

Helping clients to survive and thrive in the ‘new normal’

While a modern CIO would need no convincing to continually transform their IT operation, it is those CIOs that could be described as ‘run of the mill’ that will be in the majority in attempting to lead their organisations towards embracing digital transformation.

This, says Rolf Siebert, MD of CNM IT Solutions, will have to be done sooner, rather than later, if the business is to stay both relevant and competitive in the marketplace. The COVID-19 lockdown has clearly exposed the fault lines in companies that have not yet embraced the technologies that would have made the transition to distributed working easy.

“A lot of time has been lost by those who were not already digitally transforming. These entities found it difficult to make the transition in good time, and some have been unable to do so at all – these companies will in all probability struggle to make up this lost ground,” he says.

“CNM stands for Computer, Network and Maintenance, and we specialise in providing tailor-made IT solutions to small and medium businesses throughout South Africa, as well as into Africa. We manage our customers’ entire IT infrastructure, including everything from connectivity to security, and encompassing hardware, disaster recovery and replication, hosting, network management, IP telephony and more. This places us in the ideal position to help them to survive and thrive in this ‘new normal’.”

Pointing out that Microsoft is ubiquitous in the South African market, he suggests that the cornerstone technology it provides is Microsoft Business 365, with all that it offers to the customer. As an outsource business, continues Siebert, CNM had identified this trend coming and as such, has geared itself up to exploit this trend in the best interests of its customers.

“From servicing customers on-site, we have demonstrated how optimising software to manage 90% of hardware and network issues in our support centre makes their lives simpler. This has also enabled us to begin shepherding them towards the cloud, and the advantages such technologies bring when fully exploited.”

“CNM has always been a Microsoft house and will continue to be, simply because the value that they bring is very difficult to find and maintain with any other vendor. Microsoft Cloud technologies is yet another evolutionary development that we fully subscribe to, to



Rolf Siebert,
MD, CNM IT
Solutions

the extent that will be migrating our data centre to the Microsoft Cloud over the next 18 to 24 months.”

Of course, he says, CNM could not do all of this in isolation, which is why he is grateful for a partner like Axiz. “Their guidance in respect of new products is vital for an organisation like ours, since training and staying up to date with the latest digital technologies is key to the company’s survival.”

“With regard to the impact of COVID-19, one thing springs immediately to mind, which is that Microsoft Business 365 and other cloud technologies like e-commerce offer cash-strapped organisations a way to save on the cost of bricks and mortar and the overheads usually associated with accommodating staff.”

“As good last mile connectivity at last becomes a reality, it facilitates the move of client data to the cloud, because of its capacity and speed. As we come out of lockdown, I believe that clients will embrace this type of technology, and I suspect this will sound the death knell for the traditional approach of everyone working from the office, as the cost reductions, flexibility and agility it offers will easily enable remote working,” he concludes. ■

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