

# TELECOM NAMIBIA

[www.telecom.na](http://www.telecom.na)



telecom  
namibia

# Connecting Namibia

Namibia's telecommunications revolution continues as Telecom Namibia increases its business and profitability. Communications is the cement that will knit the country's industry sectors together and connect them to global markets



The pace at which Namibia emerges from its recent reclassification by the World Bank as an upper-middle income country to attain a 'developed nation' status by 2030 hinges, to some extent, on a dependable, modern and fit-for-purpose communications system.

Fortunately this is one field in which Namibia has taken the initiative. Telecom Namibia, the largest ICT (information and communications technology) provider in the country, has proved itself a proactive player since its foundation in 1992, establishing an integrated voice, data and text network throughout the country. The Windhoek-headquartered parastatal now serves more than 145,360 customers in a country of some 1.8 million people, and has a well-educated workforce that is over 1,100 strong.

## TORQUE IT

RAPID TECHNOLOGICAL CHANGES, NETWORK SECURITY THREATS, NEW APPLICATION DEVELOPMENT AND GROWING IP DEPLOYMENT HAVE CONTINUED TO KEEP TRAINING AND DEVELOPMENT IN THE PRIORITY CATALOGUE AT TELECOM NAMIBIA.

The following programmes were conducted by Torque IT in alignment with this priority catalogue: ICT training (for several network and field technicians focussed on IP telephony and IP-related offerings including LAN technologies, router installation and maintenance programmes, as well as the installation and maintenance of MPLS, Metronet, ADSL, WiMAX, CDMA, A+, N+ IN etc); product knowledge training; and addressing the shortage of IT/IP technicians within Telecom Namibia (this comprised several different training programmes and other courses. A joint capacity building project was also undertaken, assisting Telecom Namibia in building sustainable Microsoft and CompTIA training programmes aimed at up-skilling the critical mass of Telecom Namibia internal staff and enabling them to provide a first class service to the Namibian population. This was obtained through a process of up-skilling internal Telecom Namibia technical staff in order for them to transfer knowledge to internal Telecom Namibia staff. The process enabled Telecom Namibia to create a long-term sustainable internal training environment).

"Telecom Namibia realised that Torque IT was the leading player in building human capital in the ICT spectrum. This necessitated Telecom Namibia to partner with Torque IT, to provide the company with skills and competencies to operate in a next-generation network environment," commented Raimo Naanda, Senior Manager of Training & Development, Human Resources, at Telecom Namibia.

For more information, please call:  
**0861 TORQUE (867783),**  
 email: [info@torque-it.com](mailto:info@torque-it.com)  
 or visit: [www.torque-it.com](http://www.torque-it.com)

**TORQUE IT**

THE TECHNOLOGY SKILLS FACTORY

Last year we reported on Telecom Namibia's programme to improve connection with the rest of the world by installing fibre optic links into the neighbouring countries. In February 2011, Namibia's link to the WACS undersea telecoms fibre optic cable laid along the West African coast finally landed, which will allow for high bandwidth connectivity for the country and its neighbours when commercially commissioned during the first quarter of 2012. "The 14,900 kilometre West African Cable System (WACS) will provide direct connectivity between Namibia, West Africa, Portugal and the United Kingdom," said Telecom Namibia's managing director Frans Ndoroma at the connection ceremony.

The cable enters the country at Swakopmund beach some 370 kilometres west of Windhoek and was developed by Telecom Namibia and other telecommunications investors in partnership with Alcatel-Lucent Submarine Networks at a cost of \$600 million. "The cable will provide an internet speed of at least 5.12 terabits," Ndoroma explained. The cable will be extended to Botswana and the practical result will undoubtedly be to bring down prices for internet and broadband users.

The importance of a world class communications structure for business development needs no explaining. International mining companies like Areva, which expects to produce 3,000 tonnes of uranium a year from its Trekkopje mine, operate in a global environment and need to be in 24-hour communication with operations around the world. Even more pressing are the needs of Namibia's growing tourism industry. Tourism now accounts for nearly 20 per cent of all employment and contributes N\$7.2 billion (\$1.1 billion) to GDP as around one million visitors are attracted to the country's scenery and game parks. To support this, the hotels and travel agencies need to be able to connect to booking sites in the UK, Germany and South Africa—and of course, visitors these days expect broadband access and mobile connectivity wherever they are.

In May 2011, Telecom Namibia deployed a SkyEdge

### Torque IT

Torque IT is the leading ICT training solutions provider to blue-chip companies, the public sector and the youth in Africa and beyond, enjoying the highest level of accreditation with global technology leaders. Torque IT comprises Torque Technical, Torque Career Campus and Torque Education Resources.

Based in Johannesburg, Pretoria and Cape Town, South Africa, we are proud of our African footprint, with a franchise in Luanda, Angola. We also have a strong presence in Namibia, through our significant relationship with Telecom Namibia. Torque IT is proud of the thriving relationship it has had with Telecom Namibia since 2006, training several candidates successfully in technologies including Cisco, VMware, Microsoft, ITIL, Oracle Sun and CompTIA. We also provide on-site training in over 27 other countries.

Andrew Kanime, General Manager of Human Resources & Strategic Training at Telecom Namibia said: "Our partnership with Torque IT enabled us to build the IP skills which were a prerequisite for Telecom Namibia to successfully migrate from a legacy network to an all IP/MPLS network and deploy and implement an IP/MPLS network. Our staff are now fully empowered and equipped to support the full range of NGN services and solutions to our customers."





accelerate your ambition

**Your goals.** Our energy. Our dedication.  
Our passion.

Dimension Data stands ready to help you respond to your unique challenges. While technology lies at the heart of our solutions, we believe true business value is achieved through people – yours and ours. We bring energy, passion and dedication to each relationship. Whatever your ambitions, we believe Dimension Data will accelerate them.

[www.dimensiondata.com](http://www.dimensiondata.com)

II Broadband Satellite Network to serve hundreds of locations throughout Namibia. In addition to providing network connectivity for businesses and residential customers, Telecom Namibia will provide telephony and broadband internet services to remote communities across the country.

This is a multi-service platform capable of delivering high-quality voice, broadband data and video services for different environments including large companies, rural networks, cellular backhaul and government network applications, explained Oiva Angula, senior manager of Corporate Communications and Public Relations. “Telecom Namibia is now uniquely positioned in the market, combining its terrestrial and satellite capabilities with its extensive national coverage of a 100 per cent

### Dimension Data

Dimension Data is a specialist IT services and solution provider that stands ready to assist clients respond to the unique challenges of the Middle East and Africa. This is where the company was born and bred. As the region’s largest ICT company, Dimension Data draws on a wealth of local knowledge and global experience. Hence Telecom Namibia saw a natural fit in partnering with Dimension Data to build its ICT infrastructure. And while technology lies at the heart of its IT solutions, Dimension Data believes true business value is achieved through people. Whatever your ICT business ambitions, Dimension Data can help you accelerate them with tailor made, world-class technology offerings.



Strategy & Marketing | Operations | Technology

## Next Generation Networks

With our integrated consulting expertise in the areas of technology, operations, organization and business models, Detecon is able to provide complete strategies and solutions for successful NGN (including fixed and mobile access network) transformation and to support all phases of this process. Based on our global experience in the telecommunications market and our excellent analytical skills, we are able to make a substantial impact on an operator's profits, revenue and market positioning.

Consulting  
**DETECON**

We make ICT strategies work

[www.detecon.co.za](http://www.detecon.co.za)  
[info-africa@detecon.com](mailto:info-africa@detecon.com)

digital network, including IP/MPLS (internet protocol/multiprotocol label switching), CDMA (code division multiple access), WiMAX (worldwide interoperability for microwave access), ADSL (asymmetric digital subscriber line), leased lines and ethernet."

Telecom Namibia works in a uniquely challenging environment. A population of around two million is spread across 824,000 square kilometres and local access is a problem, particularly in the north. Nevertheless, Telecom Namibia had a good year in 2010, recording a three per cent increase in its total revenue from N\$1.13 billion for the financial

### Detecon International GmbH

Detecon International GmbH supports Telecom Namibia in its transformation to a next generation telecommunications operator. After technical transformation (infrastructure and services), Detecon currently focuses on organisational and commercial realignment, as well as assisting Telecom Namibia in taking its strategy to the next level and taking full advantage of the recently landed undersea cable WACS. E-mail [info-africa@detecon.com](mailto:info-africa@detecon.com) for information.



We are a leading ICT solution provider in Namibia. We specialize in providing ICT solutions to Government and the Private Sector and are proud of implementing the following key projects:

1st Floor, Otjikoto Building,  
351 Independence Avenue,  
P.O Box 4028, Windhoek, Namibia

Tel.: (+264)(061)-271767  
Fax no. : (+264)(061)-258562  
Email address: [silnam@silnam.com.na](mailto:silnam@silnam.com.na)

[www.silnam.com.na](http://www.silnam.com.na)

- 1) An Integrated Finance Management System for all the Ministries of the Government of Namibia;
- 2) An Integrated Financial-Human Resource Management System for the Government Institution Pension Fund of Namibia, integrating the Pension Management and Electronic Fund Payment System of the First National Bank and NAMPOST;
- 3) A National Integrated Monitoring, Evaluation and Reporting System for the National Planning Commission of Namibia;
- 4) E-Government Action Plan for the Government of Namibia.



year ending in September 2009 to N\$1.16 billion for the year ending 30 September 2010. The growth in demand of broadband product and service offerings as well as cross border connectivity contributed significantly to the increase in revenue.

In a year that saw the global recession finally start to hit businesses around the world, Telecom Namibia not only managed a modest increase in turnover but achieved a 77 per cent improvement in operating profit,

# ZTE



Telecom Namibia



**ZTE is the strategy partner of Telecom Namibia**

**ZTE Corporation** is a publicly-listed global provider of telecommunications equipment and network solutions operating in more than 140 countries. It offers a wide choice of products ranging from voice, data, multimedia and wireless broadband services. Founded in 1985, ZTE is China's largest listed telecom equipment company and trades on both the Shenzhen (A share: 000063.SZ) and Hong Kong (H share: 0763.HK) stock exchanges.

ZTE has the most complete telecommunications product line in the world, covering every vertical sector of wireless networks, core networks, access & bearer networks, services and terminals markets.

With its independent and creative R&D capability and customer-oriented and market-driven strategy, ZTE is capable of developing and producing market-leading, first-class technologies in wireless, switching, access, optical transmission, data, handsets and telecommunications software. ZTE uses this expertise to provide end-to-end solutions tailored to the specific needs of customers around the world.

**ZTE中兴**

[www.zte.com.cn](http://www.zte.com.cn)



from N\$58.5 million to N\$103.7 million (\$15.3 million). "These impressive results were achieved amidst the ongoing transformation exercise within Telecom Namibia," said Angula. "We have been successful in growing our NGN technology and service portfolios and providing broadband services to business and individual users across the whole of Namibia."

This is a company that has embraced the principle that innovation beats playing catch-up: it is taking an independent stance tailor-made to the needs of the Namibian population and business community. "In terms of strategy, broadband services play a highly significant role in delivering to the customer a 'one stop' solution to a variety of needs spanning voice, data, video and mobility—all delivered on a single platform," Angula stressed. "This offers customers unprecedented conveniences and flexibility, while such a single network will effect significant cost savings for them."

Accordingly, R&D investment will continue to be a top priority. February this year saw the launch

of a Telecom Namibia-funded Centre of Excellence at the University of Namibia. "Our vision as Telecom Namibia is to make Namibia a part of the vibrant and innovative knowledge society. Developing a strong culture of innovation and entrepreneurship is essential to the growth and success of the ICT in our country in order to achieve our national goals of economic growth and development," said Ndoroma at the launch. "The objective of this centre at UNAM is to create an opportunity for graduates to conduct research in a world class environment so that the much needed skills can be developed to grow the ICT knowledge base in Namibia."

Ndoroma went on to say that the centre has the potential to contribute to the overall implementation of Namibia's Vision 2030, the national development blueprint launched by Namibia's founding president Sam Nujoma in



2004. “Our main objective and mission as a national telecommunications operator is to serve as a catalyst for realizing Vision 2030 by creating the necessary infrastructural conditions. We see that as part of our responsibility as one of the leading ICT players in the country.” In addition to supplying and installing all the equipment and software at the centre, Telecom Namibia is also providing four research scholarships to promising Namibian students aiming to do postgraduate studies while setting out on a career in the industry.

Whether or not Namibia is classed as a developed nation by that date—and given its natural resources, political stability and its geographical advantage as a staging post between Europe, the burgeoning oil ports of West Africa to the west and South Africa and Asia to the east, this is by no means impossible—Vision 2030 has given the country a goal to pursue with vigour.

Telecom Namibia’s vision is to be the leading

and preferred ICT player in the country. The company’s strategic roadmap provides direction in the development and innovation of solutions while creating sustainable value for all its stakeholders. Angula said Telecom Namibia is redefining itself in order to adapt to the rapid changes taking place in the telecom industry, for the good of its customers and the country as a whole.

“I think the future is exciting for a couple of reasons. First, it is encouraging to me to see that Telecom Namibia has, and continues to, invest so much into the country’s telecommunications infrastructure. And secondly, I believe that the new data products will help to encourage productivity at all levels of business, both small and corporate,” he concluded. [www.telecom.na/](http://www.telecom.na/) ■





Transtech commenced business in August 1999, operating primarily in the telecommunications industry. Transtech has grown organically and encompasses a wide range of products and services, focussed on adding value in the telecommunications industry.

Transtech Group of companies offers complete turn-key projects in the telecommunications and IT market.

Core competencies include installations, rigging, commissioning, and maintenance of various equipment. These competencies are further leveraged to add value in the mining industry, IT sector and electric power market.

Contact: Tel +264 61 253 274 or Fax +264 61 253 278





TELECOM  
NAMIBIA  
[www.telecom.na](http://www.telecom.na)