

## **Bytes Systems Integration renews Illovo Microsoft Enterprise Licensing Agreement**

Illovo Sugar has for the third consecutive contractual term selected Bytes Systems Integration (SI) to facilitate its Microsoft Enterprise Licensing Agreement. The agreement is for the entire Illovo Group and will cater for over 2230 users and 86 servers at fifteen Illovo sites, across six African countries.

Illovo Sugar is a leading, global, low-cost sugar producer and a significant manufacturer of high-value downstream products. The group is Africa's biggest sugar producer and has extensive agricultural and manufacturing operations in six African countries

"IT is a critical component of our business, and has become an ever important aspect in the running of all of our business and office systems. Currently our entire communications infrastructure including our group email is being run on the Microsoft platform, an indication of how important the software is to us as an organisation.

"With the full extent of our operations throughout Africa, it is imperative that our users are supplied with current technology to ensure that we are able to take advantage of new, effective and efficient ways in which to use technology in our every day business processes," says Dave Schaller, General Manager Group IT, Illovo Sugar Limited.

### **Business and Technology Goals**

With the sheer size of the sugar producers operations, the company requires an efficient working environment, based on an extensive network. Working with such a large network of satellite offices requires the latest high-end server technology, as well as the most robust network.

Although the Microsoft agreement renewal is only a small part of Illovo's entire infrastructure outsource agreement with Bytes, it forms an integral part of its IT systems and business requirements. By consistently renewing its Microsoft Licensing Enterprise Agreement Illovo ensures that it benefits from the latest Microsoft technologies, and is able to keep its MS software environment up to date and running efficiently.

As an existing customer the company has built a strong relationship with Bytes SI and views it as a trusted advisor. As a Microsoft Large Account Reseller (LAR) and Gold partner, Bytes is able to provide Illovo with the latest Microsoft technology to support all of their business applications, planning, budgeting, administration and communication processes through the licensing agreement.

The extensive scope of the solution reinforces Illovo's faith in Bytes SI's capabilities, with this being the third renewal of the Microsoft Licensing Enterprise agreement, with each contractual period extending five-year periods.

"We work on an open book cost plus basis, and endeavour to obtain the best deal for the software purchased on Illovo's behalf. Bytes also works on the entire IT infrastructure budget for Illovo, as part of the outsource agreement, this includes the Microsoft licences," says John Taylor, divisional managing

director KZN Bytes Technology Group.

### **Solution**

The renewal of the Microsoft agreement coincides with a major tech-refresh project which will include the upgrading, implementation and support of Illovo Sugar's local area networks, servers, as well as all desktop applications and operating system software.

Consistently finding technology upgrades that correspond with Illovo's budget, future technology upgrades, existing mix of technologies and applications was a top priority for Bytes SI. It is against this backdrop that the company suggested an upgrade to the latest Microsoft Server and Exchange server software.

The Microsoft licence renewal is part of the strategic infrastructure planning process Bytes SI is in the process of completing for Illovo. The renewal will ensure Illovo are able to deploy the latest Microsoft operating systems and technologies when needed. It will enable Illovo to upgrade to the latest version of MS SQL and Exchange in the planned server refresh project this year. As part of the implementation Illovo will also deploy key components of Microsoft Systems Centre and will lay the ground work for the future operating system upgrade projects.

"The nature of the working partnership we have with the sugar giant, is a good reference for Bytes based on the scope of the project and our long term relationship with Illovo," adds Taylor.

### **Benefits**

- Faster data transfer
- Less down time
- Easier network management
- Increased network reliability

### **Conclusion**

"Illovo needs to move with the times and upgrade our technology where possible, we are pleased to renew our Microsoft Licensing Enterprise Agreement through Bytes SI as they always have Illovo's best interests in mind and we have enjoyed a successful relationship for over 9 years," ends Schaller.

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