



CASE STUDY

Create value together with partners,
Achieve success together with customers



HUAWEI CLOUD

Thrive with Cloud



HUAWEI CLOUD

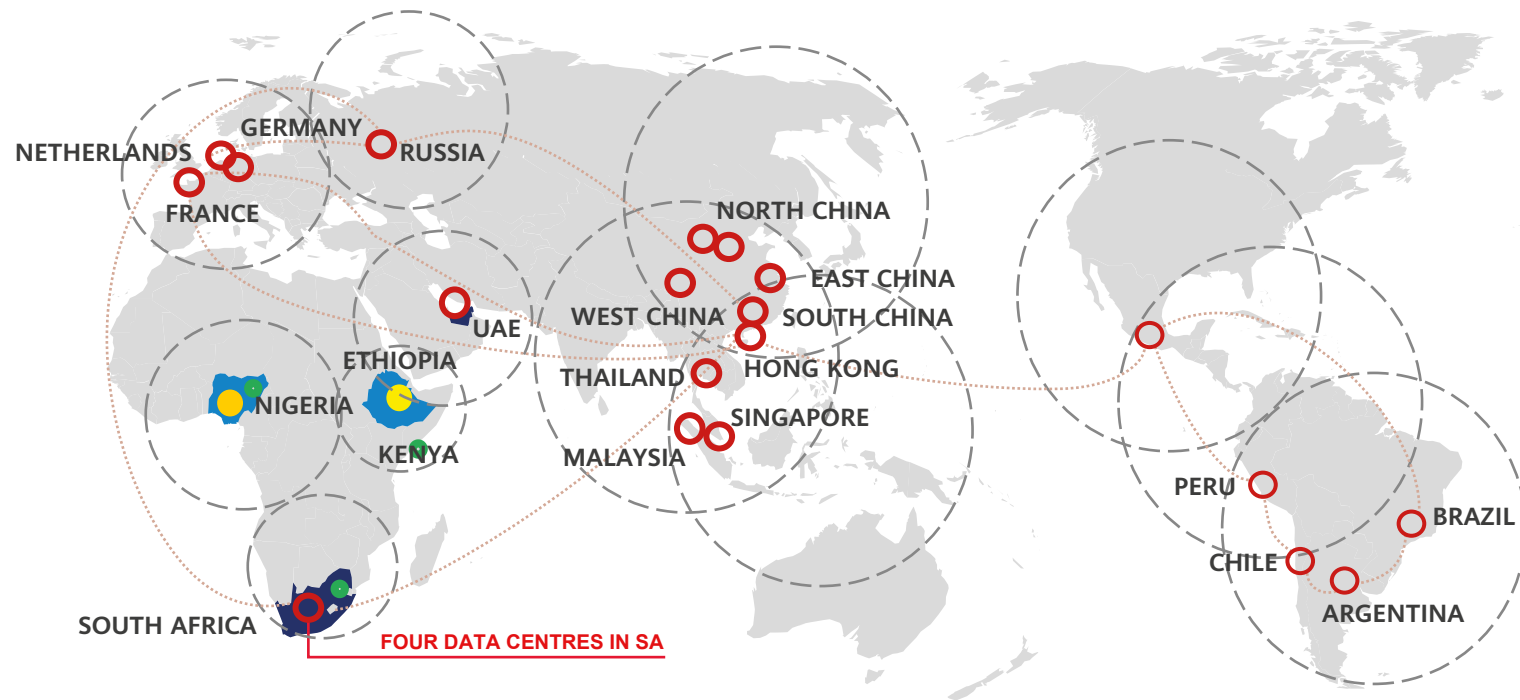


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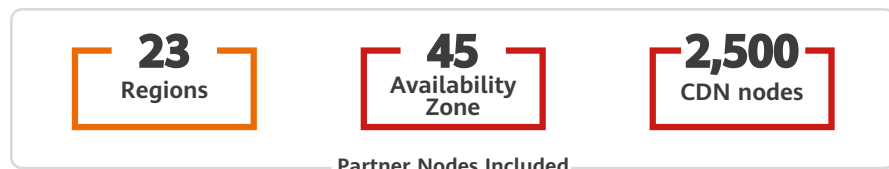
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HUAWEI CLOUD provides connectivity and services around the world to help enterprise customers expand overseas



● Region ● In Planning ● In Evaluation ● PoP



Value propositions for partners: Create value together, grow together



Core values to partners:

- **Offering a zero risk partnership model,** offering more margin to our partners.
- **Creating value-enriched solutions and opportunity sharing.** Helping your business grow.
- **Expect free POC and migration support.** Enabling a seamless transition to the cloud.
- **Best local support,** enabling you to offer world class service to your customers.
- **Marketing support** to amplify your brand and create demand for your solution and services.
- **Free training and certification,** with ongoing opportunities to upskill.



ALA PUSH PROGRESSIVE U-LEARNING ONLINE EDUCATION SOLUTIONS TO OVERCOME REMOTE LEARNING DIFFICULTIES

Anton Lembede Mathematics, Sciences and Technology Academy (ALA) in KwaZulu Natal, South Africa is a state-of-the-art school teaching Grades 8 to 12, grooming South Africa's innovators of tomorrow.

Challenges

The global pandemic of COVID-19 created unforeseen conditions which forced students across South Africa to stay at home to get out of the way of the disease. Most educational institutions in South Africa did not have mature remote learning solutions to deliver online classes at scale. This triggered strong demand for online learning solutions which could not only provide online classrooms, but also support other value-added functions like online student assessment, on-demand content generation and delivery, analytics and reporting.

- The KZN Department of Education (DoE) sought advanced solutions for remote teaching and learning to help students in South Africa continue their education during and after COVID-19.
- Teachers were unable to ensure that all students will participate in classroom activities during live stream classes, because teachers cannot see all students through a small screen.
- Unable to efficiently organise classroom activities during live stream classes.
- Student participation in classroom activities and their performance is not automatically recorded in the system.
- There is no real-time assessment or data feedback for teaching and classroom activities.
- For management, they were unable to quantify and analyse the performance of teachers and students during both physical and online classes.
- The hardware and software used for online teaching and learning during COVID-19 must be able to be reused in physical classrooms after the pandemic.

How HUAWEI CLOUD filled in the gap

Huawei-U Learning's IdeaHub-U-Class solution enables schools to innovate new teaching methods, to conduct hybrid (physical + remote) teaching or 100 percent online teaching during the COVID-19 pandemic as well as physical classroom teaching after the pandemic. The solution offers the following:

- Seamlessly integrated hardware and software for effective physical classroom, hybrid, and 100 percent online teaching and learning during and after COVID-19.
- Advanced functions that facilitate classroom teaching innovation.
- The SaaS model ensures prompt function/ feature/ technology upgrade and maintenance for the UClass app, so schools and teachers always have access to the latest technology and features to support innovation in classroom teaching and learning.
- The one-time investment in infrastructure can be used both during and after COVID-19.
- Secure, reliable, 99.999 percent uptime and cloud-based.
- No maintenance cost.

Innovation, effective support and high quality resources made easily accessible. The UClass Smart Classroom System is integrated into Huawei IdeaHub to facilitate innovative and effective classroom teaching. The solutions it provides:

- Enables smart, convenient teacher-student interaction.
- Connects local and remote classrooms.

- Facilitates the sharing of high-quality educational resources and promotes education equality.
- Supports teaching and learning in physical classrooms, as well as hybrid or 100 percent online education.

Happy students, prioritised reporting and instant results

The smart classroom has many features which have made daily learning at ALA a success.

These include:

- Robust, user-friendly interactive classroom tools to guarantee student participation and engagement.
- Classroom analytics functions integrated with AI capabilities: real-time feedback, instant grading, and instant reporting.
- Seamlessly integrated activity management before, during and after classes.
- Lecture content is preloaded to and presented on IdeaHub during the class.
- Students can participate in classroom activities through mobile devices and tablets.
- Activity results are generated instantly.
- Analytical reports about teacher and student performance are provided in real time and linked to performance evaluations.



SEIDOR NETWORKS' FORAY TO SMART SOLUTIONS

Seidor Networks, a Platinum SAP Partner and a Huawei Cloud Consulting and Solution Partner, provides managed services ranging from monitoring, support and firewalling to Internet connectivity, hosting and security services.

Seidor Networks is focused on SAP B1 and provides fully managed SaaS services to customers in 19 industry verticals. They are the largest SAP B1 partner in Africa and are Platinum SAP partners. They signed up as a Huawei Cloud Consulting and Solution Partner in 2020.

Challenges

Seidor Networks (Africa) has been experiencing significant growth and rapid expansion on the African continent. "Due to cost efficiency considerations, we decided to not only build our SAP solution on AWS and Azure. We needed a more agile and elastic solution but we didn't have time for all of the discussions involving architectural planning, machine sizing, and procurement processes. Huawei Cloud assigned a professional business development and technical team to suit our requirements. That is why we decided to adopt HUAWEI CLOUD," says Darryl Maroun, Managing Director of Seidor Networks South Africa.

Seidor Networks detailed the pain points it faced before it began using Huawei CLOUD.

- Increasing operational costs and low profit margins: "AWS is more like a black box running and consuming much of the budget, not easy to tune for suitable flavours according to different types of workloads," said Juan Pierre Prinsloo, an O&M personnel at Seidor Networks.
- Limited O&M control: Seidor not only pays for AWS cloud services, but also pays ultra O&M fees for a 3rd party team, which generate significant costs for a cloud platform that is not central to their business.
- No local support team: The cloud service providers Seidor is currently working with do not have dedicated, local support teams, leading to slow responses to Seidor requests.

Why HUAWEI CLOUD?

Huawei Cloud provided Seidor with a dedicated business development and technical team on an ongoing basis, providing guidance and recommendations if and when required. The cloud service provider also offers world-class services and cost-effective solutions that are designed to provide Seidor with more control and ease of operations.

Seidor uses a multi-cloud strategy, so Huawei went ahead and integrated its platform with Morpheus, allowing Seidor to have a single pane of glass when managing their customers across multiple cloud platforms.

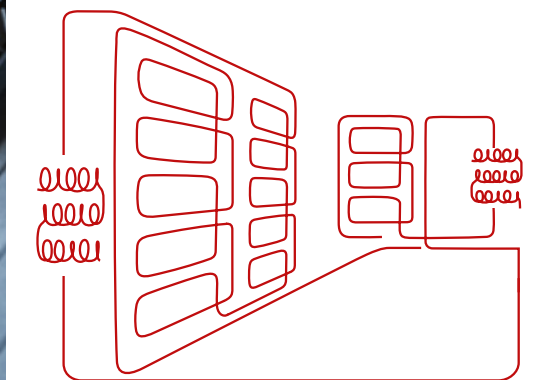


Reduced maintenance time, quicker expansion and savings

The switch from AWS to Huawei Cloud was a huge weight off Seidor's shoulders, especially during the COVID-19 crisis in spring 2020. It yielded several benefits:

- The improved support services made operations and control easier than ever.
- The maintenance time was shortened by 30 percent.
- Seidor Networks can now quickly expand into east and west Africa.
- There are more cost savings. Following the successful SAP/SAP B1 workload hosting on Huawei Cloud, Seidor Networks went on to move ERP workloads to Huawei Cloud, leading to additional 20 percent lower operations and management costs compared to when using similar infrastructure services from AWS.

In 2021, Seidor will leverage Huawei Cloud as an infrastructure as a service (IaaS) to create a fully integrated control model.





AFGRI AGRI SERVICES ACCELERATES DIGITAL TRANSFORMATION WITH HUAWEI CLOUD

As one of the biggest agricultural services providers in Africa, AFGRI Agri Services is focused on its vision of ensuring food security by unlocking agricultural potential across the African continent. It achieves this by offering smart solutions, high-tech equipment, training and financial support for the farming industry.

How AFGRI Benefits with HUAWEI CLOUD

• High availability and improved security

Secure, high-performance resources backed by SLAs met their security and high availability requirements. Regional data centres with security certification matched customers' compliance and globalisation strategies.

• New capabilities unlocked to diversity and expansion

With a range of easy-to-deploy cloud products and services, development roadblocks were overcome, and the ability to scale and switch to an agile service model was achieved.

• Cost-effective pricing, with no upfront hardware investments

The flexibility of billing methods to either fully utilise resources with pay-per-use pricing, or save money with pre-allocated packages helped reduce costs and improve return on investment (ROI).

Challenges

With AFGRI's business going global, they needed to get out of the performance bottlenecks of their current hosting environment and gain new technical capabilities to match their rapid expansion. At the same time, AFGRI had begun the transformation towards intelligent agriculture, and needed new AI and Big Data services to rapidly meet their customers' future requirements.

Pain Points

- The current hosting platform had many limitations on scalability, high availability, and disaster recovery.
- There was a need for end-to-end security, assurance and international cybersecurity certification.
- New smart products and services would be needed to meet future digital transformation requirements.

Solution

Without changing AFGRI's existing network structure, HUAWEI CLOUD seamlessly interconnected with the point of presence in South Africa (Direct Connect), meeting the requirements of AFGRI's multi-office access architecture and improving the scalability of the customer's network.

High-performance dedicated infrastructure products (DeHs) were provided with flexible backup policies (CBR) to automate management and reduce infrastructure service costs. In addition, to meet AFGRI's high availability requirements, asynchronous storage replication (SDRS) were implemented.

A suite of new smart products (microservices and AI) was made available to drive forward the aim of intelligent digital transformation. The rich partner ecosystem in South Africa supported reliable migration plans, while HUAWEI CLOUD's VIP customer service ensured stable service.

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AASA MOVES TO HUAWEI CLOUD FOR INCREASED FLEXIBILITY

The Automobile Association of South Africa (AASA) is a non-profit organization with about 5 million registered users and 700,000 paying subscribers. They provide road security, trailers, roadside assistance and a wide range of vehicle related services. They are well known in South Africa, where they work with transportation, logistics, road administration, police, and finance and insurance agencies.

Challenges

AASA initially used hosted infrastructure in a local data centre. As their business expanded, the need for computing resources increased, and the organisation faced scaling, availability and cost challenges. Their IT department found that constantly expanding their infrastructure to support business growth was delivering diminishing returns on investment.

As a result, AASA was unable to scale up efficiently and cost-effectively. Dealing with scalability and availability challenges, as well providing security for node deployment, was putting an increasing operational and maintenance burden on AASA.

The road enterprise has multiple types of apps for their services, but most of their services are consumer facing. Generally, service volume peaks on holidays and weekends. During those peak hours, the website and app traffic was placing a heavy strain on their limited resources. In addition AASA was experiencing the following;

- **Unstable services.** With self-built environments suffering from frequent power outages, affecting service continuity and resulting in complaints from end users.
- **Poor performance.** With the traditional virtualization environment they were using, their CPU utilisation was often not even 20 percent.
- **Expensive O&M.** Purchasing devices from multiple vendors and outsourcing service providers is complicated, resulting in delayed response times and overly expensive O&M.

- **Outdated architecture.** With a traditional Enterprise Service Bus (ESB) architecture, services are tightly coupled, and there is not enough flexibility.

Latest cloud technology yields zero downtime

AASA chose HUAWEI CLOUD IaaS to manage its systems and applications, including computing, storage, database and monitoring services. HUAWEI CLOUD IaaS is a managed service, which means AASA can run their workloads without having to maintain their own hypervisor and control planes. By using services across multiple HUAWEI CLOUD Availability Zones, they can enjoy on-demand, zero-downtime upgrades and know they will always be running the latest security patches.

Hassle free infrastructure and simplicity now made a reality

AASA now enjoys several benefits which have made day to day operations easier and more manageable.

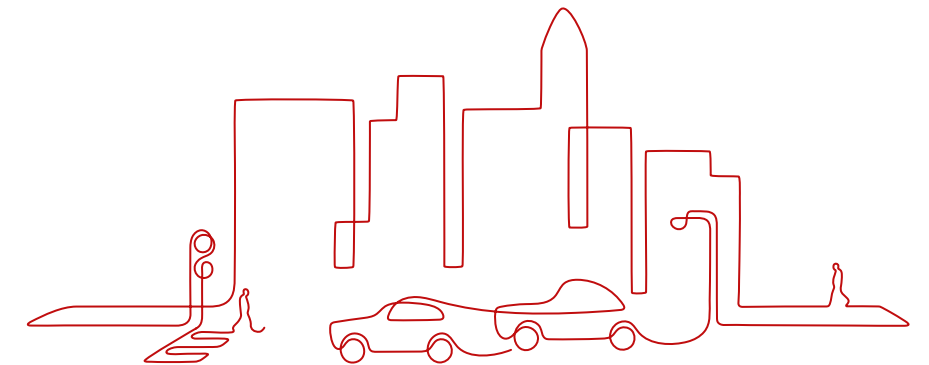
- **Flexibility:** since completing its migration, AASA has taken advantage of the flexible billing that HUAWEI CLOUD provides to

keep costs down. AASA primarily used a monthly subscription package for ECS servers, but when more computing nodes are needed, HUAWEI CLOUD automatically engages pay-per-use instances to expand resources to meet growing business demands.

- **Simplicity:** AASA's O&M was simplified, and the combination of HUAWEI CLOUD compute instances and optimised workload performance provides significant cost savings. Their TCO was reduced by at least 10 percent per year.
- **Ease of use:** deploying applications on HUAWEI CLOUD is easy. There is no need to setup compute, storage, and network infrastructures. AASA enjoy hassle-free infrastructure and can easily scale up cloud resources whenever needed.

“Through face-to-face trainings and workshops with the Huawei Cloud South Africa team, we learned that Huawei Cloud is easy to use and can fully support our production environment right there.”

Jaco van der Merwe, CTO of AASA





DIGITAL TRANSFORMATION BECOMES A REALITY FOR TERRA ANALYTICS

Terra Analytics has made the decision to move all its applications to HUAWEI CLOUD to enjoy the benefits of cloud technologies. “As we provide our clients with a Software as a Service (SaaS) product to enable them to undertake their digital transformation strategies for the various applications at Terra, we believe that HUAWEI CLOUD is a reliable world class cloud platform for us to succeed in this goal,” said Willy Govender, CEO of Terra Analytics.

Terra Analytics is a diversified group of companies that focus on innovation in decision making by aggregating and visualising data using spatial technologies with multidisciplinary capabilities.

The group has over two decades of experience in delivering turnkey solutions to assist clients in both public and private sectors to make data driven decisions, which support their unique management requirements.

Challenges

Terra Analytics used to manage its IT infrastructure in local hosting data centers and on premise environments. However, due to aged equipment and frequent load shedding, the risk of service interruption caused by hardware failures and power failures increased significantly. Resources in the existing environment were insufficient to meet Terra’s future expansion needs. Terra Analytics faced the following pain points:

- Weak infrastructure: aged hardware in hosting and self-built server rooms, together with frequent load shedding in South Africa hindered SLA fulfillment.
- Lack of IT specialists: IT engineers were mostly engaged in project delivery and application configuration and optimisation, which limited the capacity available for IT hardware environment troubleshooting.
- Lack of a monitoring portal and low resource utilisation: Terra could not check resource statistics in its traditional virtualisation environment. Its CPU utilisation was lower than 15 percent.

World-class local service support

A dedicated HUAWEI CLOUD team worked with the Terra Analytics technical team to understand Terra’s legacy IT architecture and tailor a cloud solution. HUAWEI CLOUD provided a reliable, scalable, and on-demand environment with backup capacity and a real-time monitoring console. The solution

provisioned Elastic Cloud Server (ECS), and Elastic IP (EIP), Cloud Backup and Recovery (CBR) and Cloud Eye (CES).

The HUAWEI CLOUD Server Migration Service (SMS) helped Terra automatically migrate on premise VMs and physical servers to the cloud and switch over services to cloud within two minutes. During the COVID-19 pandemic, HUAWEI CLOUD helped Terra ensure business continuity, provide agile businesses accessible anytime, anywhere, and tackle infrastructure and security challenges.

Agile, maintenance free platform with continuous cost optimisation

Terra can easily migrate legacy applications to HUAWEI CLOUD, without the traditional concerns related to computer setup, storage, and network infrastructures; and can scale resources anytime as required.

With HUAWEI CLOUD SMS, Terra can migrate the legacy applications to the proposed cloud platform seamlessly, commencing the cloud journey of becoming a world-class SaaS vendor.

Now applications are running steadily on the cloud, saving significant time and effort for the engineering teams and freeing up capacity for application configuration and optimisation in existing and new projects.

On HUAWEI CLOUD CES, a free and comprehensive monitoring platform, Terra can check real-time and historical CPU, memory, and storage utilisation statistics, and optimised while consolidating its cloud specifications accordingly, reducing at least 30 percent cost.

A SMOOTH TRANSITION FOR INTERCAPE'S JOURNEY TO THE CLOUD

Intercape is the largest intercity passenger transport service operating in South Africa, Namibia, Botswana, Zimbabwe, Zambia, Malawi and Mozambique. They are dedicated to a vision of spreading hope wherever their coaches travel. Since 1979, they have developed an extensive network, uniting people across seven countries.



Challenges

Intercape invested in customer-facing applications as well as internal IT workloads such as their core platform for information management, online ticketing, storage, analytics and other services. Their services were affected by COVID and the lockdown restrictions. Intercape is determined to continuously improve their end user experience and provide travelers with more real-time information. They've prioritised the development and consolidation of hybrid workloads not only for travelers but also their internal IT systems.

- High cost: Intercape was looking for more cost reductions due to the COVID-19 lockdown restrictions so they could continue their operations and remain competitive.
- No local support: as the operations expanded, Intercape needed better support services and a dedicated local cloud team to assist them on an ongoing basis.
- Complex operations: the multi-cloud strategy deploying resources on different cloud platforms was complicated and hard to run. It required a lot of time and effort from the support team.

Savings and trusting the strength of a unique partnership

The HUAWEI CLOUD team worked closely with Intercape during lockdown, making sure their business and production systems could continue to run without any impact. In a very short period of time, the Huawei team managed to build trust, proving we could meet their technical requirements and achieved 17

to 20 percent additional cost savings. Due to the practical engagement between the Huawei Team and Intercape, only two initial meetings were held, followed by Proof of Concept (PoC) and move to the production environment, all within one month. HUAWEI CLOUD local technical teams continue to support Intercape 7/24, always responding to any issues within 24 hours, making sure Intercape could be onboarded on HUAWEI CLOUD in the shortest possible time.

Seamless transition, high security and stable workloads

Intercape deployed Huawei cloud infrastructure services and the integrated migration services to ease most of the work.

- Ease of use: Intercape only needs to install and configure the Agent on the source server, set the target ECS on the SMS console, and start the migration task. SMS takes care of the rest.
- Seamless migration: Intercape production workloads do not have to go down during the migration. They only need to stop services briefly before launching the target ECS. SMS ensures minimal downtime.
- Robust compatibility: SMS migrates X86 physical servers and VMs from many popular private and public clouds. SMS supports migration of over 90 different OS images.
- Fast transmission: SMS supports block-level migration. It identifies and migrates only valid data blocks. The migration network utilisation rate can exceed 90 percent.

- High-security SMS authenticates the migration Agent using an AK and SK pair. SMS uses a dynamically generated SSL certificate and key pair to encrypt the transmission channel for data security.

As soon as Intercape was migrated to HUAWEI CLOUD, they saw huge improvement in migration and tracking with synchronisation, and nearly no business and data loss during switchover. Immediately following the initial migration, they moved 90 percent of production workloads into HUAWEI CLOUD from on-premises hosting data centres and other cloud service providers. Within three weeks of moving to HUAWEI CLOUD, Intercape noticed a 17 to 25 percent cost savings.







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