

Network

MIDDLE EAST

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INSIGHT
WIRELESS
WAVE 2
//32

//38 ANALYSIS
Cloud computing:
from cost to
transformation

//22 COLUMN
Data security
gets personal

HIGHLIGHT
*RSA Conference
Abu Dhabi 2017*
//20

//08 UPDATE
Ankabut taps
Fujitsu for DRaaS

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SWITCHING GEARS

TREND MICRO HELPS AGILITY PLUG ITS SECURITY HOLES AND CENTRALISE SECURITY MANAGEMENT



For illustration purposes only

Proving scientific predictions can take centuries of trial and error



Exploration never stops at failure

Perseverance enables the commitment to build
the foundation for future technology



Volume 23 Issue 12
December 2017



26

“The human remains the weakest link in the security chain.”

Ihab Moawad, VP for Mediterranean, MEA at Trend Micro

26//*Case Study*> **Agility switches to Trend Micro**

Agility required a security solution which can integrate with existing systems with no impact on network performance

32//*Insight*> **Wireless**

The wireless industry could not wait for the industry standards process, moving ahead with 802.11 ac Wave 2

38//*Analysis*> **Cloud**

Cloud providers find themselves part of the transformative story they have spearheaded



//Inside>

06// INFOGRAPHIC

Organisations export full responsibility for data protection onto cloud service providers

08// REGIONAL UPDATE

Ankabut taps Fujitsu for DRaaS to save money and minimise downtime for member institutions

13// REGIONAL UPDATE

Schneider Electric puts its IoT plan in motion with Innovation Hub on Wheels

16// SECURITY REPORT

InfoWatch president Natalya Kaspersky calls for vigilance in push for connected cities

17// SECURITY REPORT

Forcepoint builds cyber security solutions that revolve around humans and how they use data

20// HIGHLIGHT

Security now a boardroom issue, RSA Conference 2017 hears

23// COMMENT

Savio Tovar Dias of Avaya on going beyond the digital customer experience

24// COMMENT

Alexander Rauser of Prototype Interactive on how apps are transforming the enterprise

46// TRAINING

Lenovo holds Data Centre Group (DCG) Solution University training in Dubai

48// VENDOR PROFILE

We profile Group-IB, a global provider of threat intelligence and anti-fraud solutions

50// FIVE MINUTES

Five Minutes with Elie Dib, the new regional vice president for META region, Riverbed

Welcome Times are a changin'



It's our last issue of the year, and a good time to reflect on the twelve months past.

During our first edition of the year in January, we, and the experts we conferred with, laid out some predictions for the year. While we were right on some key aspects such as the continued rise in IoT and the momentum of cloud, we could not have anticipated how the newer technology would evolve in just a few months.

Blockchain is one such phenomenon. This is the year that blockchain truly untethered itself from the bitcoin cryptocurrency for which it was created and implanted itself firmly into the enterprise. The Dubai Government launched a blockchain strategy late last year and moved to widespread roll out this year. Experts have said blockchain technology, barely known a few years ago, could have as much of an impact on our lives as the internet did.

We could also not have foreseen the resurgence of ransomware. Although



we had anticipated the continued advance of cybercrime, no one saw WannaCry and Petya coming. The chaos these two ransomware incidents caused were as stunning as their unpredictability.

Twelve months can seem like eons in technology, which makes forecasting seem like a fool's errand. Still, much of technology change is evolutionally not revolutionary.

In our next (January) issue we will invite experts to make their predictions for the year ahead. With any luck, at least a few previsions will hold true till the end of the year.

David Ndichu
Editor
david.ndichu@itp.com



ENJOY SAFER TECHNOLOGY™

30

30 YEARS OF
CONTINUOUS
IT SECURITY
INNOVATION



Endpoint Security

Keep your system running at its best thanks to low system demands, accurate detections, virtualization support and optional cloud-powered scanning.



Secure Authentication

Secure access to company data via a mobile based ultra-strong -2factor authentication solution, using one time passwords or push authentication methods.



Data Encryption

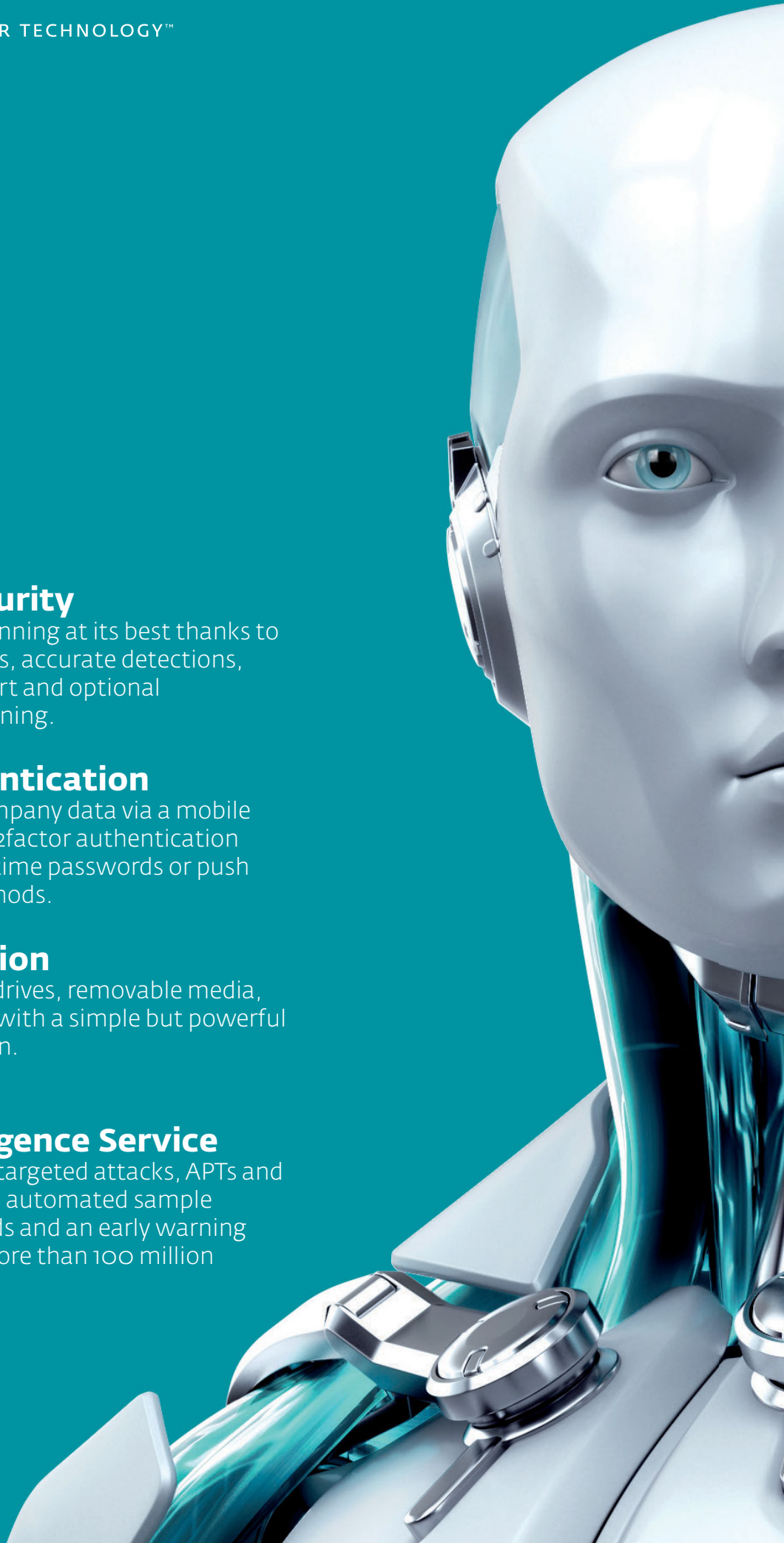
Safely encrypt hard drives, removable media, files, text and email with a simple but powerful hybrid-cloud solution.



Threat Intelligence Service

Predict and prevent targeted attacks, APTs and zero days with cloud automated sample analysis, botnet feeds and an early warning system seeded by more than 100 million sensors worldwide.

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Misplaced confidence

Majority of organisations export full responsibility for data protection, privacy and compliance onto cloud service providers: Veritas study

The Truth in Cloud study, commissioned by Veritas, reveals that significant misconceptions exist on the responsibility for data management, with 69% of organisations wrongfully believing data protection, data privacy and compliance are the responsibility of the cloud service provider.

The 1,200 global business and IT decision makers surveyed revealed that customers are embracing the multi-cloud as a key component of their business strategies. Respondents indicated they use a variety of cloud service providers, including public clouds and hosted private clouds. With respect to Infrastructure as a Service (IaaS) specifically, over two-thirds of organisations state they use, or plan to use, two or more cloud providers. Forty-two percent say they are using, or plan to use, three or more cloud providers, with common goals of improving resiliency and data security as well as reducing CAPEX and OPEX.

Misconceptions of data management in the public cloud

Although organisations are adopting a multi-cloud approach, there are likely misconceptions around which party holds the ultimate responsibility for data management: the customer or the cloud provider.

Key findings

More than eight in ten of the organisations that use or plan to use IaaS believe that their cloud service provider takes care of protecting their data in the cloud.

More than two-thirds of respondents believe they can place all responsibility for data protection, data privacy and compliance on cloud service providers.

Over half of organisations believe it is the responsibility of the cloud service provider to securely transfer data between on-premises and cloud.

Over half also believe it is the responsibility of the cloud service provider to back up workloads in the cloud.

More than one in two of organisations also believe that application uptime is the responsibility of the cloud provider.

COMMON GOALS OF MULTI-CLOUD ADOPTION ARE



to improve resiliency



to improve data security



to reduce capital expenditures and operating expenses



94 PERCENT

Are confident in their cloud provider's ability to protect their workloads and data against outages, yet on average organisations experience **22 minutes** per month of downtime due to cloud outages

RISE IN MULTI-CLOUD ADOPTION



67%

OF ORGANISATIONS USE TWO OR MORE CLOUD PROVIDERS



56%

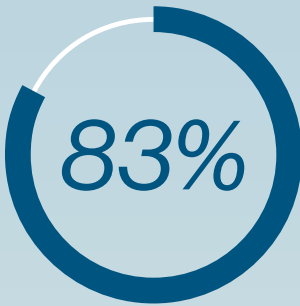
OPERATE WITH A CLOUD-FIRST MENTALITY WHEN IT COMES TO DEPLOYING NEW APPLICATIONS



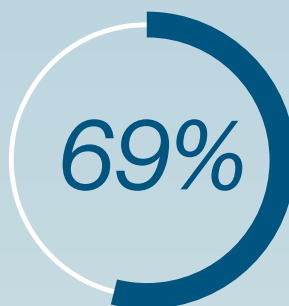
42%

OF ORGANISATIONS USE TWO OR MORE CLOUD PROVIDERS

MISCONCEPTIONS AND CHALLENGES OF DATA MANAGEMENT IN THE PUBLIC CLOUD



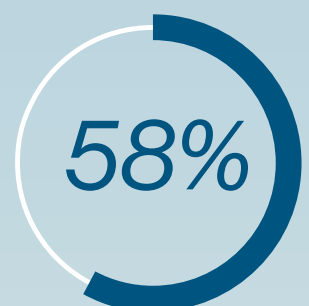
Mistakenly believe their cloud service providers should take care of data protection in the cloud



Incorrectly export full responsibility for data privacy and compliance to cloud service providers

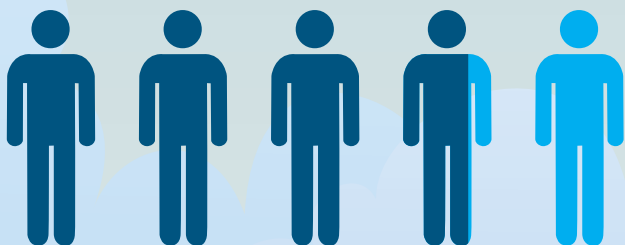


Believe it is the duty of cloud providers to securely transfer data between on-premise and cloud



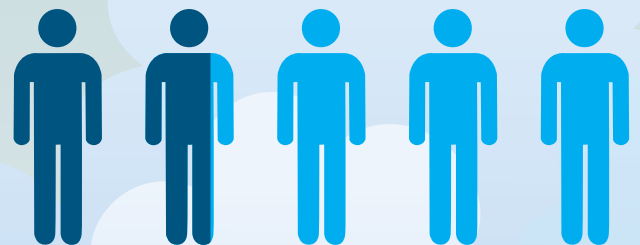
Mistakenly believe that application performance is the responsibility of the cloud service provider

CLOUD VENDOR LOCK-IN IS A MAJOR CONCERN



84%

More than four in five respondents report that cloud vendor lock-in is a concern for their organisation



37%

Almost two in five say that it is a major concern that has inhibited them from accelerating adoption of cloud

INSIDE... 09 → **Smart Dubai extends Paperless Finance project** 09 → **Spending on cognitive and AI to grow by double digits this year, IDC says** 10 → **Cisco opens innovation hub in Dubai** 11 → **dnata brings blockchain to cargo operations** 12 → **Size matters for Micro Focus** 13 → **Schneider Electric puts its IoT plan in motion**

➔ For all the latest network news from the Middle East and Africa, visit www.itp.net/news-and-features/networks

//Regional_Update

Ankabut taps Fujitsu for DRaaS

Cloud-based disaster recovery service saves costs for member institutions

Member institutions of Ankabut can now benefit from a lower-cost data recovery service via cloud.

The UAE's Advanced National Research and Education Network (NREN) has signed a deal with Fujitsu to offer its disaster recovery as a service (DRaaS) to its member academic institutions.

The DRaaS solution offered by Fujitsu is compliant with auditory requirements and in line with data confidentiality and data sovereignty standards expected of educational institutions, the company said.

Dr Fahem Al Nuaimi, CEO of Ankabut, says Ankabut remains true to its vision of creating the opportunity for the UAE to be a global leader in research and education by providing edge network infrastructure to its centres of learning and research. "One of our core offerings is DRaaS, now being delivered through Fujitsu. This will guarantee performance and consistency for our members, with all their critical computing services remaining available to users during any failures or outages. The pay-per-usage model ensures that every member, even small-sized institutions can benefit from superior disaster recovery capability," Dr Al Nuaimi said.

Through a pay-per-usage model, Fujitsu is providing a secure and cost-effective cloud-based DRaaS that enables



↑ The DRaaS solution offers Ankabut peace of mind that their data is secure at all times, says Al-Sabbagh.

organisations of all sizes to safeguard their business-critical data and minimise downtime.

Farid Al-Sabbagh, VP & managing director at Fujitsu Middle East, says the agreement demonstrates Fujitsu's breadth of expertise in hybrid IT and cloud, and supports the vision of Ankabut by offering its members and the wider UAE higher education community a reliable and cost-effective IT disaster recovery and data protection capability. "In an environment of system vulnerabilities that are unprecedented, the solution offers them peace of mind that their data is secure at all times," Al-Sabbagh adds.

With this DRaaS solution, the physical IT and virtual systems of Ankabut members are replicated to a secure



↑ The pay-per-usage model ensures that every member can benefit, says Dr Al Nuaimi.

cloud environment hosted in the UAE. This will cover all applications, email, data and network configurations. In the event of any disaster that leads to system crashes and data loss, the DR environment can be quickly activated, taking over from the internal IT systems within minutes. The data and applications will also failback at any time from the cloud to the original location once the disaster is resolved.

DRaaS is easy to set up and maintain, and serves as a low-cost alternative to a hardware-based DR solution. The cost of operation is on an OPEX basis and with flexible subscription solutions and transparent pricing, Ankabut members only pay for the service elements that their business requires.



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Cisco opens Dubai tech hub

CEO Robbins inaugurates \$10 m facility to nurture regional ecosystem

Cisco has expanded its ‘innovation centre’ network into the region.

CEO Chuck Robbins presided over the opening of the Innovation & Experience Centre (IXC) in Dubai in November.

The IXC, located at Cisco’s Middle East HQ at Dubai Knowledge Village, will provide a showcase for Cisco solutions, and offer a focal point for local partner ecosystems and startups to build on Cisco technology.

The \$10m centre, the eleventh such facility for Cisco worldwide, was inaugurated by HH Sheikh Ahmed bin Saeed Al Maktoum, President of Dubai Civil Aviation Authority, together with Robbins. The facility, which is intended to serve the wider region, will initially cater to customers and partners, but Cisco plans to make it into a hub for startups and entrepreneurs within the next year.

Speaking to media at the launch, Robbins said: “In this region of the world, we see the opportunity to drive greater innovation than we see in many other part of the world. The commitment by the leadership here, the focus on delivering digital citizen services, the concept of consolidating those services and trying to deliver a greater experience for the citizen is happening at a level that we don’t see anywhere else in the world,” he added.



↑ The centre will boost Cisco’s Country Digital Acceleration (CDA) program, to support UAE national digitisation agenda.

The centre will also support Cisco’s Country Digital Acceleration (CDA) program for the UAE, one of sixteen CDAs worldwide which aim to support respective national digitisation agendas.

Robbins said that the IXC was more than a CSR project, expressing confidence that it will ultimately support Cisco’s own business. “These centres, as well as the CDA initiatives, are part of creating a broader ecosystem. This is our commitment to really drive a deep commitment in a given country. As a corporate playee in a given country, we believe that we have a responsibility to also help,” he said.

“Whenever we launch such a facility, we tend to see better performance in our business in a given country,” says Robbins.

DATASTREAM

TWO THIRDS OF IT PROFESSIONALS IN KSA BELIEVE IAAS MAKES IT EASIER FOR BUSINESSES TO INNOVATE: ORACLE

66%
Of KSA respondents believe IaaS makes it easier for businesses to innovate

49%
Of KSA businesses said experiencing improved productivity after migrating to cloud

60%
Said cloud has significantly reduced time to deployment of new applications

NEWS IN BRIEF

Dell EMC expands all-flash midrange storage portfolio

Dell EMC has expanded its midrange storage portfolio with two new SC All-Flash data storage arrays, along with software updates to Dell EMC Unity. Dell EMC is also introducing its Future-Proof Storage Loyalty Program offering a three-year satisfaction guarantee.



↑ Robert Hammer, president and CEO Commvault

Commvault launches data protection as a service

Commvault has launched Commvault Endpoint Data Protection as a Service to simplify and streamline the backup and recovery of corporate data stored on laptops, desktops and other devices in one flexible software as a service (SaaS) offering.

Etisalat hold conferences to guide SMBs to the cloud

Etisalat has held the first of a series of digital conferences for SMBs. The ‘SMB Digital Cloud Conference’ was organised jointly with Intel to help SMB business executives and IT professionals understand the barriers and benefits of moving to the cloud.

Finesse adds VAT compliance capabilities

System integrator Finesse has entered into an alliance with Image InfoSystems to implement value added tax (VAT) systems for enterprises in the region focused on banking and financial institutions. VAT begins in 2018 in the UAE and the rest of the GCC.

Dubai paperless future in sight

Paperless Finance project aims to eliminate paper transactions

Smart Dubai Office is set to extend its 'Paperless Finance' project to other Dubai government entities, to help them eliminate paper transactions from their financial processes.

The Paperless Finance project, which is currently in use by Smart Dubai Government Establishment (SDGE), aims to digitise all processes involved in all financial transactions including with the public and partners, and remove paper invoices and other physical paperwork.

Her Excellency Dr Aisha Bint Butti Bin Bishr, Director-General of the Smart Dubai Office (SDO), says with the help of the Paperless Finance system, Smart Dubai is playing its part in ending all paper transactions in the Government by the year 2021, which seeks not only to trading paperwork for digital transactions, but also save time and effort and increase productivity for both government entities and their customers.

"A Paperless Life is an example of the ideal lifestyle of the future that we want to provide to the public today. The Paperless Finance initiative sets the tone for future projects we will be gradually implementing to make smart city services available to everyone, anytime and anywhere," HE Dr Bishr continued.

For SDGE, the Paperless Finance project has saved time and effort, while providing fast, secure and paperless services. In its first phase of expansion, the system was rolled out in both the Roads and Transport Authority and the Dubai Health Authority, with a host of other Dubai Government entities in the pipeline.



↑ Paperless transactions will increase productivity for both government entities and their customers, HE Dr Bishr says.

Paying suppliers typically entails multiple stages and transactions that require the personal presence of the supplier to deliver the invoice, as well as a waiting period to allow for manually reviewing of these invoices and documents, which could include checks or bank transfers.

The Paperless Finance project will fully digitise payment processes. The service provider can enter the invoices and required paperwork onto the digital e-Supplier portal, where a fully automated system reviews and approves them. The amount is then automatically transferred to the beneficiary's bank account - no papers or signatures required.

Meanwhile, Government employees can make use of the system to reclaim invoices and bills with easy, simple and quick steps through the i-Expense portal. In addition, the system provides performance indicators along the entire payment cycle, alerting stakeholders to any problems or delays that may occur.

EMEA IT SPENDING FORECAST (MILLIONS OF U.S. DOLLARS)

	2017 Spending	2017 Growth (%)	2018 Spending	2018 Growth (%)
Data Center Systems	44,497	1.1	45,890	3.1
Enterprise Software	96,091	7.6	106,212	10.5
Devices	167,579	2.6	174,246	4.0
IT Services	269,059	2.5	286,162	6.4
Communications Services	396,419	-0.6	409,158	3.2
Overall IT	973,645	1.6	1,021,668	4.9

Source: Gartner

DATASTREAM

SPENDING ON COGNITIVE AND ARTIFICIAL INTELLIGENCE (AI) SYSTEMS IN MEA REGION WILL GROW BY DOUBLE DIGITS THIS YEAR, IDC SAYS

31.8%
Growth in cognitive and artificial intelligence in 2017

\$37.49M
Investment in AI in the region for 2017,

\$114.22M
Size of AI market in 2021 in the region

32.0%
Compound annual growth rate (CAGR) growth in AI for the 2016-2021 period

44.7%
Share of software in cognitive/AI implementations in 2021

\$28.32M
Cognitive/AI systems market in the financial sector in 2021

Size matters for Micro Focus

Taking over the software business of HP creates instant industry giant

A recent software industry merger has created one of the largest software companies in the world and brought new dynamism to the regional software market.

Micro Focus recently announced the completion of its merger with Hewlett Packard Enterprise's (HPE) software business to create a behemoth in the global enterprise software market.

Gonzalo Usandizaga, vice president and general manager for emerging markets at Micro Focus says the process is underway to bring the two sets of technologies together. "The good news is that both portfolios complement each other. They bring together a diverse portfolio of products covering hybrid IT, cyber security, information management and governance and Big Data," he adds.

The merger is just the latest in a long line of acquisitions that has seen Micro Focus grow into the seventh largest pure-play software company in the world.

In 2013, Micro Focus acquired the Orbix, Orbacus and Artix software product lines from Progress Software. In 2014, The Company announced that it would acquire The Attachmate Group for US\$1.2 billion in shares, giving it ownership of the Attachmate, NetIQ, Novell, and SUSE product lines. In 2015, Micro Focus acquired Authasas, while a year later the company bagged Serena Software.

Out of Dubai, Micro Focus will manage what it refers to as its emerging markets of Middle East & Africa and Central Eastern Europe, and Russia. Anas Zuwaid, managing director for Middle East and Africa says Micro Focus has previously been operating



↑ Out of Dubai, Micro Focus will manage its emerging markets with Zuwaid (left) and Usandizaga running regional operations.

remotely, growing its customer base through partners. "After the merger, we can leverage on the legacy HPE regional presence to expand," says Zuwaid.

Through its diverse product portfolio, Micro Focus can cater to a varied customer base, says Zuwaid. "We offer solutions across all major segments including telecommunications, the financial industry, the public sector, manufacturing, distribution, oil & gas." Zuwaid says the company is not only focused on the enterprise space, but caters to the SME market as well.

An emergent focus business area in the region is cyber security, Usandizaga notes. For a long time, IT managers were focused on protecting the perimeter. Now the attitude is shifting with the assumption that the bad guys will ultimately breach the network. This calls for a shift in the corporate culture, says Usandizaga. HPE is a significant player in the regional cyber security space with solutions such as FortiY and ArcSight, which Micro Focus can now leverage.

DATASTREAM

MAJORITY OF ENTERPRISES INVESTING IN AI, BUT CITE SIGNIFICANT CHALLENGES AHEAD: NEW TERA-DATA STUDY

80%

Of enterprises are investing in artificial intelligence applications

30%

Still believe that their organisation isn't investing enough in AI

\$6.5M

Average investment in AI technology

20%

Anticipate AI and automation impacting employee morale

91%

Expect to see barriers to AI realisation

28%

Of respondents say that their organisation has enough trained people internally to buy, build and deploy AI

WORLDWIDE IaaS PUBLIC CLOUD SERVICES MARKET GREW 31% IN 2016: GARTNER

Company	2016 Revenue	2016 Market Share (%)	2015 Revenue	2015 Market Share (%)	2015-2016 Growth (%)
Amazon	9,775	44.2	6,698	39.8	45.9
Microsoft	1,579	7.1	980	5.8	61.1
Alibaba	675	3.0	298	1.8	126.5
Google	500	2.3	250	1.5	100.0
Rackspace	484	2.2	461	2.7	5.0
Others	9,147	41.2	8,074	48.4	13.2
Total	22,160	100.0	16,861	100.0	31.4

Source: Gartner

Mobile IoT hub set in motion

Schneider Electric launches Innovation Hub on Wheels at DSO

A new mobile IoT platform on wheels will be rolling out across the region.

The Innovation Hub on Wheels by Schneider Electric was recently inaugurated at Dubai Silicon Oasis, showcasing the company's EcoStruxure architecture and platform that delivers internet of things-enabled solutions across several user segments.

The Innovation Hub on Wheels was inaugurated by Dr Mohammed Alzarooni, vice chairman and CEO of DSOA, Jean-Pascal Tricoire, chairman and CEO of Schneider Electric and Osman Sultan, CEO of du.

Designed to run digital demos using videos and customer references, the Innovation Hub on Wheels presents 17 user case studies across six domains including building, transportation, water and waste water, oil and gas, utility and data centre. The mobile concept can easily relocate to exhibition sites.

CEO Tricoire says the Innovation Hub on Wheels platform provides customers and partners an opportunity to experience the wide range of EcoStruxure solutions. "This unique digital asset is equipped with state-of-the-art technology, including a Smart Wall that showcases Schneider Electric's comprehensive offerings, which we have successfully developed to meet the specific needs of the MEA region."

Launched in 2016, EcoStruxure leverages advancements in IoT, mobility, sensing,



↑ The mobile concept can easily relocate to exhibition sites.

cloud analytics and cybersecurity to deliver technology tools in connected products and edge control as well as applications and services. The platform is designed as a key enabler for smart cities.

Dr Mohammed Alzarooni said: "It is indeed heartening to note that our integrated hi-tech park is today regarded as a destination of choice for public and private sector entities in the tech domain. This excellence in smart city initiatives is a true reflection of our partnerships with like-minded associates such as Schneider Electric."

He added: "Schneider Electric was the first French business partner we welcomed at Dubai Silicon Oasis in 2008. It is a long business relationship that we deeply value. We are proud to be part of Schneider Electric's success and look forward to further collaborations with the organisation in achieving many more successful milestones."

WORLDWIDE PUBLIC CLOUD SERVICES REVENUE FORECAST (BILLIONS OF U.S. DOLLARS)					
	2016	2017	2018	2019	2020
Cloud Business Process Services (BPaaS)	39.6	42.2	45.8	49.5	53.6
Cloud Application Infrastructure Services (PaaS)	9.0	11.4	14.2	17.3	20.8
Cloud Application Services (SaaS)	48.2	58.6	71.2	84.8	99.7
Cloud Management and Security Services	7.1	8.7	10.3	12.0	13.9
Cloud System Infrastructure Services (IaaS)	25.4	34.7	45.8	58.4	72.4
Cloud Advertising	90.3	104.5	118.5	133.6	151.1
Total Market	219.6	260.2	305.8	355.6	411.4

Source: Gartner

DATASTREAM

CRITEO'S GLOBAL COMMERCE REVIEW FINDS MEA RETAILERS WITH SHOPPING APPS ARE WINNING THE ECOMMERCE RACE

12%
Smartphone usage growth in ecommerce in Q3 of 2017

36%
Share of all online transactions in the region generated via smartphones

69%
Share of mobile ecommerce transactions through apps in MEA

64%
Percentage of sales for retailers with a shopping app via smartphones

32%
Percentage of desktop sales preceded by a click on a mobile device

47%
Percentage of post-click desktop transactions that come from another device



NME awards night: Tips for effective networking

One of the more underappreciated advantages of attending our annual Awards ceremony are the ample networking opportunities.

Our Awards organising team deliberately creates time before the official proceedings begin for networking. There, in a relaxed setting, you get to meet and socialise with perhaps the region's most prolific gathering of networking professionals both in the public sphere and enterprise.

We have scoured leading business publications to bring you a set of networking tools to help you make the best out of our next Awards night.

Know who's attending

This places on top of every self-respecting networking ranking. Fortunately for you, we have already done the groundwork. Our invite-only Awards night brings to-

gether a unique blend of vendors and IT end users, joined by a healthy mix of system integrators.

Bring business cards

This one seems like a given, but how many times have you heard the dreaded "I just gave away my last one!" Bring more business cards than you think you'll need.

Take notes

We all overestimate our ability to remember things. Immediately following the event, put down any helpful information or important contacts you made.

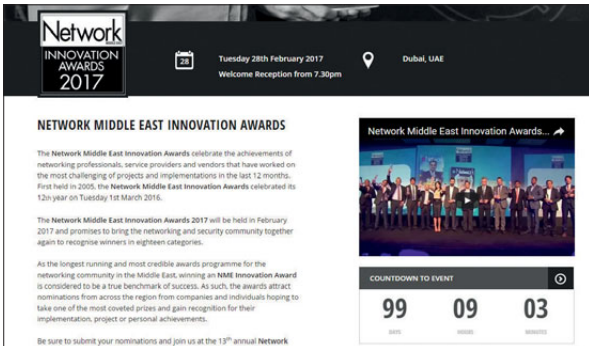
Follow Up and Follow Through

And use the 80/20 rule for following up. People generally do business with people they know, like, and trust. This occurs over time and is all about building relationships.

// HOW TO NOMINATE

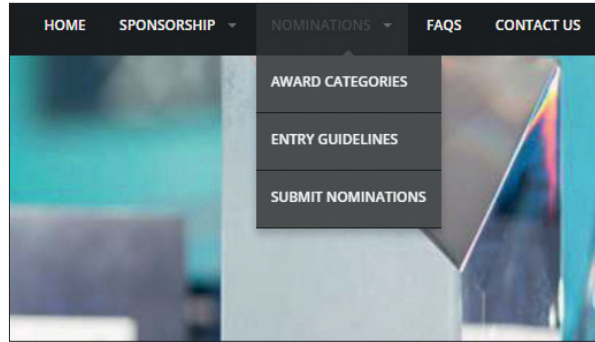
Step 1:

Log on to the Network Middle East Innovation Awards website: www.itp.net/nme-awards



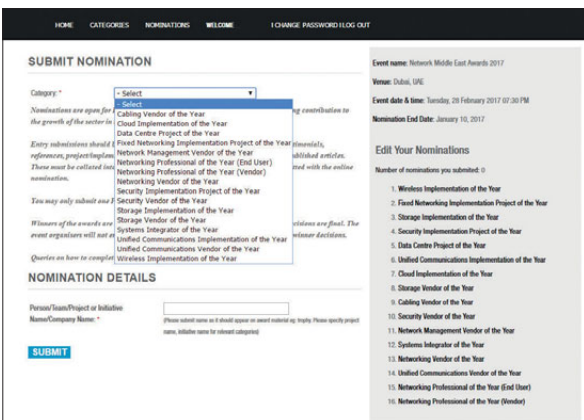
Step 2:

At the top of the page, hover over the 'Nominations' tab, and click 'Submit nominations'.



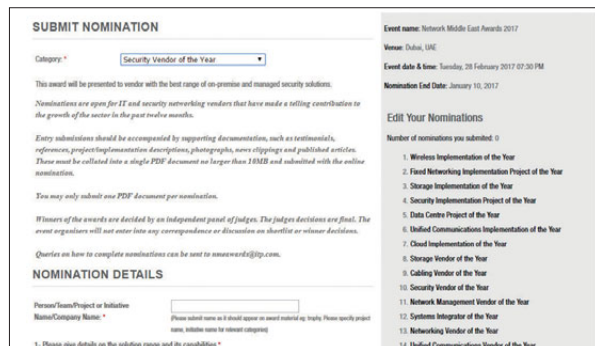
Step 3:

Select which category you want to nominate for.



Step 4:

Fill out the nomination form. For the 'Nomination Entry' field, please describe in 500 words or less why your nomination deserves to win.



Step 5: Click 'Submit' at the bottom of the nomination form.

THE CATEGORIES

Vendor Awards

- Cabling Vendor of the Year
- Cloud Implementation of the Year
- Security Vendor of the Year
- Storage Vendor of the Year
- Unified Communications Vendor of the Year
- Network Management Vendor of the Year
- Networking Vendor of the Year
- Networking Professional of the Year (Vendor)

End user Awards

- Security Implementation Project of the Year
- Storage Implementation Project of the Year
- Systems Integrator of the Year
- Data Centre Project of the Year
- UC Implementation Project of the Year
- Wireless Implementation of the Year
- Fixed Networking Implementation of the Year
- Networking Professional of the Year (End User)

NEWS JUST IN...

Microsoft has introduced Kuwaiti cyber-security professionals to leading security experts, in the second edition of its CISO Executive Series.

Genetec will be participating at Cairo ICT 2017, marking its debut at the event and showcasing its Access Control, Security Centre and Mission Control offerings.

Kaspersky Lab, in partnership with Active Education, has embarked on a series of cybersecurity performances at selected schools in Dubai.

FireEye has released new information about two Belgian govt websites being taken down by pro-Turkish Aslan Neferler Tim (ANT) group.

➔ For further info on the above stories, plus all the latest security news, visit www.itp.net/news-and-features/security

// Security_Report

Energy for 'smart' stifled by cyber threats InfoWatch president Kaspersky calls for vigilance in push for connected cities

Smart cities, for all their promise, have an Achilles heel- weak cyber security standards.

The connected sensors embedded in the IoT devices that form the basis of the Smart City face the same cyber security risks as normal computers.

However, unlike ordinary computers, failure in cyber security for IoT devices could result in catastrophic consequences such as sabotage of critical infrastructure, or even threats to human life, observes Natalya Kaspersky, president of InfoWatch Group.

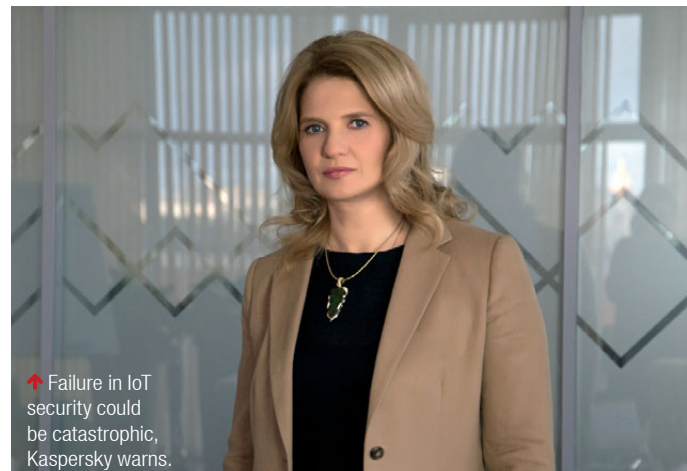
At the heart of this frailty is a significant disconnect between the cyber and physical worlds that typically work in parallel, mainly because each has its distinct set of experts, says Kaspersky. "People like myself understand IT but lack knowledge in physical systems, and vice versa. This is a gap that should be closed before we jump into any Smart applications, otherwise we risk adverse consequences," she warns.

There's only one way to make the smart city truly se-

ecure; build it from scratch, says Kaspersky. "This means when you plan a Smart City, security should be foundational at both at the physical and on the cyber levels," Kaspersky says.

Part of InfoWatch portfolio is a set of tools that help secure IoT and industrial internet of things (IIoT). The company can perform security audits of such connected systems with technology to detect open ports or security gaps, violation of security policies and write relevant reports, explains Kaspersky.

Kaspersky was a featured speaker at the 4th Annual Arab Future Cities Summit held in October in Dubai addressing the various security challenges facing Smart Cities. "Being in IT security for more than 20 years, I am conscious of the negative consequences of technology. I have seen technology used by hackers, terrorists, or by governments against each other. Unfortunately, the situation is not getting better with the rise of smart cities, as the number of internet connected devices deployed on the entire



urban landscape from buildings to transport to energy and water explode" Kaspersky says.

Failure to implement security at the foundation makes it difficult to implement it when systems are fully built, Kaspersky says. She cites modern network surveillance cameras that now come with embedded chips. These chips were not built to receive security updates-so to install any security update, one has to physically take them apart, which is in most cases impossible. This limitation results in security incidents such as the massive Mi-

rai virus which took control of millions of cameras worldwide and turned them into the biggest botnet yet.

Not that the traditional cyber security challenges have gone away. The old-age problem of data leakages is growing every year as recent report by InfoWatch shows, says Kaspersky. Noteworthy, the number of leaks grew for the first half of 2017 by 10% but the volume of the data leaked grew eight-fold. "It means that for those affected organisations, almost every database was leaked," says Kaspersky.

Security about people

Forcepoint builds a solution centred on humans

A new security solution that places the human at the centre of a cyber security strategy could provide the missing link in the never ending war against cyber crime.

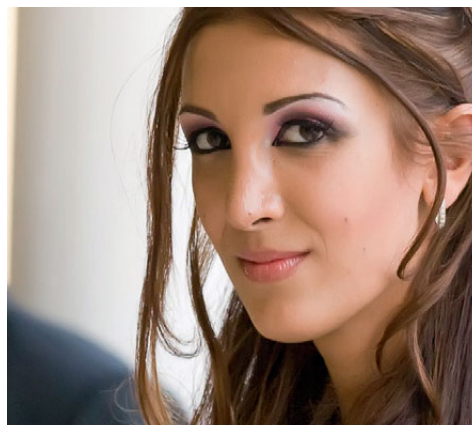
It's an industry truism that humans are the weakest link in the cyber security chain. Forcepoint, a new name in the cyber security scene, wants to fortify this critical, if vulnerable, link. The company's approach to security uses risk-adaptive scoring to recognise the context and intent of user behaviour in threat detection.

Forcepoint says it measures the 'rhythm' of the people using data. On the user side, its technology determines how users access data, what they do with it and why they are using it.

For data, its systems observe its flow, where the data lives, who is accessing it, where the data is going, and why.

"Forcepoint is a cyber security vendor focused on human point systems," explains Gihan Kovacs, sales team lead, UAE & Kuwait for Forcepoint. "This involves protecting IT assets at the human point, which marks the intersection of users, data & networks."

If the name sounds new, the technology isn't. The Forcepoint brand was launched in 2016, but brings together established products from WebSense and the cyber security assets of Raytheon. Forcepoint now employs over 2500 people across the world, operating 27 certified data centres while operating in over 150 countries, including growing base in the region.



↑ Forcepoint wants to protect assets around the human point, the intersection of users, data & networks, says Kovacs.

Cloud, mobility and IoT have almost eliminated the network perimeter. Kovacs says one of the biggest concerns for organisations is how to enable their employees to be productive wherever they are, yet remain secure. "As traditional cybersecurity perimeters dissolve, the human point is what remains," she adds.

Forcepoint strength is that it looks at multiple stages of threats, says Kovacs. "We tackle the seven stages of threats- lure, redirect, recon, exploit kit, dropper file, call home, data theft-and most important is our focus on the human element," she adds.

Kovacs cites Forrester research which shows that 70% of decision makers are now making decisions based on the data itself.



↑ As traditional cybersecurity perimeters dissolve, the human point is what remains, making people the most ideal asset to protect.

DATASTREAM

(ICS)² STUDY FINDS COMPANIES IN THE REGION ARE ILL PREPARED TO DEAL WITH SECURITY BREACHES

31%

Of regional respondents simply don't know where their vulnerabilities are

22%

Say they can identify less than half of the sources of leaks.

60%

Of security professionals report a worsening position for security incidents

35%

Reportedly take half a day to discover a breach

2-7

Days it takes to recover from a security incident

62%

Of ME respondents report too few skilled people in the market today

F5 Networks helps Zain address DDoS

F5 Networks to deliver DDoS mitigation service for telco's operations and roaming customers



↑ Kassab says Zain will be able to monetise a service that will benefit the telco's subsidiary operations and international transit customers.

Zain Group is to deploy cloud-ready DDoS mitigation technology from F5 Networks.

Through its owned fully owned global services subsidiary, Mada Communications, the carrier will deliver a centralised "scrubbing" service that processes incoming traffic to detect, identify and mitigate threats in real-time. Clean traffic is then returned to relevant sites, preventing attacks from reaching the network.

The deal addresses an intensifying industry threat that saw DDoS attacks greater than 1Gbps grow by 172% last year.

"By teaming up with F5 and leveraging its iSeries technology, we will be able to monetise a powerful service that will significantly benefit and safeguard our subsidiary operations and international transit customers," Henri Kassab, MD, international, wholesale & roaming at Zain Group says.

F5's BIG-IP AFM on an iSeries platform provides a stateful, full-proxy network security solution designed to guard against incoming threats entering the network on widely deployed industry protocols. AFM solution helps service providers mitigate against volumetric distributed DDoS attacks before they are able to reach the data centre.

→ Pavie says biz can lower cost of ownership, with on-demand pricing.



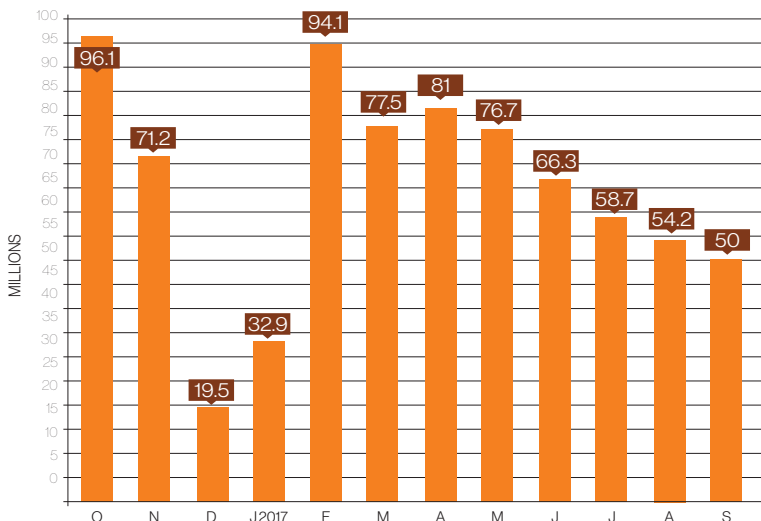
QUOTED



"We continue to see firms leaning on cloud solutions to manage and preserve critical information for greater efficiency and scale."

Neil Murray, chief technology officer at Mimecast

NUMBER OF NEW MALWARE VARIANTS DECREASED IN SEPTEMBER, DROPPING FROM 54.2 TO 50 MILLION VARIANTS



Source: Symantec Monthly Threat Report

Gemalto avails pay as you go model

Data Protection On Demand unifies data management

A new centralised cloud-based services platform from Gemalto helps companies to protect data, meet compliance mandates and manage the security of their sensitive information in a single location through a pay as you go model.

SafeNet Data Protection On Demand helps solve issues associated with the cost and complexity of protecting data across disparate IT infrastructures and hybrid cloud environments by providing a single data security-as-a-service platform that integrates with existing IT systems, DevOps tools and cloud services to protect wherever data is created, accessed or stored.

Sebastien Pavie, enterprise & cyber-security director for Middle-East, Africa & Turkey at Gemalto says the SafeNet

Data Protection On Demand simplifies data security operations by lowering the cost of ownership, reducing deployment times and eliminating the need to manage multiple solutions.

“The platform’s cloud neutrality also brings speed, agility and flexibility for users to deploy the data security services they need in minutes with flexible pay-as-you-go pricing,” Pavie adds.

With no hardware and software to buy, configure or manage and the pay-as-you-go model allows customers to cost effectively and quickly deploy data protection to secure sensitive information in any environment on demand.

IT can then easily integrate security across their systems and enhance collaboration between business and DevOps.

Five tactics to combat the DDoS of Things

Be ready for multi-vector attacks

Having a plan in place to battle volumetric, multi-vector attacks can make the difference between success and failure. In the cyber security world.

Rate limiting is not enough

Slowing traffic down simply does not work. Threat actors have tools and capabilities they use and resell that can launch attacks reaching terabyte and potentially larger traffic levels. Driving traffic down to trying to rate limit it will have no impact.

Leverage threat intelligence

If your organisation is not using threat intelligence, you are automatically five years behind. Threat actors use it. They gather the latest intel from underground sites, forums, and social networks such as Facebook, Twitter and GitHub, and they use it to go after their targets.

Build auto-escalation into your strategy (not just into the technology)

If threat actors throw targeted multi-vector attacks with more traffic and they know where your fail points are. If you don’t have a strategy in place to auto-escalate extremely quickly and effectively, bad things will happen.

Get ready for scale

Six months from now, the scalability you have in place today isn’t going to be sufficient, especially in the face of today’s more sophisticated DDoS of Things attacks. You need to plan for scale today and in the future.

Henk-Jan Spanjaard, VP of EMEA sales at A10 Networks



52%

Of respondents say they are advancing beyond the automation of routine tasks, such as security alerts
The Global CIO Point of View study



“Effective security must be achieved by smart and effective investments in people, processes, and technology together.”

Wael Fattouh, PwC Middle East partner, cyber and technology risk



“There seems to be a limited awareness amongst consumers about the various risks associated with using connected devices.”

Tamim Taufiq, head of Norton for the Middle East region

RSA Conference 2017

Security now a boardroom issue, RSA Conference 2017 hears

Security officers urged to speak the language of business, justify ROIs

Leading security experts returned to Abu Dhabi for the RSA Conference 2017, with blockchain, artificial intelligence & ransomware top of the agenda.

Now in its third edition, this year's edition was held in the backdrop of a relentless cybercrime wave that has brought everything from ransomware to botnets to every boardroom all over the world.

Indeed, security is no longer just a technology problem but has emerged as a true business dilemma, says Dr. Zulfikar Ramzan, CTO for RSA. Every aspect of what IT security managers do

has to connect back to what the organisation needs and how to help the organisation achieve its mission. "We call that business-driven security. Even though people have been hinting about the idea loosely, it's become a more prominent trend for the last 18-24 months where every CISO I talk to has to report back to the CEO and the board," Ramzan notes.

In that world of business, CISOs have to ensure that they do not just talk about security but also the business impact of any security incident. "Security managers now have to justify their ROI while also ensuring that what they are spending money on is the right thing to enable the company reach the overall organisational objective," Ramzan says.

CISOs also face an additional challenge of having to pick from a jumble of numer-



WHEN?

November 7th to 8th, 2017

WHERE?

Emirates Palace Hotel, Abu Dhabi

HIGHLIGHTS

Held under the theme "Power of Opportunity"

KEYNOTES

Former head of the MI5, Dame Stella Rimington, spoke on leadership and teamwork

market starts to sound all the same," Ramzan says.

The massive talent shortage in cyber security is now having a major impact on IT security decisions organisations make, Ramzan notes.

RANSOMWARE

Ransomware has emerged as the security issue of the year. "When ransomware starts to hit certain industries such as hospitals, then alarms go off, literally and figuratively, since compromising some of these systems could potentially lead to loss of human lives," observes Ramzan.

The proliferating threats are being driven by the underlying hacker ecosystem, notes Ramzan. Bitcoin in particular has become not only a popular payment method for hackers, but a major stimulus for hacking activity. So

ous vendors. "It's increasingly difficult for customers to successfully determine which vendors they should trust and which ones they should not. At some point, the

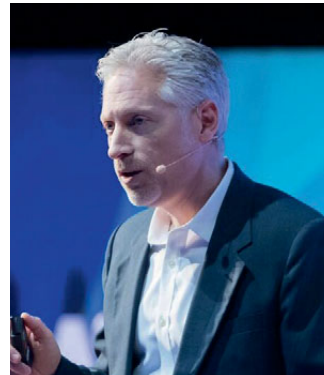
1100
Number of attendees
with more than thirty
five track sessions



↑ Attacks against cyber-physical systems can put lives at risk, Goodman warns



↑ At some point, the market starts to sound all the same, Ramzan says.



↑ We can help by putting the right type of visibility into IT systems, Butler says.



↑ Former head of the MI5, Dame Stella Rimington, gave the closing Keynote.

even though ransomware has been around for a long time, it saw a drastic rise because of the rise for a completely different technology for payments. “We see all such types of interplays occurring all the time in cybersecurity, which makes our job that much harder. Because a single change in the ecosystem can have a dramatic ripple effect that is hard to anticipate,” Ramzan notes.

Raytheon was one of the show’s participants. The company delivers solutions that protect government agencies, critical infrastructure and enterprise. Its director of international cyber business, Tom Goodman, says cybersecurity is one of -if not the top-concern for operators critical infrastructure organisations globally, observes. From industrial power plants

and oil refineries, to nuclear power plants, the water supply and the aviation infrastructure, the implications of cyber attacks on these critical systems are severe – more so than attacks on IT systems and websites, and threats like ransomware for purely financial motives, Goodman argues.

Attacks on critical infrastructure are on the rise, Goodman observes. From the famous Saudi Aramco attack in 2012, to the recent attack on a New York Dam, to the targeting of the Ukrainian power grid, cyber attacks against critical infrastructure have become a strategic geopolitical tool to try to damage the very foundation of our way of life.

“Attacks executed against cyber-physical environments can wreak havoc and put lives

at risk, which is why they should be top of mind for any critical infrastructure organisation and the government agencies that regulate them,” says Goodman.

To understand how to bolster cybersecurity across critical infrastructure, organisations must first understand their biggest weaknesses, Goodman says.

Qualys chief information security officer (CISO) Mark Butler was one of the keynote speakers at the conference. He covered the shifting role that many modern CISOs are adopting to drive digital transformation for their companies. By aligning security with new technologies and innovations, today’s CISOs can help deliver business growth, while enhancing the security posture for their enterprises, Butler said.

CLOUD

The threat landscape has been significantly broadened because of cloud, Butler observes. “Not only do we have the on-premise infrastructure to deal with, a core challenge in itself, CISO’s also need to identify all the assets they have including the ones that have been built on virtual platforms on top of the physical ones,” Butler says.

Technologies such as Docker add an extra layer of difficulty, sometimes literally, because the teams that are typically spinning those systems are not IT but development or R&D teams. “That fundamental challenge is only becoming harder with the addition of extra virtualisation technology,” says Butler.

Cloud was supposed to bridge the gap between IT and development teams. However, Butler says access to the cloud by development teams has in fact caused more security headaches for IT teams. Fundamentally, the challenge is trying to understand who in the organisation is putting out resources onto the cloud, whether that is in a test environment or an actual production environment.

“We can help by putting the right type of visibility into the systems that IT needs to leverage. Once that visibility layer is put to the cloud, then those conversations get easier with development teams because you are trying to support them instead of trying to control them,” Butler says. “This is what Qualys is focused on, trying to make sure that the visibility is there whether on a cloud asset or an endpoint that’s travelling around the world.”

Ralf Sydekum

Data security gets personal



“It is little wonder a lifetime’s worth of information can be extracted within seconds from vulnerable personal or corporate networks.”

Ralf Sydekum, Technical Manager, F5 Networks



Time-to-market and information acceleration are the new mantras for today’s data-driven world. From “click-and-collect” and “pick-and-pack” to “shop-and-drop”, there’s a new expectation-laden lexicon in town and time is fast running out for organisations to get fluent.

The opportunities for consumers and companies alike are clearly enormous, but there are also significant security challenges ahead. Cybercriminals are only four clicks away from your personal data. Add to that the relentless proliferation of IoT devices and smartphones, and it is little wonder a lifetime’s worth of information can be extracted within seconds from vulnerable personal or corporate networks.

Data mining and digital profiling are essential disciplines to outsmart the competition and retain a commercial edge. Unfortunately, this type of data is also magnetic to enterprising cybercriminals intent on monetising illegally acquired personal credentials, such as passwords, bank details, and computer IP addresses.

Hack/attack/crack/pay-back

Hackers can break into company networks with

alarming speed, exploiting weak security systems or seizing on bad cyber habits. Examples include sequel injections, wherein attackers insert a web form directly into a web application to gain access to a database and application data. Success is usually due to web applications’ absence of user input validation and lax application security protection.

Staying safe is becoming tougher by the day. 72% of all attacks happen at the application level. This year has been peppered with record-breaking denial of service (DDoS) attacks on marquee brands and unscrupulous cyber activities are becoming increasingly politicised. Malicious intent can be masked in a variety of ways, particularly via encryption.

Me/see/agree/key

Some governments are taking proactive mitigative measures. The UK recently earmarked £1.9bn for cyber-

defense investment, but businesses cannot always rely solely on the efficacy of top-down support.

Industry readiness varies wildly, although there are encouraging signs that banks, retailers, manufacturers, and academia are making timely investments to stay out of the firing-line. Authentication, evaluation, investigation, and verification are now business prerequisites.

As individual consumers, we have a significant role to play. We all need to rethink the way that we disclose our sensitive information. Conducting personal due diligence should not be overwhelming either; best practice data vigilance can be distilled into the simple four-point check process of me/see/agree/key.

Detected/connected/respected/protected

Tackling cybersecurity is a collective responsibility. Firms need to implement comprehensive and advanced controls to fortify their operations.

Consumers on the other hand need to take more control of how we manage our own personal credentials.

Savio Tovar Dias

Getting the omnichannel right



“The reality is that companies are now competing in an era of countless customer touchpoints.”

Savio Tovar Dias,
senior director, sales
engineering, Avaya,
AMEA



Superior customer experiences can helping businesses embrace the opportunities presented by today's omnichannel world.

Customer experience management can be defined as designing and reacting to customer interactions to exceed their expectations and thus, increase customer satisfaction, loyalty and advocacy. Unfortunately, as all too many companies have discovered, the “increasing customer satisfaction, loyalty and advocacy” part is easier said than done – and customers today have a lot more channels to complain on if you don't achieve it.

Avaya's recent Customer Experience in Banking Survey shows that one in five customers in Saudi Arabia would share their bad experience with their bank on social media platforms, while 16% do the same in the UAE. While those numbers may not seem high, this was an avenue that didn't really exist even a few years ago.

Consider just how much has changed even over the last decade in terms of technology and how that has impacted the customer experience. Ten years ago, the

first iPhone was announced in the US, while social media platforms like Snapchat and Instagram wouldn't be released for another three or four years. Yes, interaction channels like social media and web chats were available to enhance the customer experience, but for the most part businesses weren't adopting them. And the concept of seamlessly integrating various channels and devices to deliver end-to-end experiences? Not so much.

Now let's fast forward to what the world will look like in the not-too distant future. According to research firm Gartner, by 2021, approximately one million consumers will be shopping in virtual reality. Some 30% of web browsing sessions will be done without a screen, and 20% of all activities will involve at least one digital giant (i.e., Apple, Google, Facebook).

The reality is that companies are now competing in an era of countless customer touchpoints.

They're tasked with matching today's rapid pace of innovation and anticipating customers' evolving needs. This has made the concept of an omnichannel customer experience integral for success.

Research shows, however, that companies across the board are still struggling to get omnichannel right. Again, according to the study, getting the same level of experience and service regardless of how they choose to contact their bank was cited as the key priority for both Saudi and UAE banking customers. However, a separate 2017 study of the retail industry found that 44% of companies struggle to provide a seamless, omnichannel customer experience. In industries like finance and utilities, this number can be as high as 90%.

At this point, organisations know that competitiveness and revenue can be bolstered by a strong omnichannel strategy.

Today, customer experience strategies are being further encouraged by emerging technologies like IoT, AI and blockchain.

Alexander Rauser

Apps transform the enterprise



“The aim is to take business problems and simplify them through a familiar platform. In this case, a smartphone.”

Alexander Rauser,
founder and CEO of
Prototype Interactive



With BYOD, the demand for employees to access enterprise apps on own mobile phone enterprise apps has risen in popularity as they allow them to communicate more efficiently with the business.

Enterprise apps are those that are used within businesses and usually support internal operations. They are not customer facing, but enable employees to get access to corporate information and are tightly linked to business processes.

Anything from internal workflow management, inventories, document management, communication, etc., is usually handled by enterprise apps. With the modern workforce being able to bring their own device to work, having their own mobile enterprise apps have risen in popularity as they allow employees to communicate more efficiently with the business.

To simplify, enterprise apps help companies to translate their processes into electronic format and therefore, create enhanced efficiency. In certain cases, they can remove the need for desktop applications altogether and enable higher mobility. The aim is

to take business problems and simplify them through a familiar platform, in this case, a smartphone.

Unlike consumer apps, enterprise apps have a different engagement cycle. For example, a consumer app would focus on increasing usage, customer engagement and loyalty, while an enterprise app, being data-driven, would focus on efficiency, data management and analysis.

One should factor in some key points to ensure these (costly) apps are being used to its full potential.

User experience

Like with any app, it's all about the user experience. Navigating the app, features of the app, all need to be user-friendly.

It is also good to revisit processes and see how digital tools can help to optimise the same, streamline the business operations and add more value than just being a digital counterpart.

Focusing on individual functions

Creating an app entails customising its features and functions to suit the user's needs, especially within an enterprise. This will benefit you in two ways: It will create a much better user experience as each function will focus on one use case at a time; and, it will enable you to review and evaluate each business process in detail and get the most out of your digitisation efforts.

Don't try to integrate all services at once

As the saying goes, 'too many cooks spoil the broth', it is good practice to not overcomplicate and overload the first version of an app with information and features. Focus on one service or function at a time, make it perfect and release the app to employees.

Don't underestimate the ongoing development efforts

Once an enterprise app as such is launched, it is important to consistently update it along with ongoing and developing processes in the workplace.

Got something to say?

If you have any comments to make on this issue, please e-mail: david.ndichu@itp.com

Prem Rodrigues

Future is bright with PoE lighting



Power over Ethernet (PoE) is transforming the low-voltage lighting industry and enabling truly connected intelligent buildings.

Siemon's Prem Rodrigues explains how advancements in PoE has given rise to new approaches to the lit environment and why it plays a distinctive role in enabling greater energy efficiency.

“IP-based sensors embedded in PoE enabled luminaires can acquire all manner of data to be shared with building management systems (BIM).”

**Prem Rodrigues,
Siemon's director of
sales and marketing
for Middle East, India
& SAARC**

PoE is having a massive impact on LED lighting, and according to Navigant Research, global revenue from this technology is expected to grow from \$35.8m in 2016 to \$419.9m in 2025. This is not surprising given that research from Philips Lighting has found that PoE lighting offers 25% lower installation and 50% lower commissioning costs. Meanwhile, PoE lighting manufacturer Cree has stated that intelligent PoE lighting should provide 20% additional energy savings to the reductions already associated with standard low-voltage light emitting diode (LED) lighting.

Since its inception, PoE has changed the way that intelligent buildings are designed and deployed, while the growth of the Internet of Things means that more building devices than ever reside on the network and communicate via Internet Protocol (IP). PoE lighting

has the potential to play a significant role in improving energy efficiency via this communication. IP-based sensors embedded in PoE-enabled luminaires that reside on the network can acquire all manner of data to be shared with building management systems (BMS). For example, sensors embedded within luminaires can detect occupancy, ambient light and ambient temperature to adjust lighting and BMS accordingly.

PoE simplifies the deployment of a building's lighting system – installation becomes less complex and is also quicker due to the elimination of AC power circuits and sockets. Working environments therefore appear neater and more streamlined, and devices can be discreetly mounted in ceilings.

There is also the advantage of greater flexibility in the positioning of luminaires, which no longer need to be

aligned with conventional power points.

PoE lighting also brings together what have traditionally been two very different sectors. This has led to a transition period for specifiers, designers and installers of lighting systems, while also creating a challenge for those tasked with the deployment and installation of the structured cabling needed to support PoE lighting.

For example, those in the electrical and lighting community need to comply with the installation requirements of data cables, while IT network infrastructure installers and integrators need to recognise the power and component configurations for PoE switches, and develop a far better understanding of lighting design, luminance requirements and associated cabling considerations.

PoE is perhaps the biggest game changer in the lighting sector since widespread availability of LEDs, and there is a great deal of excitement surrounding it. The deployment of PoE lighting is set to continue to grow and will most certainly continue to influence the design and future of buildings.



Case study

Agility makes the switch to Trend Micro

Trend Micro helps the Kuwaiti-headquartered logistics giant gain better control of its global operations

Agility, a global logistics with operations all over the world faced a problem many multinationals face—a sprawl of IT systems and endpoints whose control was increasingly tenuous.

The company's IT organisation supports approximately 18,000 IT users, working out of more than 550 offices around the world. Some offices and business units had over the years deployed and supported their own security solutions.

With viruses and spam also increasingly making it through the company's defences, IT recognised the need to make some changes.

The company was also moving towards a corporate standard and centralised support for its IT security.

Agility was predominantly reliant on security solutions from a vendor whose cyber security was not its main forte, says Waqar Perwaize, the IT partner services manager at Agility. As the company expanded, the security infrastructure in place was simply not adequate for a

global enterprise. There were product glitches, as well as support constraints with the previous vendor, Perwaize says.

This led Agility to evaluate other enterprise security solutions, leading the company to Trend Micro Enterprise Security for Endpoints which the company initially deployed at its test environment.

Ihab Moawad, VP for Mediterranean, Middle East and Africa at Trend Micro says Agility sought a cutting-edge, integrated security solution providing a 360-degree protection that meets the

demands of their security-sensitive clients. The logistics company also required a solution that could handle large volumes of data that has to be processed in a timely fashion and made available securely across their vast network spanning 150 countries.

"Agility required a contemporary 'defence in depth' security solution which can integrate with existing systems while having no impact on their network performance. Trend Micro demonstrated a comprehensive understanding of Agility

35%
Drop in help desk tickets

“Agility required a ‘defence in depth’ security solution with no impact on their network performance.”

IHAB MOAWAD, VP FOR MEDITERRANEAN, MIDDLE EAST AND AFRICA AT TREND MICRO

CASE STUDY SUMMARY

Objective

Agility sought to stem an increase in the numbers of threats that were breaking through its endpoint defences. Additionally, spam was on the rise while growth and acquisitions were complicating security management. Vendor support was also lacking from the previous security vendor.

Solution

Agility switched its endpoint and messaging security to Trend Micro Enterprise Security solutions. It also deployed Trend Micro Control Manager within global data centres, to centralise management. The Trend Micro ScanMail Suite for Microsoft Exchange blocks targeted attacks, as well as spam, phishing, and malware with global threat intelligence from the Trend Micro Smart Protection Network.

Results

With Trend Micro Enterprise Security, Agility has gained better end-user experiences and increased productivity, due to improved endpoint performance and reduced impact on applications. There has been a 30-40% reduction in security-related help desk tickets, saving IT time and improving protection

requirements and the desired outcomes of their security requirements,” Moawad says.

After evaluation, Agility established that Trend Micro had both the expertise and understanding of their needs to successfully implement the desired security tools.

“Trend Micro provided Agility with the state of the art security solution that integrates machine learning and provides security for their endpoints, servers, gateway and network. Additionally, the solution can be centrally managed, providing a comprehensive 360 degree visibility and protection against both known and zero-day attacks. Trend Micro solutions also delivered to the client the right tools to predict, prevent, detect and mitigate any security risk,” Moawad says.

SOLUTION

Trend Micro Enterprise Security is a tightly integrated offering of content security products, services, and solutions powered by the Trend Micro Smart Protection Network infrastructure. Together they deliver protection from emerging threats while minimising the cost and complexity of security management. Agility now relies on three main Trend Micro Enterprise Security solutions: Trend Micro Enterprise Security for Endpoints, for PCs and servers; Trend Micro ScanMail Suite for Microsoft Exchange, for email servers; and Trend Micro Control Manager, for centrally managing security from any of the company’s global data centres.

Agility initially deployed Trend Micro endpoint security, along with Trend

THE CLIENT

Agility is a publicly traded global logistics company headquartered in Kuwait. It provides freight forwarding, transportation, warehousing and supply chain management services to businesses, governments, international institutions and relief agencies worldwide. Agility has more than 22,000 employees and 500 offices in 100 countries. Agility’s primary business is commercial logistics. Its commercial arm, Agility Global Integrated Logistics (GIL), manages the shipment and delivery of finished goods, parts, raw materials and other cargo by sea, air, road or a combination. GIL provides warehousing and distribution services, along with services and technology that track and manage shipments and inventory. GIL’s logistics specialty businesses provide logistics for the chemicals industry (Agility Chemicals), trade shows and events (Agility Fairs & Events), and customers with large, complex projects in the energy, mining and marine industries (Agility Project Logistics).



“ Trend Micro presence in 14 countries across MEA region provides the comfort level and assurance needed by Agility.”



↑ Ransomware, spread primarily through email, has emerged as one of the greatest facing businesses over the last two years.

Micro Control Manager. The company’s IT security team was managing security in a distributed manner before the deployment. Trend Micro Control Manager has helped Agility align security to its business goals including centralisation and reduced operating costs. Control Manager delivers a single, central control that is now deployed at the global datacentre.

Mapping the security infrastructure requirement within the context

of business objectives is increasingly crucial for businesses today, says Moawad. “Buy-in from other executives to fund security projects used to be a challenge, however, this has become much better over the last three years. With the number of global breaches and millions of customer information and sensitive data exposed, CIO, and CEOs are putting more focus now on implementing more strict security measures.”

The increased protection

THE VENDOR

Trend Micro is an enterprise cyber security software company founded in Los Angeles, California with global headquarters in Tokyo, Japan, a R&D centre in Taipei, Taiwan, and regional headquarters in Asia, Europe and the Americas. The company develops security software for servers, cloud computing environments, consumers, and small, medium and enterprise businesses. Its cloud and virtualisation security products provide cloud security for customers of VMware, Amazon AWS, Microsoft Azure and vCloud Air. Eva Chen serves as Trend Micro’s chief executive officer, a position she has held since 2005 when she succeeded founding CEO Steve Chang. Chang serves as chairman of Trend Micro.

and less complex management of the Trend Micro Security for Endpoints has helped reduce the number of security-related help desk tickets by 30-40% since switching to Trend Micro, Perwaize says.

Agility is now protecting 11,000 endpoints with Trend Micro Enterprise Security. Eventually, as other licenses expire, another 7,000 systems will be switched from other vendors’ solutions to Trend Micro.

Email is a mission-critical resource both in-house and for communications with outside partners and customers. While Agility had outsourced spam filtering to protect email, the company found that it still needed additional protection, as spam escalated. ScanMail for Microsoft Exchange adds another layer of protection for the company’s servers and is now the primary protection for internal communications at Agility.

Ransomware, spread

primarily through email, has emerged as one of the greatest facing businesses over the last two years. “With the evolution of new lethal ransomware techniques and the introduction of ransomware as a service, hackers are now leasing their ransomware infrastructure to other criminals and sharing profits, a development that has significantly reduced barriers to entry, resulting in a large number of cyber criminals turning to ransomware,” says Moawad.

BUSINESS RESULTS

Since switching to Trend Micro, Agility has also upgraded to the latest versions of the products that make up Trend Micro Enterprise Security for Endpoints. Perwaize says the IT team has seen a significant increase in performance, without having to invest in any new hardware. The in-the-cloud protection of Smart Protection Network, and features like SmartScan

updates, make the IT department's job easier in offering support, as well as minimising complexity of the on-premise software.

Moving to cloud infrastructure to reduce OPEX and CAPEX is a widely accepted business requirement today. However, providing the necessary security infrastructure remains a major concern for customers to provide them with the assurance needed to ensure privacy and security of their data.

For companies to be prepared for security attacks, they need to have a thorough plan in place, warns Moawad. "This plan should not only include what can happen to prevent the cyber-attack but also how to minimise the damage if an attack happens. Unfortunately, statistics reveal that companies are not ready to deal with critical incidents and measures required to recover data are simply not in place, particularly in the SMB segment," he adds.

Compliance also ranks

as a top priority for Agility, particularly as it relates to its Defence & Government Services business. The group's customers include the U.S. Army and other organisations with very strict security requirements. Trend Micro Enterprise Security solutions have delivered the flexibility to match Agility's policies and processes to compliance requirements.

Compliance is generally becoming a major concern for regional organisations. For example with the upcoming GDPR, a 72-hour window for the reporting of breaches will require organisations to have a better understanding of their business processes, data-flows and have a more comprehensive view of the threat landscape, says Moawad. "This will force these organisations to implement a more documented, well-structured cyber incident response plans that allows them to reduce the time between detecting a cyber-attack, blocking the



↑ Compliance also ranks as a top priority for Agility, particularly as it relates to its Defence & Government Services business.

“measures required to recover data are simply not in place.”



KIT LIST

- Trend Micro Enterprise Security for Endpoints
- Trend Micro ScanMail Suite for Microsoft Exchange
- Trend Micro Control Manager
- Trend Micro Premium Support

attack, recovering data if any, responding properly, and reporting accurately for compliance purpose,” he adds.

Trend Micro presence in 14 countries across MEA provides the comfort level and assurance needed for Agility to ensure business continuity, says Maowad. “High profile customers such as Agility demand not just leading technology, but a vendor that they can rely on as well. Such a vendor should have the right skilled resources in-country to support and respond to threats in a timely manner. We maintain a team of in-country experts as part of our SWAT team to provide instantaneous onsite support if and when needed,” he adds.

Cyber threats are getting increasingly sophisticated and broad, as technology permeates every aspect of the business, observes Maowad. “Hackers are using sophisticated methods to infiltrate organisations using zero-day attacks by utilising extensive surveillance, social engineering and research methods to gather intelligence about organisations and exfiltrate sensitive data,” Maowad says.

The human factor remains the weakest link in the security chain. Increasingly, organisations are considering machine learning and AI to minimise human dependency in predicting, detecting and responding to security breaches, Moawad notes.



ERICSSON MOBILITY REPORT: 17 MILLION 5G SUBSCRIPTIONS IN THE MENA REGION BY 2023

According to the regional appendix to the latest Ericsson Mobility Report, the first 5G subscriptions in the Middle East and North Africa region are expected during the period 2020 to 2022, reaching around 17 million subscriptions by 2023.

The Middle East and Africa (MEA) region, which encompasses more than 70 countries, faces extreme market variations in terms of information and communication technology (ICT) maturity, but Ericsson's Mobility Report nonetheless predicts a region-wide growth in mobile subscriptions from 1.590 million to 2.030 million by the year 2023. Further, the MEA region will witness a nearly five-fold increase in LTE subscriptions, from 190 million to 860 million, in the same timeframe.

Rafiah Ibrahim, Head of Ericsson Middle East and Africa, said: "Total mobile traffic for the region is forecasted to grow by around 49% annually between 2017 and 2023. This rapid growth is seeing operators increasingly exploring methods of optimizing their networks with more capacity and coverage. We are supporting operators across the region throughout the different phases of the network evolution enabling best performing networks and differentiated customer experience."

The MEA region has a young and growing population with a median age of 21 years which, combined with its improving economy and favorable policies, creates potential for continued growth in the uptake of telecom and ICT services.

Across the MEA region, smartphone subscriptions are expected to increase from 670 million to 1.510 million in the next five years, resulting in data traffic per active smartphone multiplying nearly six times over, from 2.2 GB/month to 12 GB/month. Today, mobile data traffic in the region represents 83% of total mobile traffic, and is expected to increase to 98% by 2023, bringing it more in line with the global average. This will require operators to come up with efficient strategies differentiated by exceptional user experiences and optimal network performance. The Mobility Report's analysis of these factors considered the different strategies operators employ to approach these demands and found that the greatest challenge they face is employing available tools to maximize network utilization without negatively impacting the user experience. Moving

forward, operators will need to find the "sweet spot" between the two, where a good user experience is delivered while still allowing significant volumes of traffic through the network.

ON THE ROAD TO 5G AND IOT

The Mobility Report also revealed that the Internet of Things (IoT) is facilitating the digital transformation of industries and providing mobile operators in the MEA with opportunities to explore new revenue streams. Cellular IoT subscriptions in the region are expected to grow from 35 million to 159 million between 2017 and 2023, at a compound annual growth rate (CAGR) of around 30%. This will enable operators to explore new digitalization opportunities as the world becomes more connected and industries experience an ICT-driven transformation. In

fact, 5G-enabled industry digitalization revenues for MEA are predicted to at US\$242 billion between 2016 and 2026 – meaning ICT players must adopt and integrate digital technologies into specific industries to generate new revenues.

5G will be an important technology in growing industrial digitalization, and despite IoT being in its infancy in much of the region, there are still examples of how it has already helped improve the livelihood of MEA communities and industries. These include smart ag-

riculture initiatives in Turkey and Africa, remote monitoring of oil wells and temporary networks in case of disasters in Saudi Arabia, and Narrowband-IoT (NB-IoT) being used to address utilities and smart meters in South Africa. Technologies like 5G and IoT will serve the region's diverse operator needs by opening up new revenue streams as a result of industry digitization, improving standards of livings in countries across MEA.

Perhaps the most striking and indicative finding of this latest Ericsson Mobility Report for MEA is the fact that, despite being amongst the fewest, LTE connections will show the highest growth rate at 46% annually over the next five years. The report also forecasts that total mobile traffic will continue to rise in both the Middle East and North East Africa, at a compound annual growth rate of 48%, driven by higher mobile data traffic and increased penetration of smartphones in the region.

The resulting technologies will empower people, transform industries, and enable the smart city solutions that will reshape the future in the Middle East and Africa.

**"WE ARE SUPPORTING OPERATORS
ACROSS THE REGION THROUGHOUT
THE DIFFERENT PHASES OF THE
NETWORK EVOLUTION ENABLING
BEST PERFORMING NETWORKS
AND DIFFERENTIATED CUSTOMER
EXPERIENCE."**

**RAFIAH IBRAHIM, HEAD OF ERICSSON
MIDDLE EAST AND AFRICA**

THE NEXT WAVE

**THE WIRELESS INDUSTRY COULD
SIMPLY NOT WAIT FOR THE INDUSTRY
STANDARDS PROCESS, MOVING
FAST WITH 802.11 AC WAVE 2 TO
ACCOMMODATE BANDWIDTH DEMAND**





Wireless industry has had to adapt, and adapt fast.

When the 802.11ac wireless standard was published by the IEEE Standards Association process in December 2013, no one could possibly foresee the impending explosion in wireless devices in the years that followed.

Not willing to wait for the IEEE to launch the next standard- the 802.11ad- the Wi-Fi Alliance, a global non-profit association of companies that determine the interoperability of Wi-Fi technology, last year certified the 802.11ac Wave 2 standard, an addendum to 802.11ac (Wave 1).

Wave 2 is a significant improvement over its predecessor. For one, it has opens up real gigabit Wi-Fi capabilities, as opposed to theoretical possibilities with Wave 1, while supporting more connected devices thanks to multiuser multiple input, multiple output (MU-MIMO).

Routers fitted with MU-MIMO technology are able to break up the bandwidth into separate, individual streams that transmit the connection evenly to multiple devices, without one device being prioritised over the other. This allows numerous devices to connect over wireless, with each connecting at similar speeds. The rise in BYOD and IoT-connected devices in the enterprise has created frustrations for network admins, and MU-MIMO can help alleviate such bottlenecks.

Pressure on wireless networks continues to grow as more of the world goes mobile, the number of mobile devices like smartphones and tablets continues to proliferate, the internet of things (IoT) takes hold and the use of video rapidly increases. This is where 11ac Wave 2 helps, observes Manish Bhardwaj, senior marketing manager, META region, Aruba.

“The fact that the new type of IoT devices and applications are now being addressed by mobile networks has tremendously accelerated both their deployment and adoption.”

ANDREY KOYNOV, CTO OF INFINET WIRELESS



“Wave 2 will bring even greater speeds and wireless ranges, enabling better performance over Wave 1. With MU-MIMO, 802.11ac, Wave 2 make it easier for the growing number of mobile devices to share WiFi bandwidth and ease performance issues on the network,” Bhardwaj observes.

Technologies have emerged to leverage the innovations around Wave 2. An example of this is Aruba’s proprietary ClientMatch, a technology that shifts the connection decision away from the endpoint to the OS, to ensure that as users move around the enterprise, their devices can connect and switch seamlessly to the strongest possible signal, explains Bhardwaj.

Another promising emerging technology is mesh. A mesh network is a local network topology in which APs connect directly, dynamically and non-hierarchically to as many other nodes as possible and cooperate with one another to efficiently route data from/to clients. A mesh network is reliable and offers redundancy; if one node fails, the rest of the nodes can still communicate with each other, directly or through one or more intermediate nodes.

Alishan Zaidi, regional sales manager at EnGenius International notes that 802.11ac mesh Wi-Fi can deliver far better

“Wave 2 make it easier for the ever expanding number of mobile devices to share available WiFi bandwidth and ease performance issues on the network.”

MANISH BHARDWAJ, SENIOR MARKETING MANAGER, META AT ARUBA, A HEWLETT PACKARD ENTERPRISE COMPANY



performance and speed to ensure ample capacity for multiple connected devices. Mesh also simplifies installations in retrofit or for budget-conscious customers by not requiring homerun hardwiring for each device. “Mesh’s auto-sensing setup and self-healing optimise the device network’s reliability and efficiency,” Zaidi observes.

Andrey Koynov, CTO of InfiNet Wireless, which provides fixed wireless connectivity solutions, highlights beamforming technology, which allows antennas focus their WiFi signal. Typically, when a router is sending out a WiFi signal, the signal gets wider and wider as it leaves the AP, consequently losing strength in exchange for coverage. WiFi beamforming narrows the focus of that router signal, sending it directly to devices in a straight line, thus minimising surrounding signal interference and increasing the strength of the signal that each device receives.

CUSTOMER ASKING

Unlike in years past when technology providers called the shots, users are in the driving seat this time around.

The transformation of wireless technology has largely been driven by user demand, observes Omar Succar, presales manager, Middle East, Alcatel-Lucent Enterprise (ALE). “Users want to have universal, always-on access to applications and cloud services while maintaining a consistent experience.”

At the heart of this clamour for better connectivity is the rise of the smartphone and the tablet, together with the applications they support, notes Succar. “While striving to meet that demand, IT organisations want to sustain simplified deployment, full control, strong security and rich analytics.”

On the service provider front, the fight over spectrum usage will influence the industry over the next few years, says Koynov. 5G practitioners want to be allocated some of the

spectrum previously used by the fixed operators, such as 3.5Ghz spectrum.

There’s also fierce competition between mobile technologies such as LTE or 5G as well as between fixed technologies such as fixed wireless and systems such as point-to-point. “This is why we have to improve our systems to satisfy the needs of our customers and keep and expand our market share,” says Koynov.

“Ultimately, the objective is to provide faster access speeds to customers, and to provide faster connectivity at the lowest cost,” says Koynov.

Spectrum availability is also another driving factor in the wireless world as spectrum is a precious finite resource.



↑ In a wireless mesh network, the network connection is spread out among dozens or even hundreds of wireless mesh nodes that “talk” to each other to share the network connection across a large area.

“ While striving to meet that demand, IT organisations want to sustain simplified deployment, full control, strong security and rich analytics.”

OMAR SUCCAR, PRESALES MANAGER - MIDDLE EAST, ALCATEL-LUCENT ENTERPRISE

The deficit in spectrum availability will see the industry move towards providing systems that can adapt better. “For example, InfiNet Wireless will be bringing to the market more efficient systems which can provide connectivity at higher speeds and lower costs and at a higher GHz spectrum and new business models,” Koynov says.

INTERNET OF THINGS

Wireless networks are about to be hit with billions of new IoT connected devices. The challenges for connecting all these new devices are only emerging.

In order to provision thousands of wireless endpoints and get them connected, organisations need tools for identifying, automating and securing all devices on the network, observes Bhardwaj. “That’s where the focus is, developing providing solutions for extracting data from billions of connected things and making that information actionable,” he adds.

Bhardwaj says Aruba is focused on lowering the cost of IoT by optimising the lifecycle of IoT devices. “By reducing IoT connectivity, compute and control costs and embracing open interoperability standards to harmonise device communications, we are arming organisations with tools to dramatically change the economics and viability of large-scale IoT deployments. These tools, a combination of infrastructure and software platforms, can help deliver services to the vast number of use cases that constitute IoT today,” he adds.

Although IoT is all the rage now, particularly in the consumer space, fixed wireless vendors such as InfiNet Wireless have been providing such connectivity to enterprises for years, Koynov observes. “In areas where mobile operators have no coverage, we provide connectivity to customers to their sensors at oil rigs, pipelines, moving vehicles, and more. IoT is not really a new technology and has been addressed by a number of vendors for a long time. The only difference now is the massive scale we see now with IoT devices,” Koynov adds.



The fact that the new type of IoT applications is now being addressed by mobile networks has tremendously accelerated their deployment and adoption, Koynov adds.

According to Succar, the internet of things brings together three unstoppable trends: mobility, automation, and endless thirst for data observes Succar. “IoT will keep companies informed about everything – from how customers are using products to when a piece of vital equipment needs replacing,” he explains.

With IoT just in its infancy, the demand for wireless connectivity will only continue to grow exponentially. “New ratification for faster and secure wireless is in development to anticipate this growth. Major improvements are foreseen to integrate wireless services with IoT technologies and location-based services,” Succar observes.

Wireless has completely transformed the world. Wi-Fi has enabled technology developments that its pioneers would not have even imagined, while technologies such as fixed wireless or point-to-point have connected areas that would have been impossible to connect via mobile telephony or cables. And yet, the story of wireless is only starting to be written. By the time we revisit this topic at the end of the year, the initial 5G deployments will have been rolled out. And the next wave of telecommunications can truly begin. ●

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GEORGE HOJEIGE

Group Commercial Director
Tel: +971 4 444 3203
GSM: +971 50 502 5532
Email: george.hojeige@itp.com

LAITH ABDELGHANI

Sales Manager
Tel: +971 4 444 3502
GSM: +971 52 905 8151
Email: laith.abdelghani@itp.com

FOR NOMINATION ENQUIRIES

MARK SUTTON

Senior Group Editor, ITP Technology
Tel: +971 4 444 3225
Email: mark.sutton@itp.com

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DANIEL FEWTRELL

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Tel: +971 4 444 3684
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AGENT *of change*

**FAR BEYOND
COST SAVINGS,
CLOUD'S
TRUE VALUE
PROPOSITION LIES
IN ITS POWER OF
TRANSFORMATION**

How cloud has transformed businesses is a matter of extensive public discourse. Less discussed is just how much the cloud platform itself has evolved, and the dizzying pace of that change.

Amazon Web Services (AWS) perfectly illustrates this revolution at work.

In 2011, AWS released around 80 features; in 2012, nearly 160; in 2013, 280 were added and 516 in 2014, and in 2015, 722 services were launched. In 2016, AWS launched 1,017 new tools. As of October 1st this year, the company has introduced 928 new features.

Today, AWS offers more than 90 services that range from compute, storage, networking, database, analytics, application services, deployment, management, developer, mobile, IoT, AI, security, hybrid, and enterprise applications.

Best of all, customers can instantaneously benefit from this continual evolution, innovation and iteration, because they get the latest updates or enhancements promptly with no need to upgrade, deploy, or to migrate, observes Vinod Krishnan, head of the commercial business for MEA at Amazon Web Services.

“As cloud matures, the motivation is shifting from the initial cost optimisation impetus to business transformation,” Krishnan says. “While having a lower cost infrastructure is an enabler for transformation, it’s typically not the main driver. The main drivers are agility and innovation, and the cloud enables these in a very significant way,” he adds.

Krishnan lays out the difference between then and now, “In the old world, when you asked engineering teams how long it might take them to get a server to try and experiment, the answer was in the 10-18 weeks range. In this new world,



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not only can a company spin up thousands of servers in minutes and pay only for what they use, but they have access to a very robust, full-featured technology offering that lets them go from idea to launch in record time.”

Initially adopted in standalone, low-risk areas such as website hosting, application testing and CRM, with the primary aim of reducing costs, cloud has now become an indispensable component of every IT portfolio.

Forrester expects the global cloud computing market to grow to around \$150bn by 2020 as it becomes key to many organisations’ IT infrastructures, notes Necip Ozyucel, cloud & enterprise business solutions lead, Microsoft Gulf. “Cloud adoption is now a matter of ‘how’, instead of ‘what’. Compared to previous years, companies are trying to find the best solutions to implement on their cloud journey,” Ozyucel explains.

And the momentum cuts across the entire computing stack, says Andy Froemmel, head of cloud business for Saudi Arabia, Bahrain, and Yemen at SAP. At the infrastructure level, there’s need from large customers who want to get rid of their expensive on-premise hardware or those who are in no need to upgrade their hardware. Small and new customers are not even considering on-premise datacentres anymore, notes Froemmel. “They just want the services without the complexity of deploying hardware,” he adds.

Although PaaS is not a traditional offering, it’s becoming increasingly important as businesses understand the importance of connecting their business locally, regionally and also globally. “For digital transformation, organisations require a cloud platform that provides the connectivity, flexibility and multiple deployment solutions to connect with new vendors.” At the software layer, customers increasingly

demand a simple plug and play SaaS solution that requires no hardware deployments, says Froemmel.

Microsoft Azure offers more than 100 services with end-to-end tools and allows users to create apps using powerful data and artificial intelligence services. Ozyucel says the standard objective for most large corporations in the midst of the cloud migration is to see more than 50% of workloads safely migrated to the cloud by 2025. "It is estimated that spending on public cloud infrastructure as a service (IaaS) hardware and software will reach \$173B in 2026. SaaS and PaaS portion of cloud hardware and infrastructure software spending is projected to reach \$55B in 2026," he adds.

The increase in cloud offerings has coincided with a general shift towards a better, consumer-like user experience.

The cloud gives organisations of all sizes access to storage, compute, database, and many other technologies on a pay-as-you-go basis, from anywhere in the world. Anyone with some basic knowledge of IT, an idea, and a credit card can get access to near infinite amounts of compute and storage on demand, observes Krishnan.

Froemmel says the simplicity of remote access to corporate resources anywhere over mobile is a great argument for cloud. "Customers can have innovations consumed and delivered much faster with public cloud due to the ability to deliver any kind of updates and innovations to customers almost on demand" he adds.

Vendors have responded by issuing thousands of enterprise mobile applications, for all types of tasks and services. Even legacy vendors have jumped on the mobile bandwagon, adding digital extensions to their decades old services.



\$173B
Value in IaaS
hardware and
software by 2026

STARTUPS

For a startup, the only choice they really have is cloud. Small businesses lack the financial and human resources to set up a datacentre, so their default option is cloud. Second, because startups need to scale very fast, gain market share and disrupt their industry, cloud becomes a perfect fit, observes SAP's Froemmel.

A good regional example is ride-hailing app Careem. Careem runs fully on AWS and over the past few years has grown by 10 times every year thanks to the scalability of the cloud platform. This kind of growth would have been very difficult, if not impossible, without cloud computing technology, says Krishnan.

Larger enterprises, on the other hand, face different interests and challenges. AWS enterprise customers like Al Tayer Group, flydubai, MBC, and Union Insurance have adopted cloud to innovate and better serve their customers.

“The simplicity of remote access to corporate resources anywhere over mobile is a great incentive towards adopting cloud.”

ANDY FROEMMEL, HEAD OF CLOUD BUSINESS FOR SAUDI ARABIA, BAHRAIN, AND YEMEN AT SAP

flydubai is using cloud technology for their online check-in platform. Using AWS, they went from design to production in four months and thousands of passengers a day are now utilising the technology, notes Krishnan. This timeline would not have been possible without the cloud, he adds. “Given the seasonal fluctuations in demand for flights, flydubai also needs an IT platform that can cope with such spikes in demand. AWS allows them to do this and lead times for new infrastructure services have been reduced from up to 10 weeks to a matter of hours,” Krishnan says.

SAP signed an MoU this year with Saudi Aramco to build a national marketplace based on SAP Ariba solution. “As you can imagine, Saudi Aramco has very specific security policies and even such customers see the benefits of moving in this direction,” says Froemmel. Aramco adds to the more than 100 million current subscribers to SAP cloud-based services globally.

Microsoft continues to grow its regional cloud customer base. Dubai-based Majid Al Futtaim Ventures adopted Microsoft Dynamics 365, Office 365 and a range of supporting apps, as a means of boosting customer engagement and optimising internal efficiencies across the group’s many business units. Similarly, Daman, the UAE-based health insurer, has implemented Microsoft Office 365, Power BI and Surface Hub as the company sought to improve mobility and collaboration. Another example is Mashreq bank, which is now using Microsoft Dynamics 365 to help employees engage customers more effectively. Recently Cazar, developer of Sniperhire, a widely used e-recruitment system, chose Microsoft Azure to enhance and future-proof its HR solution.

Public organisations in the region, with ambitious digital ambitions of their own, have found cloud computing crucial in engaging and serving citizens. Today, government sectors from education to social services are actively moving to the cloud to transform the way they deliver services and interact with citizens, Krishnan observes. “For government entities in the UAE, this translates into more opportunities to deliver secure, reliable, and scalable solutions that support the UAE Vision 2021 on digital transformation and smart city initiatives,” he adds.

The national transformation programs in the Middle East prove there’s a strong digital push from governments and a clear understanding that digitalisation is as important for a country as it is for businesses. This drive will help the countries in the region accelerate their shift into the digital age when it comes to smart cities, or new private and public partnerships, says Froemmel.

Increasingly, these cloud services are being delivered via locally-based datacentres.

Amazon Web Services (AWS) recently announced that it plans to open data centres in Bahrain by early 2019, its first dedicated data centres in the Middle East.

SAP is also establishing a local data centre expected to go live in the middle of next year. This will allow the company



“ While having a lower cost infrastructure is an enabler for (public cloud) transformation, it’s typically not the main driver.”

VINOD KRISHNAN, HEAD OF COMMERCIAL BUSINESS FOR MEA AT AMAZON WEB SERVICES

address local data sovereignty requirements, as well as bring services closer to its growing customer base in the region, says Froemmel.

“Saudi Arabia, and the larger Middle East region, is a strategic market for us and our local growth plan involves the establishment of a local data centre,” says Froemmel. For this reason, SAP signed a MoU with the KSA Government in early 2017, where the company would not only bring the data centre to the country but also help with localisation and build co-innovation centres.

SECURITY

A recent study reveals that majority of organisations export full responsibility for data protection, privacy and compliance onto cloud service providers.

Krishnan of AWS says data protection, privacy, security, and compliance are a shared responsibility model with the



“Cloud adoption is now a matter of ‘how’, instead of ‘what’.”

NECIP OZYUCEL, CLOUD & ENTERPRISE BUSINESS SOLUTIONS LEAD, MICROSOFT GULF

customer. A service provider such as AWS will manage and control the components of the host operating system and virtualisation layer down to the physical security of the facilities in which the services operate. Customers are responsible for building secure applications.

“AWS provides a variety of best practices documents, encryption tools, and other guidance our customers can leverage in delivering application-level security measures. In addition, AWS partners offer hundreds of tools and features to help customers to meet their security objectives, ranging from network security, configuration management, access control, and data encryption, among others,” Krishnan explains.

To realize the benefits of cloud, one must be able to trust the platform, asserts Microsoft’s Ozyucel. Azure meets a set of international and industry-specific compliance standards, such as ISO 27001, HIPAA, FedRAMP, SOC 1 and SOC 2, as well as country-specific standards like Australia IRAP, UK G-Cloud, and Singapore MTCS. Third-party audits, such as by the British Standards Institute, have verified Azure’s adherence to the strict security controls these standards mandate.

The new General Data Protection Regulation (GDPR) is the most significant change to European Union (EU) privacy law in two decades. GDPR enforcement begins on May 25, 2018, and requires that organisations respect and protect personal data – no matter where it is sent, processed or stored. That means regional organisations will need to comply. “To simplify the organisational path to compliance

for GDPR, Microsoft is committing to be GDPR compliant across its cloud services when enforcement begins next year,” Ozyucel explains.

Office 365 has in-built mechanisms to support businesses meet GDPR compliance. For example, if an organisation maintains a corporate policy that forbids employees to communicate passport numbers, this rule can be input into Office 365. If and when anyone in the organisation types passport, both they and the administrator receive a warning and the account gets locked. “Office 365’s cloud-based email system allows businesses to get GDPR compliant faster and more cost-effectively because the cloud is simply more efficient,” Ozyucel adds.

The world is undergoing a shift in technology that is unlike any other in our lifetime, and it’s happening at a startling pace – much faster than anybody anticipated, Krishnan observes. “We continue to believe that in the fullness of time very few companies are going to own their own data centres, which means that the majority of applications are moving to the cloud. It also seems pretty apparent at this point the cloud has become the new normal,” he adds.

Ultimately, it means that every industry will be able to innovate in new ways – from personalised medicine, to better understanding of our universe, to university education that is accessible to hundreds of thousands across the world, to new business models for traditional industries and the advent of the “connected world” – we are just in the beginning of what is possible with the cloud, Krishnan concludes. ●

928
New features and services added by AWS this year



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JOSEPHINE DSA

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Tel: +971 4 444 3630

GSM: +971 50 628 8952

Email: josephine.dsa@itp.com

GEORGE HOJEIGE

GROUP COMMERCIAL DIRECTOR

Tel: +971 4 444 3203

GSM: +971 50 502 5532

Email: george.hojeige@itp.com

For nomination enquiries :

DAVID NDICHU

EDITOR, NETWORK
MIDDLE EAST

Tel: +971 4 444 3635

Email: david.ndichu@itp.com

For other enquiries :

BRIAN MCNAMARA

MARKETING & EVENTS
MANAGER

Tel: +971 4 444 3846

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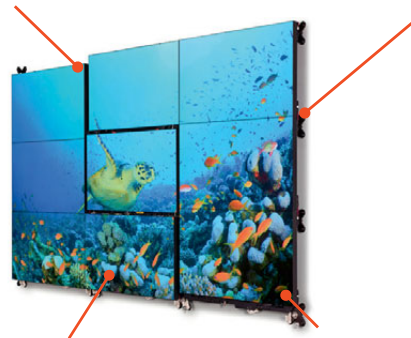
Hot product

Barco UniSee

Barco recently announced the launch of a new LCD video wall Barco UniSee, which is based on a modular platform, with individual LCM panels fitted onto a mounting system that is powered by gravity. The entire LCD video wall is completely bezel-less to create a seamless viewing experience. The mounting system, which ensures alignment of the LCM panels, also houses all input and power modules.

NoGap technology makes the inter-tile gap almost invisible from normal viewing distances

UniSee Mount uses gravity to self-align the LCD tiles, which slide into place in any direction along the X, Y and S axes



'Sense X' calibration system ensures a balanced image at all times, with no variation between centre and edges

UniSee Connect software platform automatically assigns and calibrates the panels

ONES TO WATCH

The new products are available immediately



HP SBook x2 detachable PC

➔ HP recently unveiled the HP SBook x2, a detachable workstation targeting artists, designers and digital imaging professionals who require a powerful yet mobile device. The HP ZBook x2 features quad-core Intel Core processors and NVIDIA Quadro Graphics. A quiet, dual-fan active cooling system is designed to dissipate heat more effectively from the graphics card and processor. HP Quick Keys provide artists with 18 time-saving shortcuts.



Intel 8th gen Intel Core CPU

➔ Intel has announced its new family of 8th Gen Intel Core desktop processors. This new family introduces the first-ever 6-core Intel Core i5 desktop processor and first-ever 4-core Intel Core i3 desktop processor. The family offers a range of performance options with unlocked "K" processors and up to 40 platform PCIe 3.0 lanes for system expandability on graphics, storage and I/O. These processors are supported with new Intel S370 motherboards.



Synology DiskStation DS3617xs

➔ The Synology DiskStation DS3617xs NAS is equipped with quad-core Xeon D processor and 16GB DDR4 ECC RAM, DS3617xs and delivers fast reading and writing performance while ensuring data accuracy when handling mission-critical tasks. The PCIe 3.0 slot allows for faster networking as businesses expand their infrastructure. The DS3617xs offers multiple connectivity options for link aggregation and failover configurations.

Huawei 400G NE9000 router for data centres

Huawei recently launched the 400G DCI solution and a Petabit Router NE9000. The Huawei's 400G DCI solution features high-speed 400G interconnection technology in NE9000, along with intelligent global control based on the company's Agile Controller. The NE9000 is focused on high device density and energy efficiency, the defining characteristics of data centres. Its integrated 4T router line cards offer energy savings of 50%, and the crucial issues of heat management for high-capacity boards and power consumption for devices are addressed through patented, state-of-the-art heat dissipation technologies including carbon nanotube thermal pads.



SELLING POWER

Anil Menon, president, Cisco Smart+Connected Communities



What is the product?

Cisco has introduced the City Infrastructure Financing Acceleration Program, a \$1 billion program aimed to make it easier, faster, and more affordable for cities around the world to fund and adopt technologies that will transform their communities.

Why is it important?

With our partners, Cisco will bring the capital and expertise it takes to make smart city projects a reality. Digital Alpha, APG, and Whitehelm Capital bring a fresh perspective on investment in an area that has previously been perceived as too new and, therefore, too difficult to finance

Why is it different?

The program helps cities assemble the right type or suite of finance instruments to fund and deploy innovative technology with minimal initial investment. Whether a city is looking to reduce energy usage, ease traffic and parking, or boost public transportation ridership and revenues, the program will help cities with solutions.

SELL IT TO ME

A10 Networks strengthens its DDoS protection solution with scalable flow-based detection

What is the product?

A10 Networks is strengthening its A10 Thunder TPS (Threat Protection System) platform with flow-based detection via the new A10 Thunder TPS Detector, which integrates with A10 aGalaxy TPS management to provide automated mitigation for TPS Mitigator. The A10 Thunder TPS Detector is available as a virtual machine on the A10 aGalaxy 5000 management appliance or on other TPS mitigation appliances via the configuration option. The A10 Thunder TPS Detector is tightly integrated with A10's TPS Mitigator and A10 aGalaxy TPS management solutions.

Who needs the product?

Security teams face increasing sophistication from adversaries responsible for DDoS attacks. According to a recent report commissioned by A10, large DDoS attacks greater than 50 Gbps have quadrupled in the past two years. The number of companies experiencing

between 6-25 attacks per year has increased more than four times in that same time span. However, with the Thunder TPS solution, A10 is improving protection for companies looking to augment mitigation capacity, SecOps-friendly automation, and reduction of false positives.

What benefits does it offer its targeted users?

Together, A10 Detector, aGalaxy TPS and A10 Mitigator comprise a complete A10 Thunder TPS solution, which enables IT organizations to quickly detect, manage and mitigate attacks. When an attack is detected via an analysis of user traffic by A10 Detector, aGalaxy TPS management is then notified, which triggers A10's Mitigator with the recommended mitigation templates resulting in fast responses across the attack lifecycle. The A10 Thunder TPS solution automates effective escalation and automatically runs countermeasures to help mitigate DDoS attacks.



Together, A10 Detector, aGalaxy TPS and A10 Mitigator comprise a complete A10 Thunder TPS solution.

Training

Lenovo promotes DC skills

Data centre group solutions training held in Dubai targeting partners, clients



Lenovo held a first ever two-day data centre group (DCG) Solution University training programme in Dubai this November.

The training covered topics ranging from updates on the Lenovo DCG strategy, to its range of data centre solutions, as well as partner solutions such as Microsoft Azure and SAP HANA among others.

Russel Theron, regional sales manager, data centre at Lenovo, says the company is invested in promoting software-defined data centre technologies. "Hosting enablement activities like the Lenovo DCG University gives our business partners an in-depth understanding of the benefits of Lenovo data centre solutions."

Lenovo's market strategy centres around the "future-defined data centre" and by promoting this concept through training helps customers take advantage of the benefits of new technologies, says Theron. "Ensuring we enable a large community of people like our business partners is important to promote this point of view," he adds.

The Lenovo DCG Solution University Training, targets data centre technol-



↑ Theron: We are not promoting proprietary technologies that lead to a vendor lock-in.

ogy experts, solution architects and cloud architects. Theron explains.

The ultimate measurement of the success of Lenovo's training initiatives is the adoption of the company's technologies in the market. "We have built a measurement system around our new solutions to ensure that we get the traction in the market that we want," says Theron.

Lenovo training is based on industry standards, says Theron. "We are not promoting proprietary technologies that ultimately lead to a vendor lock-in that cost our clients a lot of money. Lenovo DCG stands for open standards and industry standard systems that the future-defined data centre is built upon. We are teaming with our ecosystem partners to do this training

“Promoting future-defined data centre through training helps customers take advantage of the benefits of emerging technologies.”

and provide certifications to our business partners," Theron adds.

Although there has been a strong reliance on traditional technology and legacy technology vendors in the region, Theron sees traction building up to embrace new data centre technologies.

Lenovo has in the recent past updated its data centre portfolio and strategy.

The company earlier in the year launched its new business strategy around its DC solutions. The approach, Lenovo said, aimed at helping regional businesses transform for the "intelligence revolution" era.

At the time, Lenovo introduced its largest ever portfolio of server, storage, networking, software and data centre services, in addition to a new set of brands, ThinkSystem and ThinkAgile.

Lenovo has positioned the ThinkSystem series of servers, storage and networking appliances as the building blocks for its customers to build future-defined data centre.

ThinkAgile solutions on the other hand are integrated appliances and systems that deliver servers, storage and networking configured, integrated and



↑ Businesses are embracing new data centre technologies such as artificial intelligence-driven data centres; they require the skills to match.

racked, making it easier for organisations to deploy their datacentres. They are designed to support workloads spanning large data analytics applications to high performance computing (HPC), AI and hyper-scale environments.

The Lenovo Data Centre Group has also announced new initiatives designed to empower its customers embrace artificial intelligence. There will be 44 trillion gigabytes of data in existence by 2020, experts contend. This creates a need for deep learning and inference capabilities, built on a foundation of high performance computing (HPC) infrastructure, that can process this information, generate new, actionable insights and underpin key business and scientific advancements.

Lenovo's Data Centre Group operates three new AI innovation centres in Morrisville, North Carolina; Stuttgart, Germany and

Beijing, China, designed to help customers discover how AI can help solve their biggest business or humanitarian challenges. Over 100 Lenovo data scientists and specialised AI developers are working to engineer AI-enabled solutions, such as patient image scanning to detect and classify tumours and assist doctors in diagnoses. Lenovo customers can access innovation centre services remotely and have the opportunity to test and refine applications and workloads on a variety of systems optimised for HPC.

Artificial intelligence, machine learning and deep learning workloads demand a foundation of flexible, agile and high-performance computing (HPC)-optimised infrastructure to operate on. To empower customers to pursue this, Lenovo last month announced two offerings designed specifically for future-defined workloads.

DUBAI DATA ESTABLISHMENT GRADUATES THIRD BATCH OF DATA COMPLIANCE CLASS

The Dubai Data Establishment graduated the third class from the Dubai Data Compliance Course, organised in collaboration with the Mohammed bin Rashid School of Government (MBRSG).

The Course builds the skills and knowledge of leaders and employees in data departments across various government bodies and introduces them to the latest in customer satisfaction. The Course attracted 111 graduates over the course of its three instalments.

The programme touched on a number of key data-related topics, which allow government institutions to upgrade and modernise their services, ensure superior customer experience, and spread happiness in the community.

H.E. Dr Ali Sebaa Al Marri, Executive President of the Mohammed bin Rashid School of Government says the Dubai Data Compliance Course is an instrumental tool that will help shape future governmental work by investing in the government's human capital and providing it with the necessary skills and expertise, enabling a smooth transformation process to a future government.

"The course helped participants learn integrated knowledge systems that contribute to the development of visions and strategies to optimally utilise all types of data in order to improve government services provided to stakeholders. This, in turn, directly contributes to increasing the competitiveness of the UAE at all levels," Dr Al Marri adds.

The Dubai Data Compliance Course highlighted key aspects of data compilation, classification and exchange among stakeholders, in addition to setting year-long data plans.



↑ The programme allows government institutions to upgrade and modernise their services, ensure enhanced customer experience, and spread happiness in the community.

Company profile

Company > Group-IB

Company type > *Cyber security*



What is your company's history-including Middle East History?

Group-IB was founded by Ilya Sachkov (CEO) and Dmitry Volkov (CTO) in 2003. The company expanded internationally in 2009, and set up the largest computer forensics laboratory in Eastern Europe in 2010. Two years later, the computer emergency response team, CERT-GIB, and the Group-IB Threat Intelligence service were launched.

Group-IB has continued to build its product portfolio, introducing its first product based on Threat Intelligence system – a detector of threats in corporate network – in 2014 and an early warning system for online fraud prevention for banks, payment systems and online resources a year later. In 2016, TDS Polyceon

was launched, a product designed to detect unknown malicious code by utilising machine learning.

Our software and hardware solutions, based on threat intelligence data and incident response, help in mitigating APT threats, allowing the company to identify and prevent cyber threats for customers.

Group-IB has recently expanded into the Middle East with a regional office in Dubai overseeing a large territory covering Middle East, South Asia, Africa and Turkey. This was part of our strategy to expand to new territories and deliver our expertise and knowledge to new customers.

The team now includes over 250 employees, 40% of whom are software developers with an average age of 27 years with over 45000 combined hours of threat response.



↑ Tarek Kuzbari, managing director, META & South Asia, Group-IB.

MILESTONES IN GROUP-IB'S HISTORY

'03 **Founded by Ilya Sachkov and Dmitry Volkov**

'09 **Group-IB embarks on international expansion**

'10 **Sets up the forensics lab, biggest in Eastern Europe**

'12 **Emergency response team CERT-GIB is established**

'12 **Group-IB Threat Intelligence service is launched**

What is your company's core competence?

Group-IB is a global provider of threat intelligence and anti-fraud solutions. The company leverages its technology to monitor hacker activity, receiving 90% of the data we analyse from private sources. This is in addition to monitoring secretive underground hacker forums and researching thousands of compromised identifiers daily.

Group-IB operates the largest computer forensics laboratory in Eastern Europe with years of investigative experience. CERT-GIB, Group-IB's official computer emergency response team (CERT), is authorised by Carnegie Mellon University that actively collaborates with other CERTs worldwide. The company has done over 1000+ successful investigations worldwide, 150 of which have been of particular complexity.

What are some of the trends impacting your sector?

We have recently published a dedicated report called Hi-Tech Crime Trends 2017 which provides a detailed view on what we have

observed and learnt during the last year in critical infrastructure, banks and payment systems, targeted attacks, cryptocurrency attacks and the development of new hacking tools.

According to the report, the theft of money will not be the main source of losses for banks and financial institutions from cyber-attacks in the coming year.

Rather, the destruction of the IT infrastructure of banking and financial organisations during the final stages of a targeted attack by financially-motivated cybercriminals and state-sponsored hackers will be the cause of the most grievous harm.

Discuss the latest solutions from your company and the impact you see in the market
Group-IB's security ecosys-

tem provides comprehensive protection for customers' IT infrastructure based on our cyber intelligence and analysis of attacks and incident response. Our latest solutions include, among others, Bot-Trek Intelligence, our flagship cyber threat intelligence (CTI) platform.

Our Brand Protection solution leverages our threat intelligence data and experience in IT incident investigation and response to monitor more than three million resources which include websites, domains, internet stores, trading platforms and aggregators, social media, online classified platforms, Ad Networks, mobile app stores, email spamming, and the dark web.

Secure Bank on the other hand is a proactive fraud detection solution

which helps banks detect fraudulent activities in real time without installation of any additional software on client devices. For detection of targeted attacks, Our TDS product leverages our high-fidelity threat intelligence data and artificial intelligence technology to detect malicious code targeting the network.

What is your presence in the Middle East?

We recently expanded into this region and from an operational point of view we are currently recruiting for our team in the region. This would include professionals specialising in different fields including sales, pre-sales, and technical as well as IT security researchers.

Describe some of your biggest successes in the region

We are presently building our presence across the META and South Asia, with headquarters in Dubai. As a provider of high-fidelity threat intelligence and anti-fraud solutions, we look forward to partnering with companies in the region against financial losses and reputation risks.

“The destruction of the IT infrastructure of banking and financial organisations during the final stages of a targeted attack will be the cause of the most grievous harm.”

14 First product based on Threat Intelligence system is launched

15 Early warning system for on-line fraud prevention is launched

16 TDS (Threat Detection Service) Polyeon is launched

17 Teams up with Blackmoon Financial Group

17 Middle East office is opened in Dubai

Five minutes with...

Elie Dib regional, VICE PRESIDENT FOR METNA, RIVERBED



1 What is your current role in the ICT industry in the Middle East and what are your responsibilities?

I have recently been promoted to the position of regional vice president for Middle East, Turkey and North Africa (METNA) at Riverbed. In my new role, I intend to continue focusing on my sales, channel, and technical sales teams, to position Riverbed as the fundamental provider of visibility for network, application and end-user experience monitoring.

2 What is the best thing about your job?

The people! I have a great team in which every member sees themselves as an entrepreneur in that they know that their efforts will directly impact their career growth. Leading such a motivated group enables me to rapidly tailor my strategies for the region to best react to market trends.

The other exciting part is that every enterprise is a potential customer for Riverbed- we just need

to facilitate the right discussion. This makes approaching both new and existing customers an exercise in understanding their needs and positioning the right solution.

3 How innovative do you think the network industry in the Middle East is and how can it improve?

We have noticed that many people believe that adopting new network technologies only entails purchasing and implementing a solution. This is a major misconception with C-level execu-

tives today; they need to understand that bringing a new technology on board doesn't mean simply deploying it. It should be integrated with the main pillars of the organisation which is the people, the processes they have, the tools, and the governance.

4 What are the upcoming trends or products in your sector?

SD-WAN represents the future of networking- and results from our annual survey support this claim. 98% of respondents to the Future of Networking Global Survey believe SD-WAN will be essential for building next-generation networks to help them manage cloud and hybrid networks. Respondents believe that SD-WAN will enable increased agility and also generate more revenue. 93% of the respondents said they plan to migrate to SD-WAN within the next four years.

5 What are your out-of-office hobbies?

I enjoy travelling, cycling, and strategy games

Top 5

Favourite film?
All the James Bond movies

iOS or Android?
iOS

Favourite gadget?
Amazon Alexa

Favourite musician?
Armin van Buuren

Favourite book?
How to become a CEO by Jeffrey J Fox

Network MIDDLE EAST

PO Box 500024, Dubai, UAE
Tel: +971 4 444 3000
www.itp.com
Offices in Abu Dhabi, Dubai, London & Mumbai

ITP MEDIA GROUP

Executive Director Matthew Southwell
Group Editorial Director Greg Wilson

EDITORIAL

Editor David Ndichu
Tel: +971 4 444 3125 email: david.ndichu@itp.com
Senior Group Editor Mark Sutton

ADVERTISING

Group Commercial Director George Hojeige
Tel: +971 4 444 3193 email: george.hojeige@itp.com
Group Sales Manager Josephine D'Sa
Tel: +971 4 444 3630 email: josephine.dsa@itp.com

ITP LIVE

General Manager Ahmad Bashour
Tel: +971 4 444 3549 email: ahmad.bashour@itp.com
Web Advertising Manager Meghna Jalnawalla

STUDIO

Head of Design Genaro Santos

PHOTOGRAPHY

Director of Photography Patrick Littlejohn
Senior Photographers Rajesh Raghav, Efraim Evidor, Richard Hall, Ethan Mann
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