

# HCM SPECTRUM IN THE CLOUD



## Swicon360 continues to turn heads in the market

may 2010

**It is a testament to the company's operation and calibre of personnel that we continue to strongly influence and impact the development of local human capital management. Whilst there is no doubt that our offering to market makes a substantial difference to our clients and their operations, we are equally proud of our status as the only SAP-certified provider of BPO services headquartered in Africa.**

This differential quality in the market has been reinforced and emphasised by the success of our solutions within SAP-based technology application and integration. The feedback that we continue to receive about the launch of our HCM Spectrum in the Cloud offering, an assembly of BPO services that support the SAP® ERP Human Capital Management application, is very positive.

Further to this, we are really excited about the projected implications of our 'Pay-as-you-Use' system, an exciting, credible and cost-effective alternative approach to HR management that is fundamentally based on the same principle as 'pay-as-you-go'. We believe that the value of our services, reliable support and depth of experience within the ultra-competitive high-end SAP-based solution development and integration market pays dividends to investors. The timing of the development of these offerings and their introduction to market could not have been more apt.

Generally, the South African market has matured significantly in terms of its understanding and appreciation of SAP infrastructure and its direct correlation with meaningful benefits to business. Effective business management is reliant upon benefits such as automatic updates on SAP upgrades, enhancements and legal compliances, workforce management, retention, and strategic use of resources, performance management and reporting toolkit. Our objective, in addition to demonstrating how our leadership role in the market can and will benefit our partners and growing client base, we are acutely aware of the need to constantly reinforce awareness of BPO in commerce. The state of the country's socio-economic climate is such that the ability to combine people effectively with technology and leverage off next-generation systems is a certain differentiator.

This is a key message that we are always mindful of and that we take care in communicating to our market. As we steer and direct this business along the somewhat choppy waters of volatile and unpredictable local markets, we are excited about the progress we are making and the value we are adding to clients.

On a final note, like many South Africans, we are excited about the FIFA World Cup Finals and hope that it brings with it all the splendour, energy and benefits that we have been led to expect.



Markus Bucher

### in this issue:

- IT takes guts, stamina, endurance and willpower - women in IT
- Swicon360's BPO offering a sure bet for Peermont Group
- Q & A with Guenter Nerlich
- Our Address

## SAP HCM AS A SERVICE

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# IT takes guts, stamina, endurance and willpower - SA's leading ladies in enterprise technology tick all the boxes -

Information and Communication Technology (ICT) has traditionally been a male-dominated industry. Today, however, women positioned at the front lines of progressive ICT companies agree that this ultra-competitive sector continues to show signs of maturity and there is more opportunity now than ever before.

Maya Bucher, Chief Operations Officer at Swicon360, believes that the ICT market has improved significantly in terms of a general understanding and appreciation of the advantages and benefits women bring to the industry.

She acknowledges the progress many companies have made in emphasising the role of women in the industry. "Companies understand that women add measurable value to business by bringing organisational skills, project planning expertise, the ability to manage crisis or challenges in addition to technical skills. These are all fundamental to success within the information technology arena," says Maya.

The ICT industry is not without its challenges. Maya points out that a combination of constraint on flexible working hours, deadlines and project deliverables, travel and available time for projects add pressure on women to try to achieve a symbiotic relationship between work and life responsibilities.

"Women are born problem solvers and have natural analytical skills. Aside from their tenacious attitude in business, they have the ability to communicate and also have the natural aptitude to be objective, creative and tolerant in many situations. This gives them an edge within the information and communication technology sector, which is highly competitive and requires a meticulous approach to detail and service delivery," says Maya. "Women are also exceptionally powerful networkers and have inherent skills for negotiating and for multitasking."

Whilst the situation for women entering the ICT profession looks good at the moment, she advises that it is important to remain ahead of change, for candidates to brush up on technology knowledge and to adopt a positive, confident but forthright manner in dealing with other fundamental aspects of the industry.

"Sustaining a level of professionalism and confidence within this industry is about being empowered with knowledge. It is important to keep up to date with subject knowledge, know your environment and update skills as regularly as possible. Work on critical aspects of business administration and application, including time management and the ability to handle and respond positively to change. This is a demanding field and to build your career and establish a powerful and influential position, one needs to keep ones emotions in check, be confident but not overbearing and assess situations on merit in so far as possible," she adds.



Maya Bucher

## Swicon360's BPO offering a sure bet for Peermont Group

The Peermont Group, an established hospitality and gaming group of companies located within Southern Africa, has upped its level of competency within HR and payroll management following its strategic investment in the Business Process Outsourcing (BPO) services of Swicon360 (Pty) Ltd. (Swicon360).

Peermont has a substantial market share in the design, development, management, ownership and operation of multi-faceted integrated resorts. Management at Peermont confirms that the level of information transfer, data archive and management pertaining to the HR function and payroll administration continues to increase. Advanced output processes and systems are required to ensure that all levels of data management and functionality are adhered to, including compliance with legislation and streamlining resources to increase functionality.

As such, management at the Peermont Group made a decision to leverage off the benefits associated with BPO infrastructure and services. The Group's two-year relationship with Swicon360 has ensured that it remains positioned at the forefront of developments that characterise the growing hospitality and gaming sector, with particular attention to its technical agility and capacity. Swicon360 made recent headlines with the launch of its SAP-based HCM Spectrum in the Cloud Solution, a Service BPO offering, reinforcing its position as the only SAP-certified HCM Business Process Outsourcing solution provider in Africa. Management at Swicon360 approached the Peermont Group to assist in this move towards BPO and integration of relevant technology to boost efficiency.

This would involve sixty users, 3500 employees and the implementation of relevant, business-building modules including personnel administration, organisational management, payroll, leave, talent management and Employee Self Service (ESS). The Swicon360 SAP HCM certified template was designed to minimize cost and risk, establish a service level agreement for support services based on 'run SAP methodology' and write interface for time and attendance. "Our fundamental approach and requirement with the project has been to leverage off the solution and obtain meaningful information from the system relating to all aspects of personnel management," explains Nigel Atherton, Chief Financial Officer, Emperors Palace. "This project represents the most effective and most strategic use of key resources, enabling us to free up human resources from statistical and reporting drudgery. It lays a secure foundation with which to support our expansion into emerging markets within other countries."

Markus Bucher, CEO at Swicon360, says the ongoing service delivery partnership between Swicon360 and the Peermont Group demonstrates the success with which enterprises now utilise next generation infrastructure to sustain data integrity, quality and application. "We are proud of this association and powerful alliance within the industry. It is evidence that our offering is relevant and effective in dealing with existing challenges within the marketplace," he adds.

## Quick Q & A

Guenter Nerlich, Executive Director

**Business** - What technologies are influencing your product/service?

Virtualised hosting environment with appropriate access control mechanisms like Identification Management solutions and broadband technology

**Personal** - What has been a highlight in your career?

Moving from Switzerland to South Africa and joining Swicon360 on this incredible journey!



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