



3 out of 3!: SONEMA and DATASYS cohost the last workshop of 2017 centred around IT and Telecoms issues

Monaco-Ouagadougou, 5th December 2017

Following events held in Guinea in May and Niger in September, the SONEMA group together with DATASYS their partner in Burkina Faso since 2006, organised a third workshop centred around the IT and Telecoms issues faced by businesses and institutions.

The workshop took place on Thursday the 23rd November and was held at the Silmandé hotel in Ouagadougou. The event brought together over 30 IT Directors of companies and institutions from various sectors in Burkina Faso. Driven by customer testimonials, this event allowed the participants to discuss the rapid developments in IT technology and the impact of these changes on their business sectors.

Seamless connectivity, increasing system complexity, data and application security, value-added services and cost management: These are the key issues faced by these companies which will shape the future of their business.

The workshop participants were able to address the issues faced by businesses across the country together, focusing in particular on the following themes:

- Modernising and safeguarding telecommunications infrastructures, in particular by the implementation of hybrid solutions, combining terrestrial technologies with the high availability of VSAT connections ;
- Using a connectivity service which is both reliable and resilient to guarantee business activity ;
- Anticipating the evolution of business applications and the significant increase in data and internet traffic for private domestic networks as well as public international networks ;
- Improving user experience by optimising traffic and quality of service without the need for additional bandwidth ;
- Being aware of the importance of high-quality technical support. 24/7 support is vital to handle questions, calls and technical requests. Although it is rarely assessed by IT Management, the quality of their technical support has a major economic impact on a company's business performance.

This final workshop brought the 2017 programme of on-site meetings to a close, a programme designed by SONEMA to support its local partners and highlight its business development. In 2018 a new series of meetings will be organised, in particular in Senegal and the Democratic Republic of Congo.

Yahaya ZOUNGRANA, Managing Director of DATASYS commented: « *The requirements of our customers have changed considerably over the last few years. They are becoming more varied and complex and we have to adapt to these changes. In order to do so, we need to listen to our customers and better understand the changes within their profession. Our partnership with SONEMA allows us to organise this type of workshop, with a format which enables us to listen and react proactively. Bringing together over 30 IT Directors is also a real chance for us to develop our business within Burkina Faso.* »

Catherine DELOM, SONEMA's Managing Director commented: « We are delighted to have organised the final workshop of 2017 with our partner DATASYS. In order to help our customers manage the evolution of their business activity, it is vital for us to meet with them to better understand their requirements and expectations. Thanks to these workshops, in 2017 we were able to bring together over 120 companies in 3 countries to discuss their key IT and Telecoms issues. We will therefore now be able to develop services to better meet with their requirements. This has been an extremely positive and rewarding experience for both SONEMA and our partners and we plan to continue the programme in 2018 in other countries. »

ABOUT SONEMA

In a digital environment which is continuously evolving, data control and exploitation are and will remain an integral part of competitiveness and distinctiveness of companies. It has become essential to set up a strategy to secure flows and protect data.

By operating and managing scalable, bespoke telecommunications solutions, SONEMA supports its customers in their projects every day. With commitment in mind, and with a strong understanding of what is at stake, we want to be a proactive partner for our customers by allowing them to concentrate on the heart of their profession and on their business innovation.

Faithful to our values of respect, transparence and responsibility, we place trust at the heart of the relation with our customers.

SONEMA, also means:

- 70 colleagues who are committed to our customers, every day
- 650 customer installations in 50 countries
- 50 certified partners all over the African continent

More information: www.sonema.com - Press contact: communication@sonema.com

ABOUT DATASYS

Created in 1998, DATASYS has almost 20 years' experience in deploying telecoms and IT network solutions, installed base management, support and maintenance plus marketing of IT equipment. First and foremost, DATASYS is a company specialising in IT services. The term "service" implies complete availability with regards to our customers' requirements and supplying a satisfactory solution.

Our corporate vision is based on supporting IT projects of all sizes from their design and conception until their completion when we provide after-care assistance.

The DATASYS team aims to provide high-quality service delivery and the guarantee of seamless support.

A SONEMA technical partner since 2006, DATASYS handles the maintenance of nearly 50 VSAT stations all over Burkina Faso. DATASYS has also been a SONEMA business partner since January 2017.

More information: www.datasys.bf - Contact : datasys@datasys.bf
