa's key economic sectors

OVER THE PAST decade, the development of Africa's satellite communications infrastructure has become inextricably linked to the continent's wider economic growth.

Information communication technology (ICT) using satellites are providing the backbone for Africa's much heralded communications revolution.

In the past, telephone calls from urban centres in neighbouring African countries were often routed through Europe, and internet traffic consistently ground to a halt as oversubscribed satellite networks struggled to cope. Better satellite communication is now helping Africa to transform, not only its mobile telephony, but also its entire retail, banking, finance, defence, aviation and other economic sectors.

For example, e-commerce is beginning to take off in Africa and it is starting to challenge the continent's more traditional business models. A retail study conducted on behalf of the South African Council of Shopping Centres (SACSC) estimates that Africa and the Middle East's share of global e-commerce in 2015 will be two per cent. However, Google Research predicts that the market will expand by 2017. And a report by McKinsey & Company predicts that by 2025 e-commerce will account for 10 per cent of retail sales in Africa's largest economies.

Nowhere, though, will the benefits of a substantial leap forward in Africa's satellite communications infrastructure, be more keenly felt than in Africa's rural banking sector. Banking requires connectivity but in Africa connectivity through Mobile Telephony or Broadband in the rural areas is limited. Using satellite communications in the form of very small aperture terminals (VSATs) is proving to be a boon for banks operating in rural Africa.

A VSAT setup comprises a hub and a satellite that is orbiting in a geosynchronous orbit around 23,000 miles above the sky. And although more reliable medium Earth orbit (MEO) satellites are now coming on to the market, the equipment to track these satellites and maintain a connection is more expensive.

Financial concerns

In all instances, the information that is fed to the satellite enables remote bank branches to be connected back to their primary centre. This enables Africa's rural customers to benefit from ATM services, loan applications and other banking and business functions that were previously the preserve of the city, including real-time applications such as voice and video.

Africa's stock exchanges are also beginning to benefit from improvements in communication provided by satellites, albeit slowly. For example, the Nairobi Stock Exchange (NSE) is one of the fastest growing stock markets in the world. Yet despite its prime position in sub-Saharan Africa, accessibility to the NSE has been hamstrung by poor communications and impeded by the lack of mobile applications.

Information communication technology (ICT) using satellites are providing the backbone for Africa's much heralded communications revolution

In a presentation to the Exchange on the 'Challenges facing African Securities Exchanges' as it upgrades its information technology, Chris Mwebesa, chief executive of the NSE, described access to information and communications infrastructure as "abysmal to say the least".

He continued, "Achieving some form of 'universal access' is critical to Africa in order to make the information economy effective. A wide variety of information infrastructure possibilities exist such as multi-purpose info centres (MPCICs), global mobile personal communications via satellite (GMPCS)...could be considered by African stock exchanges to leap frog the technological divide."

And, he warned, "Securities exchanges that do not invest in information technology infrastructure, do so at the own peril."

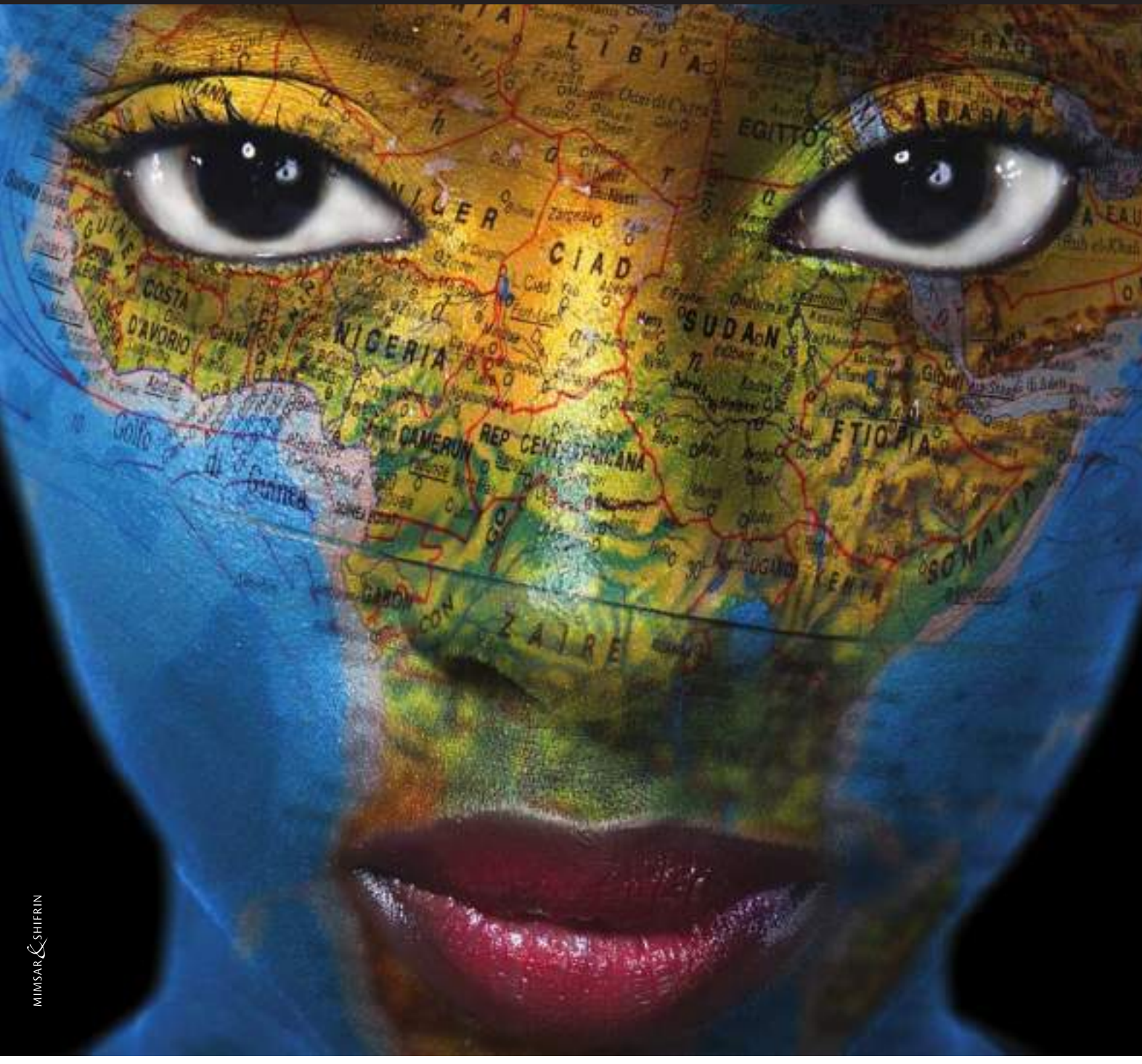
Taking advantage of growth

Meanwhile, the growth in satellite communications in Africa is spurring a rash of mergers and acquisition (M&A) activity in the sector as the various satellite companies vie to take advantage of the growth. In February 2015, global network and satellite communications service provider SpeedCast announced the acquisition of Geolink Satellite Services. Geolink is a provider of satellite communications solutions in the African region, and the acquisition is expected to strengthen SpeedCast's portfolio of mobile satellite solutions, and bolster its capabilities in Africa. Geolink is particularly strong in Africa's oil and gas, mining, media, NGO and maritime sectors.

Pierre-Jean Beylier, CEO of SpeedCast said that there are "interesting synergies" between the two companies. "With this acquisition, SpeedCast significantly enhances its capabilities to serve and support its customers in the African market, a key area of operations for the energy sector," he said. By joining SpeedCast, Geolink will be able to offer its customers a wider portfolio of products and services and better serve its customers' needs worldwide.

Also in February 2015, Orbital Tracking Corp, an American provider of satellite based tracking services, finalised the takeover of Global Telesat Communications Limited, a privately-

AMOS. EXPECT MORE

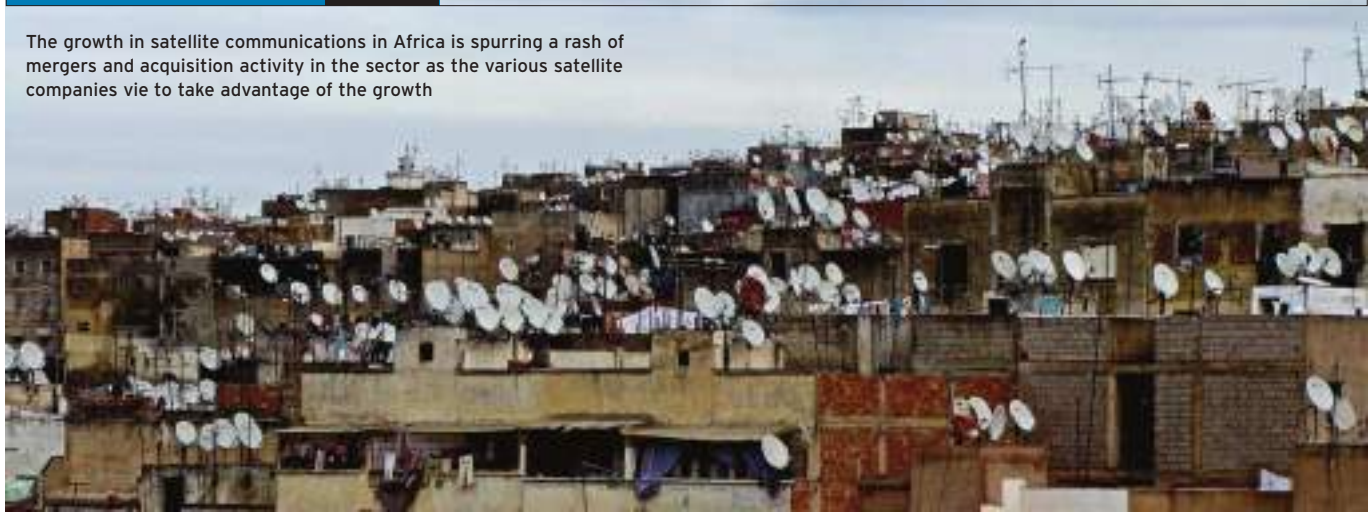


Focused on Africa with **three** satellites from three different orbital locations* and newly launched services designed to enhance ICT in Africa. **AMOS-5** at 17°E, delivering high-power Pan-African C-band and Ku-band capacity with access to Europe & ME. **AMOS-4** at 65°E with Ka-band over Africa and **AMOS-6** at 4°W with **HTS beams** over Africa enabling service providers to re-think their data business opportunities. **Cellular-Satellite Hybrid Broadband** solutions launched in Africa in 2014 offer fast and affordable internet to all.
Spacecom, an established satellite provider, a leader in CEE, serving Europe & the ME with **AMOS-2** and **AMOS-3** at 4°W 'hot-spot' and soon Africa - with **AMOS-6**.

*by 2016

AMOS by Spacecom

info@amos-spacecom.com • www.amos-spacecom.com



The growth in satellite communications in Africa is spurring a rash of mergers and acquisition activity in the sector as the various satellite companies vie to take advantage of the growth

held UK corporation. The acquisition will enable the company, which already operates various e-commerce retail and tracking portals worldwide, to expand into Africa's burgeoning e-commerce sector.

The company's new CEO and chairman, David Phipps, said, "By combining Global into Orbital Tracking Corp. we have created an enterprise...which will be the key to expanding our new business units within the rapidly growing Mobile Satellite Services marketplace."

An Asian example for African application

In March 2015, Intelsat and Azercosmos, the national satellite operator of Azerbaijan, teamed up to deliver a new telecommunications satellite. The Azerspace 2/Intelsat 38 satellite, which is currently scheduled for a 2017 launch, is expected to benefit Africa as well as Central Asia and the Pacific. Intelsat vice president of corporate strategy Bruno Fromont said that in combining efforts and sharing spectrum, Intelsat will gain a customised payload for direct-to-home (DTH) applications for the areas that Azercosmos first telecommunications satellite, Azerspace 1/Africasat 1, already covers. The new satellite will also allow Intelsat to provide connectivity for network and government applications in Africa.

Azercosmos' chief technical officer Wesley Wong told Via Satellite, "Azerspace 2 will basically augment our existing Ku-band coverage over those same regions as well as expand into Africa in Ku band, as opposed to C band, to meet customer's demands that we're seeing there."

He continued, "It is an education process - a lot of people start with the terrestrial systems...but then as they mature and develop in their own economies and infrastructure...they start looking at satellite services...for government services, their militaries, their own national securities start to look at it and when they start to see more and more examples of that, it certainly has that snowball effect and we start to see more requests."

While the two companies may have differing reasons for the partnership, as they begin the process of building and developing their new satellite, they agree that partnerships such as this are less common than they should be in the industry.

Information through the air

Meanwhile, satellite communications are also playing a significant and important role in African aviation. A recent deal involving Aireon, a subsidiary of Iridium Communications Inc, is expected to lead to improvements in the air traffic control (ATC) of up to 17 African states. A memorandum of agreement (MOA) was signed with the Agency for the Security of Aviation Navigation in Africa and Madagascar (ASECNA), which provides the ATC for Africa.

Under the terms of the accord, ASECNA will collaborate with Aireon to assess the requirements and benefits of space-based automatic dependent surveillance - broadcast (ADS-B) services in their airspace. The airspace covers six flight information regions (FIR) including the important Dakar oceanic FIR that connects Western Africa and Europe to South America and the Caribbean.

Amadou Ousmane Guitteye, director general of ASECNA said, "We're particularly interested in surveillance coverage over remote terrestrial routes within Niamey, Ndjamena and Brazzaville, as well as the oceanic routes in Dakar and Madagascar and expect that enhanced surveillance in the ASECNA FIR will not only generate efficiencies for the airlines but will also generate significant safety improvements for Africa while reducing the costs of infrastructure for ASECNA."

Aireon plans to provide the first opportunity for global air traffic surveillance as early as 2017.

But even as satellite communication is helping banking and commerce in rural Africa, so too is it starting to help bring healthcare to the tens of millions of Africans in rural communities that were previously denied it. At the 2015 African Healthcare Summit in London, in the UK, global mobile satellite communications services provider Inmarsat showcased solutions designed to support eHealth initiatives in Africa's rural areas that currently have no access to reliable terrestrial or mobile communications.

From telemedicine to teaching

The technologies included telemedicine via Inmarsat's BGAN, through the Inmarsat-4 (I-4) satellite network. The company also unveiled its latest IsatPhone2 handheld satellite phone and IsatHub - Inmarsat's recently-launched smart device connectivity service. Satellite voice and data communications services is enabling remote diagnosis, treatment, monitoring, sharing vital health statistics and telemedicine conferences with doctors based elsewhere - in real time.

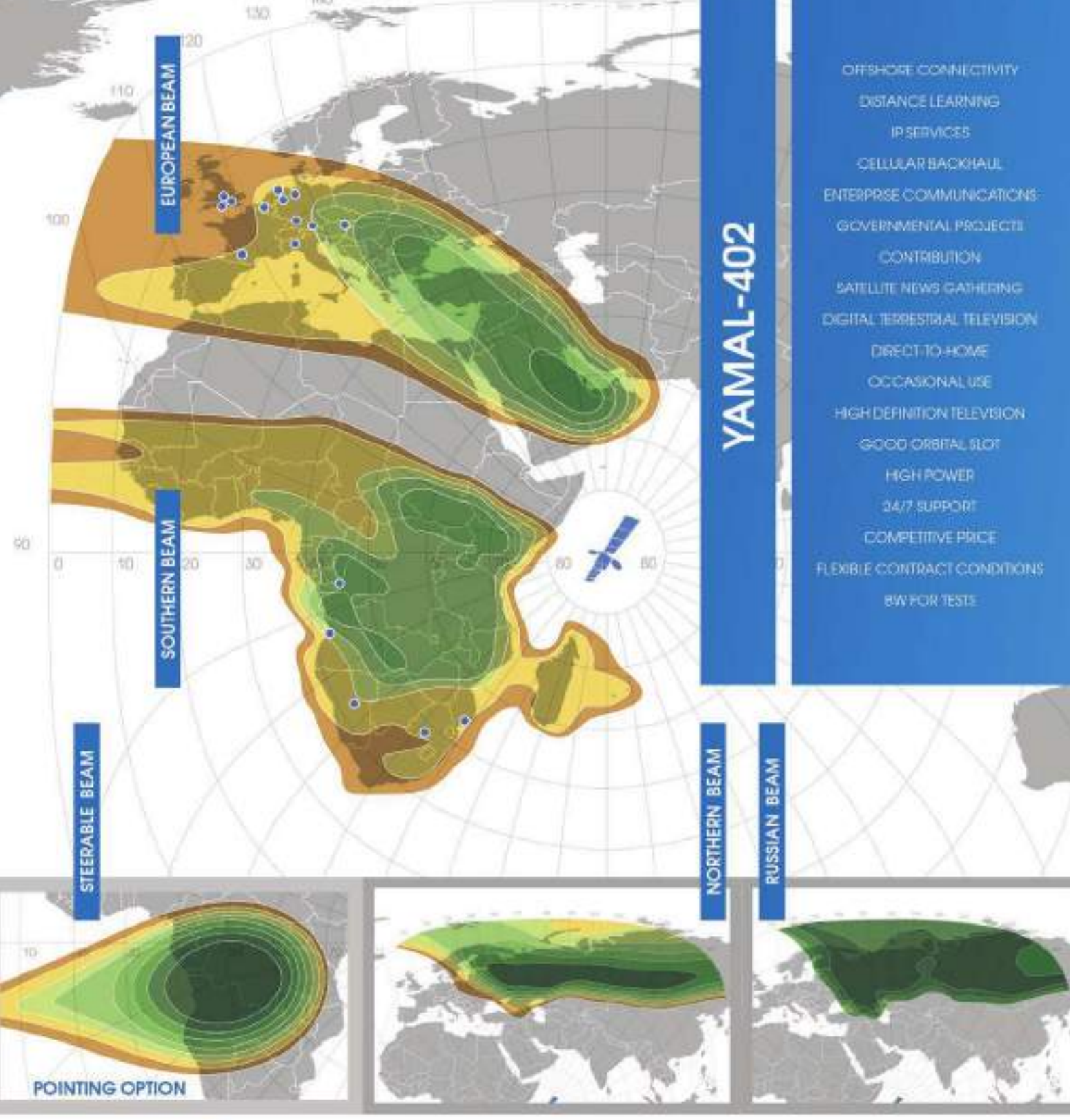
In the realm of education, meanwhile, Inmarsat, is participating at 'eLearning Africa' - an educational symposium, which will be held in Windhoek, Namibia, at the end of May 2015. The company will again showcase BGAN and also the upcoming Global Xpress superfast broadband service.

Describing the benefits of eLearning, Nada El Marji, lead sector development at Inmarsat, said, "Virtual tutoring, e-content, e-assessment and e-administration are all areas that are applicable to education and will bring many benefits to students in remote areas, closing the gap between urban and rural education levels."

In a continent, much of whose landline infrastructure suffers from chronic under capacity, poor maintenance and a lack of interconnectivity - both within the region and externally - the benefits of satellite communications can hardly be overestimated.

Prior to European colonisation, Africa's borders were unstructured and fluid, allowing for comparative ease of communication. It is ironic, though perhaps unsurprising, therefore that many African countries now look outward to space for the solution to the recently imposed logistical and infrastructural hurdles of communicating with their near neighbours. ✆

Nnamdi Anyadike



Legend: ● Operating Uplinks

EIRP	46 dBW	47 dBW	48 dBW	49 dBW	50 dBW	51 dBW	52 dBW	53 dBW
Dish Size	1,2м	1,0 м	0,9м	0,8м	0,75м	0,6м	0,6м	0,6м

DISCLAIMER: ANTENNA DIAMETERS ARE INDICATED FOR RECEIPT OF A TV PACKEGE IN SATURATED TRANSPONDER
CROSS-CONNECTION POSSIBILITY: EUROPEAN BEAM WITH SOUTHERN BEAM, NORTHERN BEAM WITH STEERABLE BEAM

GAZPROM SPACE SYSTEMS
www.gazprom-spacesystems.ru
Box 1650, Shchelkovo Post Office-12, Moscow Region, Russian Federation, 141112

As satcoms evolve, Africa Grows

Being able to communicate across the widest expanses of Africa is crucial to enabling social and economic growth, and satellite communications are improving the picture, Tim Guest reports

SATCOMS INFRASTRUCTURE AND technology have evolved in recent years and now offer mobile operators in Africa more viable ways of delivering profitable services to user segments and communities, which would previously have been neglected.

One company, using a vendor and operator-neutral business model to further satcoms underpinning of communications advances across Africa is iDirect. The company partners with operators at all levels, whether multinational mobile firms or single-country operators, as well as local integrators working across Africa. *Communications Africa* spoke to the company whose director of market development Richard Deasington said that Satcoms infrastructure had, indeed, made "steady progress in the past years".

He cited achievements such as iDirect's DVB-S2 — designed to improve bandwidth efficiency and service quality — and the company's efforts to reduce roll-off down to five per cent and to avoid adjacent channel interference, signals transmitted to a satellite are run through a filter and roll-off determines "how gradually or abruptly" the transmitted signal drops off after being filtered. The higher the roll-off factor the more gradual the drop off, and by improving the roll-off factor from 20 per cent to five per cent, service providers are able to either transmit more Mbps over the same amount of leased bandwidth, or lease less MHz from a satellite operator while still offering the same Mbps to their customers.

As another recent advance Deasington also mentioned is iDirect's 2D 16-State inbound coding, which provides greater efficiency due to its average 1dB gain and payload size choices. He then went on to say, "The introduction of high throughput satellites (HTS), which offer the promise of higher throughputs and lower costs, will likely lead to the biggest economic change. However, key changes have also happened in the cellular mobile industry with the introduction of lower cost, less power-hungry small cells. When combined with HTS carrier-class satellite backhaul, these changes help bring down the point of entry for communities sized from 50–300 people."

Satcoms can now offer a range of profitable services to user segments and communities, which would otherwise have been neglected

This last point has always been a bugbear from African operators, whether to spend vast amounts of money to deliver unprofitable services to just a few hundred people with very low ARPUs, or to wait until technology will make such efforts more viable. Well, the technology has arrived so such obstacles are being removed, he added.

As for Deasington's views on the technical challenges, which remain for satcoms infrastructure providers if they are to support African mobile operators better, he told CA, "The key challenge is power efficiency. You want to be in a position where the satellite terminal and the cell base station are both efficient enough to be powered from small solar/wind plus battery solutions. This goes hand-in-hand with solar charging stations for local devices, such as mobile phones. We have seen some interesting work from companies like Ericsson to combine the solar requirements of a base station with that of a village shop, or even a solar-powered water pump."

The introduction of high throughput satellites (HTS), which offer the promise of higher throughputs and lower costs, will likely lead to the biggest economic change in the continent

From challenges to solutions, he added that "most people will not have laptop or desktop computers and as the data-centric world makes its way to the most remote parts of the continent, the low-cost smart phone will be the key enabler for the digital revolution". With this in mind, iDirect's Deasington had this advice for new mobile entrants in Africa. "This means that the best option for most new networks will be a leap straight to 4G LTE, leapfrogging 3G. It provides higher speeds, better efficiency and wider coverage for the same power budget. Until recently, the cost of handsets has been a handicap, but this concern is being reduced due to the fact that newer phones are now built with multi-standard chips."

As to how increasing demand for high-bandwidth services in rural regions has impacted satcoms providers, he said that the arrival of higher bandwidth demands, driven by the move to 4G and the data revolution, has

Epic Flexibility, Endless Connectivity

Reliable, five-bar connectivity for service providers in emerging markets

With Epic^{NG}, Intelsat's next-generation, high-throughput, backhaul solution, delivering future connectivity in Africa just got easier. Intelsat Epic^{NG} is engineered for mobile operators that need to serve remote customers, across any terrain, regardless of conditions. Best of all, Epic^{NG} works with your existing infrastructure, making it the most cost-effective and reliable solution for your network.

Only Intelsat, a company with 50 years of technical and operational expertise, a global fleet of approximately 50 satellites, and the next-generation satellite platform, can promise you epic flexibility and endless connectivity.

INTELSAT.
Envision. Connect. Transform.

www.intelsat.com/AfricaBB3

coincided with the deployment of new generation HTS satellites that can deliver an order of magnitude more bandwidth for essentially the same costs as older broad-beam satellites.

When it comes to the geo-political and business challenges that face companies trying to conduct business in regions of Africa in need of satellite-based telecoms services, Deasington noted, "Many of the most economical HTS services are provided by satellites that land their traffic in a different country, or even continent, from the originating country and then return it via fibre. At times, regulators have demonstrated a reluctance to permit this topology for 'security reasons'. This type of setup is common in Europe and, in any case, end-to-end encryption can be applied to the traffic." He added that it is, however, now time for regulators to take a new look at this situation.

Richard Deasington said that Satcoms infrastructure had, indeed, made "steady progress in the past years"

Playing its part in Africa

As for iDirect's involvement in delivering satcoms-based communications in Africa, Deasington said this is one of his company's fastest growing markets, with many established networks deployed – some of which have been quietly operating for many years providing GSM communications in countries such as Cameroon and Senegal. The company is also currently working with newer networks being deployed in South Africa, Benin and DR Congo.

"We are involved in just about every country in Africa, delivering services to enterprises and carriers through a range of different operators and service providers. These services range from Internet cafes to bank branches and ATM machines, and remote oil and gas installations. The company also provides connectivity to remote and rural cellular sites, which range from high bandwidth 3G systems, installed in South Africa, to voice-only GSM systems in Ghana.

"We have a fairly large number of 3G base stations from Huawei installed across South Africa; originally, customers in this region tried to deploy base stations using a consumer Internet satellite system, only to find that this didn't work. Once we persuaded them to try our system they found that a carrier-class 3G system works fine — and that it wasn't a problem intrinsic to satellite that had stopped their original trial."

As for some of the technological differentiators that come into play, Deasington said, "The iDirect system provides carrier-class services and allows operators to meet their service level agreements (SLAs) for various technical parameters. This can make the difference between a service working well, or not at all. Our systems are built to work in a telco environment; for example, the X1 Outdoor remote is commonly used for cell backhaul. The fact that it is outdoor-mounted (IP67 rated, -40 to +60 degrees operation) and also available with -48v DC and +24v DC (as well as AC) power supplies makes it an ideal choice for these environments. This makes it easy to integrate with modern cellular equipment, and with either telco or solar power supplies."

Last year, the company absorbed some of the pioneering technology from former remote community communications specialist Altobridge into its portfolio. Until now, little of how this acquisition has gone has been revealed. With several deployments and users in Africa, understanding the future for those stakeholders is important and Deasington decided to reveal to Communications Africa what exactly is being done with the technology and IP acquired.

The arrival of higher bandwidth demands, driven by the move to 4G and the data revolution, has coincided with the deployment of new generation HTS satellites that can deliver an order of magnitude more bandwidth for essentially the same costs as older broad-beam satellites

"Altobridge had the most efficient 2G and 3G base stations on the market, as well as other suitable technology for optimising all kinds of backhaul — not just cellular. However, iDirect didn't acquire the hardware aspects of their business, preferring to maintain a vendor-neutral position in the market. We're now ready to release the first fruits of this integration work called iDirect Sathaul™. Initial focus will be on making the 4G experience more economic, as well as providing a better user experience over satellite. Due to the fact that 4G typically uses larger links, this is where the biggest savings are to be made in the short term. This will be followed with software to optimise 3G small cells. The 2G and 3G optimisation that was previously sold bundled with the Altobridge proprietary base stations has now been licensed to other firms. This will enable previous users of Altobridge equipment to move forward and grow their networks or to build new networks where ultra-high bandwidth efficiency and low power consumption are key."

The future

As to what's next for Africa in terms of satcoms delivering personal communications to remote regions, Deasington said, "The combination of small cells and satellite means that a single satellite link can be shared by hundreds of users, each with their own access device. When you couple this with HTS capacity and the new iDirect SatHaul™ optimisation software being released, the economics and the user experience are greatly enhanced." ✆

Le large bande et les possibilités d'éducation

Une solution pour donner aux habitants les plus pauvres de la planète des possibilités d'éducation analogues à celles dont bénéficient ceux des pays développés

UIT large bande éducation

AVEC LES TÉLÉPHONES mobiles, les tablettes et les liseuses connectés au large bande, la longue quête visant à donner à tous, en particulier aux habitants de la planète les plus défavorisés ou les plus isolés, les chances de recevoir une éducation de qualité dans de multiples disciplines, a peut-être enfin abouti. Telle est l'une des conclusions de la Commission des Nations Unies "Le large bande au service du développement numérique", qui tient aujourd'hui sa onzième réunion au siège de l'UNESCO à Paris, France.

Selon un rapport du Groupe de travail de la Commission sur l'éducation, placé sous la direction de l'UNESCO, dans le monde entier, plus de 60 millions d'enfants à l'âge de l'école primaire ne sont actuellement pas scolarisés, et une trentaine de millions ne le seront jamais. La situation s'aggrave à mesure que les enfants grandissent, puisque plus de 70 millions d'enfants ne sont pas scolarisés dans le secondaire. Même si les ordinateurs en classe sont une aide appréciable, l'absence de ressources reste un point critique. Si en moyenne huit enfants se partagent un ordinateur à l'école dans les pays de l'OCDE, en Afrique il arrive que les enseignants doivent se débrouiller pour qu'un même ordinateur soit utilisé par 150 élèves, voire plus. Toutefois, avec des appareils mobiles de plus en plus perfectionnés et ayant une puissance de calcul supérieure à celle des fameux "superordinateurs" de la fin des années 90, la Commission est convaincue que les dispositifs sans fil individuels connectés au large bande pourraient constituer la solution.

Des abonnements actifs au large bande mobile

Il apparaît, d'après les chiffres de l'UIT, que le large bande mobile est la technologie qui connaît la croissance la plus rapide dans l'histoire de l'humanité. On compte aujourd'hui davantage d'abonnements au téléphone mobile que d'habitants de la planète – soit quelque sept milliards. Le nombre d'abonnements actifs au large bande mobile est supérieur à 2,1 milliards – soit trois fois le nombre de connexions filaires au large bande (700 millions).

Surtout, et c'est là le plus encourageant, la plupart de ces progrès sont à mettre au compte des pays en développement, qui abritent 90% des nouveaux abonnés au cellulaire mobile et 82% des nouveaux internautes, par comparaison avec les chiffres du début de 2010.

"L'éducation est l'une des applications les plus puissantes de la connectivité large bande" a déclaré le Secrétaire général de l'UIT Houlin Zhao. "Pour la première fois dans l'histoire, le large bande mobile nous offre la possibilité de mettre véritablement l'éducation à la portée de tous, indépendamment de l'endroit où l'on vit, des contextes culturel et linguistique, ou des facilités d'accès à des infrastructures telles que les établissements scolaires ou les transports. L'éducation sera le moteur de l'esprit d'entreprise, notamment parmi les jeunes. C'est pourquoi nous devons intensifier nos efforts pour mettre en place, à des conditions financièrement abordables, des réseaux large bande pouvant servir à l'éducation des enfants et des adultes," a dit M. Zhao.

L'absence de ressources reste un point critique

Créée en 2010, la Commission sur le large bande est un organe de haut niveau axé sur la défense de stratégies destinées à rendre le large bande plus accessible, y compris sur le plan économique, dans le monde entier. Elle est présidée conjointement par M. Paul Kagame, Président du Rwanda, et par M. Carlos Slim Helú, du Mexique, la vice-présidence étant assurée conjointement par M. Houlin Zhao, Secrétaire général de l'UIT, et par Mme Irina Bokova, Directrice générale de l'UNESCO. Alors qu'approche à grands pas l'échéance fixée pour la réalisation des Objectifs du Millénaire pour le développement, les membres de la Commission s'attachent aujourd'hui à obtenir la reconnaissance du large bande en tant que l'un des principaux piliers des Objectifs de développement durable fixés par les Nations Unies, qui seront adoptés par le prochain Sommet sur le développement durable, lequel se tiendra à New York en septembre. ✆

ONEm's new platform enables data exchange without internet

The new service is membership-based and meets the need of mobile operators' subscribers

The platform will reach out to 4.5bn subscribers

UK-BASED ONEM has developed a global membership-based mobile platform for its customers to send and receive advanced messages and voice services without the use of Internet.

According to the company, the platform allows SMS to get delivered in the same way as Internet-based messaging services, yet does not require Internet and is delivered over the core network.

ONEm CEO Christopher Richardson said, "ONEm sees an enormous pool of talent when looking at the Internet. There are many well established and new companies as well as individuals who will be elated to discover that there is a platform that will allow them to reach 4.5bn users.

"Mobile operators stand a lot to gain from this pool of talent as they are the same people who will love the opportunity to experience a completely new delivery mechanism based on true voice and SMS portion of their mobile operator."

With no investment nor infrastructure changes, mobile operators will enjoy new revenues from SMS and voice while providing a variety of innovative and exciting mobile services for their subscribers

ONEm is able to revitalise the capabilities of SMS and can also monetise this service in a new way, noted the CEO.

"A plethora of applications can be triggered and delivered via SMS. The capabilities are endless and there will be a continuous flow of innovative services. These will continue to grow generating further demand for an operator's ONEm subscription while returning multiple revenue streams," added Richardson.

According to the company, many operators across a variety of regions have expressed their keen interest in connecting to ONEm's platform to revitalise and monetise their service offerings.

The CEO said, "ONEm is a neutral enabler that allows everyone within the chain of players to benefit. The operator and developer incentives will develop as the capabilities and services grow exponentially.

"The company presents new revenues for mobile operators from their existing SMS and voice networks. These markets reach for Internet-based service providers and developers to create demand from mobile users, enterprises, mobile-to-mobile community, governments and NGOs."

The company is also planning to partner with a number of value added service (VAS) companies, developers and Internet service providers, including Wikipedia to deliver advanced and smart services using Internet and private data to reach new audiences. ✆

Managing services to manage opportunities

African operators are facing increasingly intense challenges as the continent's communications industry evolves

Huawei will deliver on BSS, OSS, MSS, corporate IT functionality and associated services management

THERE ARE THREE core challenges facing communications service providers (CSPs) today. CSPs must meet end-users' ever-changing demands for more personalised and more innovative services, and meet faster response times. CSPs need to achieve efficiencies, reducing expenditure whilst improving productivity. CSPs must also maintain a competitive edge in a cost-effective way, keeping unique differentiators and increasing customer loyalty.

Routes to achievement

Contemporary business support system (BSS), operational support system (OSS) and managed security solution (MSS) providers must deliver a managed service solution that encompasses end-to-end information technology outsourcing (ITO), business process outsourcing (BPO) and transformation service offerings, which can be tailored to meet telecom operators' requirements. Huawei provides one-stop managed services that address operators' outsourcing needs in today's climate.

Specifically, proactive operators are looking to deploy end-to-end online charging solutions, to gain a faster time to market for new revenue generation, to deploy a flexible charging regime to grow market share through personalised marketing activities, and to improve loyalty with a real-time service experience for end-users.

Moreover, CSPs need at all times to be looking to improve contact centre operations, and solutions are available to reinforce contact centre resources with computer telephony integration (CTI) technology, Internet and voice over IP (VoIP) architecture, stored program control (SPC) switching technology, and network and database solutions. Such a portfolio must handle call agent management, inbound and outbound call handling, office facilities management, infrastructure and application management, service performance management and process optimisation. It must allow for agent recruitment, training and team building, career development, and daily operations management. It must enable efficient office space and office supplies management, and vehicle leasing. It must address infrastructure and application issues through active monitoring, problem interrogation, system upgrades and patch deployment. There must also be capability for customer acquisition through marketing and sales, service provision in response to inquiries, and in delivering solutions and associated marketing and customer retention initiatives.

Huawei provides one-stop managed services that address operators' outsourcing needs in today's climate

Critically, managed services solutions must act as a holistic telecommunications backbone, making possible sophisticated management of the customer base to improve customer loyalty, raise profitability, and reduce capital expenditure (CAPEX) as well as operational expenditure (OPEX). Comprehensive vendors such as Huawei will deliver on BSS, OSS, MSS, corporate IT functionality and associated services management on behalf of telecom operators, acting as an outsourced chief information officer (CIO), so that operators can concentrate purely on core telecom service delivery, and structure, control and reduce costs in ever-more efficient ways.

Reengineering the business

Such BSS/OSS transformation requires a committed partner, a services manager with the knowledge and capabilities to deliver the latest technologies and instill operational best practices. Think of it as business process reengineering - aligning operations with strategies, people and technology, managing data to ensure organisational clarity, accuracy, consistency, accessibility, and security, running the IT architecture required to ensure optimal performance for streamlined customer service, and improved quality of experience. ✆

Youth assist country's progress via mobile services

Young Ugandan entrepreneurs are striving to create solutions that can help people in their everyday lives

UGANDA IS MOVING fast into the mobile era. It is very visible in Kampala where everyone is on the go with 'bodabodas' or local motorbike taxis being the quickest way of transportation. Another visible proof is the dense usage of mobile phones. Mobile services are now affordable for everyone.

Young entrepreneurs are eager to leap into this social, economic and cultural transformation. But differently from their western fellows, their interest is not restricted to games and entertainment. It is more practical, more human like the initiative being developed by Thin Void. It is a group of tech-enthusiasts analysing masses of data accumulated in everyday life, trying to figure out how it can be used for serving people.

Joseph Kaizzi, one of the entrepreneurs at Thin Void, explained, "What we do is we want to cut the gaps, to empty the technology void."

Out of that came Tambula — which means 'movement' in Ugandan. Tambula is a tracking device and anti-theft service for bodabodas.

Within a little more than half a year from the launch of the commercial tracker, it had been installed in about 500 motorcycles and the number is steadily growing.

In a case of theft, the driver can call Thin Void who locate the vehicle with the help of safety service companies, or in some cases even with the police.

According to Kaizzi, four of the bikes registered with Tambula had been stolen during the first seven to eight months. Three of them were discovered and returned to their owners.

"We also know where the fourth is. But unfortunately, it is located in a closed area where it is not wise to go, not for the value of a motorbike anyway," he added.

Especially in the three million population at Kampala, there are masses of bodaboda drivers. They are mainly young men with low awareness of safety issues and traffic rules and with small personal finances to invest in solving these shortages.

Ugandans are using Tambula software to detect their stolen bikes

In response, Thin Void has developed a "premium model" of Tambula service, which is now being tested. It includes training in best practises. After that the drivers are given helmets and smartphones. The phone enables them to join in a mobile application that can deliver orders from customers.

"All this is to help them enhance their revenues. With the investment on safety and marketing, it makes them trusted in the eyes of their customers," noted Kaizzi.

Doctor's appointment via SMS

Access.Mobile has another compelling story to tell. Working in a sector different from Thin Void, this group of young entrepreneurs work in healthcare.

General manager for Access.Mobile Uganda Jane Mukulu said, "There have been communication systems for hospitals but they have not included the possibility of accessing the patients directly."

According to Mukulu, "It is not just that doctors need an application for keeping track of the healthcare history for their patients but also the patients that are in need of easy tools for making appointments and being reminded of them."

The solution is called Clinic Communicator, a technology combining the healthcare information systems with a mobile application. Most Ugandans have a portable phone in their pocket, but it is important that the system can easily be used with even very basic portable phone models. Smartphones are on the rise, but still not affordable for the majority of the people.

At the end of 2014, the solution was under trial in several local health stations. At the same time, the team of eight was working on the smart phone version which gives the patients a possibility of obtaining the appointment calendar themselves. This reduces further the time the personnel need to be involved in making appointments.

Mukulu commented, "Feedback from both the healthcare personnel and patients have been encouraging. It reduces waiting times."

There is also an extra benefit coming from paper forms being replaced by digital files in every step of the service chain. Electronic archives help the healthcare personnel to always find the up-to-date record of each patient.

"This is also space-saving, compared to keeping large storage rooms just for the files. This is very important on many small health stations where space is a valuable asset," Mukulu noted.

The World Bank estimates that only 13 per cent of Ugandans were using 3G or 4G connections at the beginning of 2015. Yet, the numbers are also growing fast, by 69 per cent, annually

Mobile loans and savings for farmers

Both road and telecommunications infrastructure are of poor quality in many parts of rural Uganda. Most of the financial services in 'saccos' or rural cooperative banks are still run manually. Normally the courier, in this case a local sacco officer, drives to villages with a motorcycle to collect the money and consult with the clients.

In the healthcare sector this too results in long service times and a high risk of important documents being lost. As a result, the rural clients, most of whom are poor farmers with small holdings, also end up paying higher than average interest for their services.

The use of manual records also increases the risk of malpractice.

According to Gerald Otim, founder and COO of Ensibuuko, "Fraud is so common that many farmers have lost their confidence in banks. Together with the high transaction costs, they would rather keep their savings at home."

For these reasons, mobile money has become popular in Uganda as elsewhere in Africa.

"But people know mobile money only for paying remittances, not as a tool for accessing a loan or remitting their savings," Otim noted.

As a solution, Ensibuuko has combined a mobile wallet with a locally-made banking software that is customised to the needs of rural saccos. After the current test-out phase, it is to be taken in use by two saccos in northern Uganda during this year. The banks have around 35,000 farmers as their members in 14 local districts.

Ensibuuko won a national hackathon and then also a regional competition for IT start-ups in ten eastern African countries in late 2013. The success provided the start-up with visibility and contacts. The mobile banking system is now ranked so promising that Ensibuuko has made a contract with the pan-African banker MercyCorps.

Yet, Otim is most enthusiastic in the real life experiences, "The most important lesson within our two year journey, after all, is how to engage the user. We pride ourselves in developing this solution not for, but in cooperation with, the rural poor — the farmers who need it."

Other initiatives

There are two major innovation hubs fostering entrepreneurship in Kampala — Hive Colab and Outbox.

Both provide open space as well as organised events for young professionals from different backgrounds to get together with their ideas. Training, mentoring and help in making contacts with teleoperators and other investors are provided for promising projects. Start-ups can also rent work space in the hub.

With Africa abandoning analogue television, the TV stations turn to broadcasting straight onto the palm of the growing middle class

News in the pocket

With Africa abandoning analogue television, the TV stations turn to broadcasting straight onto the palm of the growing middle class.

Like various African countries, Uganda is in the phase of changing its television broadcasting system from analogue to digital this year. However, the transformation is not running as smoothly as planned by the government. According to Simon Kaheru, Ugandan media-analyst and entrepreneur, the country should have a quasi-national coverage by mid-June this year.

"But because not everyone will have bought set-top boxes by then, we will have to run analogue alongside digital for a while longer."

Despite the fact that the standard of living in Uganda is on the rise, not everyone can afford a new digital television set or a set-top box to transcode the broadcasts. At the same time, the mobile generation of young middle-class adults is growing rapidly. As a solution, the biggest commercial station NTV Uganda launched a mobile app called NTV mobi last autumn.

The first application of its kind in Uganda was created by the Finnish company Neonella and the Finnish-Ugandan partner Somocon. Jussi Myllylä, CEO of Neonella, sees huge opportunities in African mobile development.

"It seems the whole Africa is skipping the digital television and jumping straight from analogue to mobile television instead," Myllylä added.

Joseph Kaizzi, one of the founders of Thin Void and makers of Tambula

Cheaper rates with a telecom network

Michael Muganwa, network administrator of NTV, revealed that the company tried some local solutions earlier. "But the Finns already had the very technique we were longing for."

The difference between NTV Mobi and the previous applications is crucial for the user. As other applications pick up material downloaded in Youtube, NTV Mobi streams live broadcast straight onto the palm of the user, Muganwa added.

"We have co-operation with all telecoms in Uganda and have placed our servers on their premises. They can offer the service for their users at cheaper rates, as they don't have to pay themselves for connecting to the Internet."

Another option for NTV is a VOD (video on demand) service on their website. According to David Sembatya, NTV Mobi project manager, people in Uganda still want to watch their broadcast live.

The price of a fixed line broadband connection is still out of reach for most Ugandans, but the number of mobile internet users is growing drastically.

The World Bank estimates that only 13 per cent of the Ugandans were using 3G or 4G connections at the beginning of 2015. Yet, the numbers are also growing fast, by 69 per cent, annually.

It is no wonder Sembatya considers this as the moment of breakthrough. "With NTV Mobi, we are looking to increase television penetration and getting millions of new viewers."

Other East African countries following

Within the first month, some 20,000 people downloaded NTV mobi. After that, the number of the users has increased with approximately 10,000 downloads a month. As a result, the Neonella-Somocon -duo has been offered pilot projects also in Kenya, Nigeria, Tanzania and Zambia.

Jussi Myllylä regards this as an opportunity for aggressive growth for the Finnish start-up.

"We were looking for growth in Finland, but the market was already quite saturated. Whereas in Africa, there is both space and demand for innovations that are already parts of everyday living in Europe."

Intercontinental co-operation is likely to benefit both sides. The economically struggling Europe can widen its export market, and simultaneously, the African economies with growing middle classes can achieve lucrative new business models. ✆

Kaijaleena Runsten and Juho Paavola

Cloud versus on premise

On premise vs. the cloud - what to consider before migrating contact centres

THE 'CLOUD' IS currently one of the biggest buzzwords in the IT space, and is also the topic of many business discussions around the contact centre. The benefits of moving to the cloud seem clear: it enables organisations to set up what is essentially a virtual contact centre, giving their employees the flexibility of connecting to their office anywhere, at any time, with the ability to scale up and down as needed. In addition, the cloud allows organisations to shed the burden of asset ownership by renting fully managed infrastructure that is housed in a cloud service provider's data centre. These cloud service providers are well equipped with enough storage space, UPS, backup generators as well as fail over options ensuring high availability of the infrastructure. They place huge emphasis on security measures to ensure confidentiality, integrity and availability of data. However, despite the numerous benefits of migrating the contact centre to the cloud, this is not necessarily the best choice for all businesses and all applications. Organisations need to assess their individual situation and circumstances, address a number of factors, and then make an informed decision as to which option, cloud or premise-based, will be the most cost effective. Ultimately this decision should be based on which model will deliver the best returns.

Migrating to the cloud offers the ability to overcome these two major challenges. From the customers' perspective, spend is based on usage and is usually a subscription model while providers can achieve economies of scale, reducing the need for multiple support teams and customers can eliminate the need for support teams altogether. For many organisations, moving the contact centre into the cloud is a solution that will deliver enormous benefit over and above those already mentioned. For organisations with existing IT personnel, this includes the ability to focus those resources on maintaining systems that are core and critical to the business's success. The cloud is also


Pippa Wilson

beneficial for organisations that do not have large IT budgets or teams.

However, the cloud is not necessarily the most appropriate solution for all businesses, particularly with regard to the contact centre. When it comes to making the decision as to whether to adopt premise or cloud based contact centres, organisations should always consider the features and functions of the solution as well as the costs, including implementation, customisation and training. Cloud solutions often include maintenance and support in the monthly subscription fee, which can save large capital outlays on expensive software updates and platform overhauls. In addition, integration can be a costly exercise for both premise and cloud based implementations, and should be carefully considered. The bottom line is that while the cloud model may result in more specialised integration and training, the burden of premise based models often incurs hidden costs due to the liability of asset ownership, which is not present with cloud deployment models.

Size is another important factor to consider. The rule of thumb is that a cloud contact centre is the best fit anywhere from 250 seats and below. In situations where contact centres require more than 250 seats, it is generally more cost-effective to opt for the traditional premise based contact centre. This is not necessarily only due to the cost per user of a cloud-based model, but the fact that companies requiring over 250 seats often have their own in-house dedicated IT personnel, making leveraging these skills a cost effective option. Generally, three conditions will determine that a premise based contact centre solution will provide the best fit: when the number of users exceeds 250, when the contact centre is the company's core business, and when the IT team is not able to be repositioned into another function to add value. However, there are exceptions to every rule so it is important to conduct a thorough total cost of ownership (TCO) exercise to determine the best solution for your organisation.

Security should always be a key concern. With regard to premise based solutions, a secure data centre environment is essential to mitigate risk. When adopting a cloud based model, the risk lies in the fact that this control is in the hands of the cloud provider. The cloud service provider should ensure all layers are secure, including the network, storage, server, hypervisor, application and data layers.

Both cloud and premise based solutions have the potential for hidden costs that need to be calculated into the TCO. If a cloud subscription includes maintenance and support, the hidden costs are implementation, integration, customisation and training. With regard to premise based solutions, the hidden costs tend to come from implementation, integration, customisation, hardware, IT personnel, maintenance and training. Ultimately, organisations need to assess their specific situation, their existing investment and their IT teams to determine the feasibility of migrating the contact centre to the cloud. Partnering with an expert service provider, who can conduct an accurate audit and provide the necessary recommendation and roadmap, will ensure that cloud contact centre migrations and deployments deliver on the expected benefits. ✆

Both cloud and premise based solutions have the potential for hidden costs that need to be calculated into the TCO

By Pippa Wilson, manager: Cloud Solutions for Jasco Enterprise, The Jasco Group

Une branche dédié aux administrations

Eutelsat Government EMEA répondra aux besoins en capacités satellitaires des marchés gouvernementaux et institutionnels

EUTELSAT COMMUNICATIONS A créé une nouvelle branche baptisée Eutelsat Government EMEA. Implantée au Royaume-Uni, cette structure aura pour mission de piloter la stratégie du Groupe en Europe, au Moyen-Orient et en Afrique envers les fournisseurs de services destinés aux administrations gouvernementales, les ONG et les organismes institutionnels.

Un organisme spécialisé

Eutelsat Government EMEA ouvrira ses portes à Harwell, près d'Oxford, dans des locaux disposant d'habilitations de sécurité. Ces derniers seront situés en plein cœur d'un pôle qui accueille un nombre croissant d'entreprises et d'organismes spécialisés dans le spatial. Le nouveau site de l'Agence spatiale européenne (ESA) - le Centre européen des applications spatiales et des télécommunications, ou ECSAT - s'y est d'ailleurs installé. Le campus héberge également le centre « Satellite Applications Catapult », qui est venu remplacer le Centre international d'innovation spatiale.

La nouvelle branche d'Eutelsat sera pilotée par Matt Child, ancien directeur général de Solaris Mobile. Son arrivée chez Eutelsat en 2014 correspond à une volonté d'adopter une vision de long terme structurée sur le segment de marché dédié aux administrations gouvernementales. Ce segment comprend notamment les services de location de bande passante satellitaire, l'exploitation conjointe de satellites et les charges utiles hébergées.

Le travail et les services

Eutelsat peut s'appuyer sur une solide expérience en matière de services destinés aux administrations gouvernementales. En 2001, la création d'Eutelsat Inc. à Washington DC est venue renforcer l'expertise d'Eutelsat dans ce domaine. Une nouvelle impulsion a été donnée en 2006 avec la naissance d'Eutelsat America Corp. qui travaille avec des sociétés offrant leurs services dans le monde entier aux ministères américains, ainsi qu'à des clients du secteur commercial.

En complément d'Eutelsat America Corp.,Eutelsat Government EMEA offrira des ressources sur l'Europe, le Moyen-Orient et l'Afrique, aux fournisseurs de services auprès des administrations gouvernementales ainsi qu'aux organismes réalisant des opérations de rétablissement de communications en cas de désastre ou de crise humanitaire. Cette structure proposera la location de capacités satellitaires offrant une couverture globale, sous forme d'un ou plusieurs répéteurs en bandes C, Ku et Ka.

Elle tirera parti de l'expérience d'Eutelsat en matière d'exploitation conjointe de programmes ainsi qu'en matière de charges utiles hébergées (comprenant la charge utile Raytheon hébergée sur le satellite EUTELSAT 117 West B pour le compte de l'agence gouvernementale de l'aviation civile aux États-Unis (« Federal Aviation Administration ») et la charge utile EDRS - relais de données pour le système européen de satellites - hébergée sur EUTELSAT 9B pour le compte de l'ESA).

Aux besoins gouvernementaux

Elle s'appuiera également sur le satellite Eutelsat Quantum, qui sera lancé en 2018 et qui est particulièrement bien adapté aux besoins gouvernementaux compte-tenu de sa configuration en termes de couverture, de puissance et de fréquences et compte-tenu de son haut degré de flexibilité et de résilience.

Michel de Rosen, président-directeur général d'Eutelsat, a déclaré : « La création de cette nouvelle branche est un atout supplémentaire sur le segment de marché des services gouvernementaux, en complément des activités que mène déjà Eutelsat America Corp. Cette structure apportera la stratégie, le soutien et l'expertise nécessaires pour accompagner les entreprises opérant auprès des administrations gouvernementales et des organismes institutionnels en Europe, en Afrique et au Moyen-Orient. » ✆

En 2001, la création d'Eutelsat Inc. à Washington DC est venue renforcer l'expertise d'Eutelsat dans ce domaine

Sky's the limit in Africa for SkyVision

Communication service provider SkyVision will expand its broadcast services across Africa, in a bid to cater to growing demand for DTH, IPTV and OTT services

In Africa and the Middle East, there are patrons of international sporting events and general entertainment, leading to the rise in demand for enhanced broadcast services

LEADING COMMUNICATION SERVICE provider SkyVision Global Networks Ltd., has added broadcast services and engineering solutions to its IP connectivity services and solutions portfolio. The company's decision to do so is to support the demand for demand for DTH, IPTV and OTT services in the markets it serves.

Following the market demand for a range of broadcast services, the company has employed Eyal Maimon, a senior director who is well experienced in the field of broadcast. Maimon is SkyVision's broadcast and engineering solutions director, who brings more than 17 years of hands on technical and sales experience in broadcast services.

The increasing demand in Africa and the Middle East for DTH and IPTV services is overwhelming. Over the past several years, there has been a growing demand for reliable video solutions across many segments including governments and broadcasters wanting to cover national and international events such as the Africa Cup of Nations, the World Cup, African U20 Championship and more. "Adding global TV satellite distribution and content management fields to our current portfolio of services and solutions seemed only natural, as we have the proven experience, infrastructure and local presence and support to respond to broadcasters' and service providers' needs, wherever they are," said Ori Watermann, CEO of SkyVision.

Leveraging on its global MPLS network, extensive points of presence and vast teleport operations in the USA, Europe, the Middle East and Africa, and the comprehensive satellite coverage under its command, SkyVision offers broadcasters and any client that needs to deliver video services a one-stop-shop for contribution, distribution, IPTV, OTT, turnaround and occasional use services.

SkyVision has also launched its engineering solutions specifically suited to satellite operators such as TT&C and CSM

In addition to the broadcast services, SkyVision has also launched its engineering solutions specifically suited to satellite operators, such as TT&C, CSM, Satellite co-locations and hosting services. "SkyVision's dominance in delivering corporate grade services in Africa, the Middle East, Europe, the US and Asia, backed by its vast footprint through multiple satellites and PoPs, enables it to act as an established broadcasting arm to the region," added Maimon. "We are proud to have launched these top class solutions suited to broadcasters and satellite operators alike and believe that our extensive know-how in the communications arena will offer customers the added value they deserve."✆

Malawi gears up for digital television broadcasting

The landlocked Southeast African nation is all set to make the transition from analogue to digital television broadcasting, as the Ministry of Justice and Constitutional Affairs is keen to generate awareness through a public awareness campaign

Digital broadcasting allows for high quality images, and sound, and a larger pool of programmes to watch

MALAWIANS ARE BEING made of aware of how to migrate from analogue to digital television broadcasting, with the Ministry of Justice and Constitutional Affairs establishing the significance of a public awareness campaign on the same.

Samuel Tembenu, minister of justice and constitutional affairs said a nationwide public awareness campaign will help citizens to be aware of how to migrate from analogue to digital television broadcasting.

Tembenu said, "There is little knowledge among the citizens on digital broadcasting, therefore the Ministry of Information, Tourism and Culture will embark on an intensive, efficient and effective nationwide public awareness campaign to make the public aware of how to migrate from analogue to digital television broadcasting."

The Malawian government was committed to ensure that the public have adequate relevant and accurate information necessary for them to understand, appreciate and be ready and willing to migrate to digital broadcasting smoothly.

Digital broadcasting will bring better pictures and good sound quality. It will also allow the opportunity to select local programmes or television stations of one's choice without hassles.

In addition, the migration will also provide job opportunities for the Malawian youth as they will be engaged in production of television content for broadcast, added Tembenu.

On 17 June, members of the SADC will migrate to digital television broadcasting as a result of the ITU resolution

Principal secretary in the Ministry of Information, Tourism and Culture Chimwemwe Banda said the public awareness underscores the important role government attaches to communication and the crucial role it plays in helping people to make informed choices and decisions on issues that affect them. The nationwide awareness campaign will make the masses have a clear understanding so that they are ready to adopt and embrace the new technology.

Digital migration is the process of moving from analogue to digital broadcasting using digital technology, and this entails segmentation of broadcasting services into content production and signal distribution.

On 17 June , members of the Southern Africa Development Community (SADC) including Malawi will migrate to digital television broadcasting as a result of the International Telecommunications Union (ITU) resolution. ✆

NAB 2015 showcases advanced technology

SOFTWARE TECHNOLOGY FIRM Cinegy, which develops and produces solutions for digital video processing, asset management, video compression, automation and playout, demonstrated Version 10 of its product portfolio at NAB 2015, which was held from 11-16 April at the Las Vegas Convention Centre, Las Vegas, Nevada.

In recent months Cinegy has rolled out Version 10 to its global clients and the industry at large, but at NAB 2015, visitors were able to see first-hand the benefits and new features of version 10 of Cinegy's product portfolio including:

- 4K IP-Based Broadcast Solutions; Cinegy Multiviewer and Cinegy Route
- Automation, Playout and CG Solutions; Cinegy Air PRO and Cinegy Type
- Media Asset Management, Archive and Capture Solutions; Cinegy Archive, Cinegy Desktop, Cinegy Workspace, and Cinegy Capture

Cinegy also hosted presentations on booth SL11116 highlighting "Software Defined Television" to help delegates identify the operational and cost benefits of moving to software-based solutions.

Cinegy's range of software solutions offers IP Tools, ingest, editing to playout, all connected to an active archive with full Digital Asset Management.

The HCHD300, which was displayed at the show, is an adaptable dockingstyle camera that represents Ikegami's first inexpensive HD studio camera system. It features a newly developed 1/3inch 3CMOS optical block design, in line with the high quality imagery.

Designed for broadcast TV stations, as well as educational, corporate and house of worship applications, the Ikegami HCHD300 can be used in combination with a newly developed camera control system featuring the FA300 fibre adapter and BSF300 base station, utilising Optical CON DUO connectors for its fibre camera cable connection.

2/3-inch CMOS 4k camera

This connector accepts either a mating OpticalCON Duo connector for SMPTE hybrid camera cable (maximum distance: 250m/820ft), or common optical LC connectors for duplex singlemode fibre cable (maximum distance: 10km/32,800ft). The system provides affordable and flexible integration for a number of applications.

According to the firm, using standard IT hardware and non-proprietary storage technology, Cinegy provides reliable, affordable, scalable, easily deployable and intuitive products. Cinegy also hosted a wide array of local language workshops at the event.

Japanese manufacturer of professional and broadcast television equipment, Ikegami, was also at the NAB 2015 Show. The company displayed a wide range of advanced systems and technologies at the event on booth C7725.. The company specialises in HD cameras and production equipment for TV broadcasters, networks, and other HD content creators. Ikegami displayed

The new HDK65C is the latest addition to Ikegami's Unicam HD range. The product offers multiformat 2.5mn pixel 2/3 inch CMOS sensors and is available as a singleformat system and can be upgraded to extra HD formats. It also features a low profile docking camera head for fiber, triax, or wireless applications. The product is equipped with CMOS sensors, which are constantly proving to provide better performance than CCDs in sensitivity, signal-to-noise ratio, and resolution. They offer low power consumption, no vertical smear, and a high level of format adaptability. Following further research and development in this new technology, the adoption of CMOS for broadcast camera use has risen.

After the success of its 2014 presentation at the show, Ikegami unveiled a 8K UHDTV camera, to keep event attendees in the loop on the latest developments in the extremely high resolution Super Hi Vision format. A 4K Technology Exhibit including a new 2/3inch CMOS 4K camera and a new 4K base station, which can be used with existing Ikegami Unicam cameras, was also presented. The 4K exhibit featured Hibino Corporation's realdot full 4K 293 inch LED display.

Ikegami's advanced imaging technologies combined with Hibino's high resolution display technologies will be used together to explore the potential of the 4K solution. Both Ikegami USA and Hibino Corporation had the opportunity to solicit the potential of 4K/8K technology from broadcast professionals at NAB 2015. Within the Ikegami booth, visitors experienced products that provide high quality HD pictures, powerful CMOS technology, excellent performance, and easily accessible features.

The 2015 NAB Show took place at The Las Vegas Convention Centre, Las Vegas, Nevada

Keep nostalgia at bay and those holiday memories alive with digital storage solutions from WD

HOLIDAYS ARE MADE for families to spend time with each other, bonding and making special memories. With the long Easter weekend coming up in April, South Africans of all religions and beliefs have the perfect opportunity to make the most of the warmer weather before winter sets in. However, after the holidays are over, many of us are left with a sense of nostalgia and sentimentality that makes us want to relive the good times we have shared.

Thankfully in this day and age, we have the ability to take practically limitless digital photographs and videos that help keep our memories alive. The problem, however, lies not only in storing and preserving these special memories so that we can continue to access them in years to come, but in being able to easily share them with friends and family to keep nostalgia at bay.

Consumers need robust, reliable and high capacity portable storage solutions that let them keep their precious memories safe, with easy access and sharing. WD understands this need, and offers a number of solutions that are perfect for preventing holiday nostalgia by enabling you to save, access and share favourite photos and home videos from anywhere, letting you reminisce and recapture the good times whenever the mood strikes.

The WD My Passport Wireless is the perfect portable storage solution for families on a road trip, frequent travellers and creative professionals working in the field. This easy to use Wi-Fi enabled storage drive allows you to save, access and share stored content wirelessly with any smartphone, tablet, computer or other device. It offers a simple way to connect all computing and mobile devices to content without any wires or Internet connection. It also features a highspeed USB 3.0 connection for fast transfer of large files.

The drive broadcasts its own secure wireless network, enabling up to eight devices to connect simultaneously to save content to and access content from the drive. It is available in 500GB, 1TB and 2TB models for hundreds of photos and hours of movies and music. By providing wireless storage, it solves the common problem of too many devices with limited storage capacity and no way to offload content on the go. This makes it perfect for preserving holiday memories when you may not have access to a computer or even an Internet connection.

In addition, My Passport Wireless allows users to access the award winning WD My Cloud mobile app for iOS or Android mobile devices. This app offers easy navigation, sharing and playback of the drive's content, as well as centralised access and sharing of content on public cloud storage solutions like Dropbox, OneDrive and Google Drive, and access to content on the WD My Cloud family of personal cloud storage.

The My Cloud family is an innovative storage and content sharing solution that enables users to save everything in one place and access it from anywhere, with direct upload from mobile devices, in your own personal cloud. This means you can have all of the benefits of cloud storage, without any of the drawbacks – access to more capacity, without monthly fees, and the peace of mind of knowing exactly where your data is being kept. You can easily store and organise all of your photos, videos, music and important documents on your home network, and access this content from anywhere with an Internet connection on a computer, tablet or smartphone, using WD's file management app.

Anamika Budree, sales manager, Branded Products at WD South Africa

51Degrees unveils Digital Globe at MWC

DETECTION SOLUTION COMPANY, 51Degrees and open source software specialist, The Away Foundation have joined forces to roll out its 'Digital Globe' project at MWC 2015. 51Degrees will analyse the relative strength of mobile handset companies in every country across the globe via a graphics rich image of the world. This 3D-mobile world can be seen from any mobile device, including smartphones and tablets, through a web browser.

51Degrees plays a key role in finding information on more than three billion mobile handsets connected to the web across more than 1.5mn websites every month. Information noted includes size of screen, browser and manufacturer.

51Degrees and The Away Foundation's Digital Globe was demonstrated at MWC 2015

51Degrees is working together with The Away Foundation to deliver this information graphically.

The data is displayed as a cone for companies at the geographical location the information was gathered. Viewers can then look at the volume of web browsing sessions that each manufacturer has at this location to find out the estimated installation base of the handsets and relative strength of the brand in any country.

WebGL technology is fast becoming a graphics standard for many web-enabled devices such as the latest iOS and Android smartphones. Using WebGL, The Away Foundation has created fast graphical rendering in a browser, with compatibility across all devices from PCs to mobile phones. By using WebGL in a browser, 51Degrees and The Away Foundation have made real-time data visualisations of huge data sets a reality.

James Rosewell, CEO of 51Degrees says: "51Degrees has been looking for a way to visualise big data sets, to help illustrate the billions of data points that we collect. Having seen the work that The Away Foundation has been doing in gaming and other industries, there was an opportunity to create a unique visualisation of big data. The resultant browser-based experience shows that, even on a mobile handset, large datasets can be aggregated and delivered quickly and effectively."

Rob Bateman, founder of The Away Foundation commented, "The smartphone has become our preferred way to consume information. In this project we wanted to demonstrate that huge sets of data could be illustrated on small screens. The result shows the volume of web browsing coming from mobile handset manufacturers in any country of the world and can be displayed on any browser-based device. The size of the data set and the size of the screen are no longer limitations to elegantly displaying complex data."

Ciena lance de nouvelles capacités pour le Web Scale IT

LA MONTÉE DU cloud, de la virtualisation des réseaux et des standards ouverts suscite une nouvelle dynamique « Web Scale » qui modifie aujourd'hui profondément l'évolution des architectures réseau. Pour répondre à ce phénomène, Ciena, spécialiste des réseaux et télécommunications, lance de nouvelles fonctionnalités permettant aux opérateurs, fournisseurs de contenus Web et fournisseurs de cloud de proposer à leurs clients des expériences applicatives enrichies et de connecter encore plus d'utilisateurs aux contenus. Ces innovations adoptent la philosophie du Web Scale IT, augmentant la bande passante et apportant des bénéfices économiques à travers une efficacité, une automatisation réseau et une agilité accrues. Parmi les autres bénéfices de ces innovations, nous retrouverons également l'extension de la portée et de la capacité des réseaux sous-marins, la simplification des réseaux métropolitains et régionaux ou encore l'accélération du déploiement de la collecte des petites cellules en vue d'améliorer la couverture dans un monde donnant de plus en plus la priorité aux mobiles.

En appliquant les concepts du Web Scale IT dans les réseaux, Ciena prépare les opérateurs et exploitants de réseaux à tirer parti des tendances liées à cette nouvelle dynamique. S'appuyant sur le rang de leader de Ciena dans le domaine des réseaux et logiciels de transport optique de paquets ainsi que sur son architecture OPn, les capacités ajoutées comprennent de nouveaux jeux de composants.

Astellia a dévoilé Nova RAN Optimizer: C-SON & géo-localisation

ASTELLIA, LEADER MONDIAL des solutions d'analyse de la performance des réseaux de téléphonie mobile et de l'expérience des abonnés, a lancé de Nova RAN Optimizer. Le dernier-né de la solution Nova aide les équipes en charge de l'optimisation du réseau d'accès en automatisant les analyses récurrentes.

L'usage intensif des abonnés et la complexité des infrastructures mettent le réseau d'accès (RAN) sous pression. Près de 80 % des événements ayant une incidence sur l'expérience client se produisent sur le réseau d'accès. Pour offrir une expérience utilisateur optimale, il est essentiel que les opérateurs concentrent leurs efforts d'optimisation sur la couverture radio.

Nova RAN Optimizer résulte de l'intégration de l'expertise d'Ingenia Telecom au savoir-faire d'Astellia. Ses fonctionnalités de géo-localisation et de SON centrées sur l'abonné en font l'outil idéal pour les équipes d'ingénierie radio.

Cette solution couvre les différentes technologies mobiles et équipementiers télécoms. Nova RAN Optimizer analyse et corrèle les traces d'appel issues des équipements réseau ainsi que les données d'activité des abonnés. Afin d'améliorer l'expérience utilisateur, Nova RAN Optimizer détecte automatiquement les problèmes de couverture radio, préconise de nouveaux paramètres, et fournit des informations géo-localisées. Par ailleurs, Nova RAN Optimizer est « C-SON ready », ce qui signifie que la solution est à même d'implémenter directement ces recommandations à l'infrastructure réseau.

En automatisant la détection de problèmes et la reconfiguration de paramètres radio, les opérateurs mobiles ont désormais les moyens d'améliorer leur efficacité et de diminuer de 90% le recours aux campagnes de drive tests.

ADVERTISERS INDEX

African Review

of BUSINESS and TECHNOLOGY

Circulation claims independently verified by an ABC audit

africanreview.com

Website-Monthly Statistics

E-newsletters

Circulation: **34,237**

The African Review fortnightly e-newsletters can deliver your marketing message directly to decision makers

Sign up for the FREE fortnightly e-newsletters on
africanreview.com

Alain Charles Publishing
Serving the world of business

MENA	Tel: +971 4 448 9260
ASIA	Tel: +91 80 6533 3362
USA	Tel: +1 203 226 2882
EUROPE	Tel: +44 20 7834 7676

e-mail: post@alaincharles.com
web: www.alaincharles.com
www.africanreview.com

Our world. Now more connected than ever. Your world.

With Arabsat's new generation of state-of-the-art satellites, your world is growing larger — and closer — than ever. With four orbital positions in the sky covering an ever-expanding footprint across the Middle East, Africa, Central Asia and Europe, now you have unrivalled capacity to reach farther and connect in more ways than ever before. That means all the power to meet the growing and evolving needs of large telecom companies, government entities, the military sector and VSAT or IP networks. Connect more of your world, and join the Arabsat neighborhood today!

www.arabsat.com

عرب سات
ARABSAT
Our world. Your world.