



We are strategically located to serve you; our offices are at:

Group Headquarters

5th Floor, Octagon Building
13A A.J. Marinho Drive
Victoria Island Annex
Lagos, Nigeria
Tel: +234-1-2704674-5, 8516813, 7333444 ext
1000
Fax: +234-1-2705583
E-mail: info.cwl@cwlgroup.com
Website: www.cwlgroup.com

CWG Port Harcourt

11A Igbodo Street, Old GRA
Port Harcourt
Rivers State, Nigeria
Tel: 07028828013, 084-750959, 084-773496
E-mail: info.ph@cwlgoup.com
Website: www.cwlgroup.com/cwg_ph

CWG Abuja

13 Abeokuta Street
Area 8 Garki
Abuja, Nigeria
Tel: +234-9-6702304, +234-9-8746657
E-mail: info.abuja@cwlgroup.com
Website: www.cwlgroup.com/cwg_abuja

CWG Ghana Regional Office

126 Airport West Residential Area
Accra, Ghana
P.O. Box KD 247 Kanda
Ghana
Tel/Fax: +233-289-516940, +233-21-772793
E-mail: info.ghana@cwlgroup.com
Website: www.cwlgroup.com/cwg_ghana

I recall my experience sometime mid last year during one of our company's monthly leadership fora, where we review the business in the past month and plan for the next quarter.



The planning process is usually quite detailed. At the breakout session, each subsidiary has to project a proforma profit & loss statement for the coming month as well as for the coming quarter, and back it up with projected sales and margin forecasts against projected operational costs. This was not at all an academic exercise, as wide deviations between projections and actuals had to be painfully explained (you might as well put that effort in the planning process for a more accurate projection).

I typically start the joint session by giving a brief talk to set the tone. I set the tone according to my perception of where we are in the journey towards our goal for the year. In that month we had broken all previous fiscal records of the company; we were running at about 120% of our cumulative billing target and about 140% of our booking target for the year. Things surely couldn't be better. I guess the expectation was for me to be ebullient and set a tone of celebration. I can still recall the looks of disappointment on the faces of my colleagues (including my most ardent lieutenants) when I cautioned prudence and instituted a cost cutting regime. I was branded a revolutionary and an '*Ijebu man*' looking for any excuse not to spend money.

Experience has taught me that life always tilts towards equilibrium; consumption must be backed by production and abundant harvest by abundant sowing and tilling. A situation where almost everybody was effortlessly multiplying investments (especially at the stock market) without commensurate real sector production made me quite uneasy. I believed that it was all too good to be real. Moreso, our sales had been disproportionately boosted by a new product entrant, Wincor ATMs. We did not have a long enough history of this '*hot selling cake*' to do an accurate trend analysis to convince ourselves that this was a sustainable revenue booster rather than a flash in the pan. The whole world suddenly seemed to be on a giddy roller coaster ride of prosperity.

We ended the year on a revenue high, recording the highest turnover and Profit in our history, but just as I feared, the bookings started lagging. There was a global meltdown occasioned by the sub prime lending in the United States, followed by a stock market crash in Nigeria fuelled by unsustainable margin facilities to all manner of comers, and the abrupt mass withdrawal of the influx of foreign investments from the Nigerian Stock Exchange (the one time darling of global investment pundits), and then a glut of ATM stock, following the directive from the Central Bank of Nigeria stopping the deployment of ATMs by Banks outside their branches – *the house had finally come down crashing like a pack of cards*.

Despite these successive shocks and their stress impact on the system, our company has been largely insulated, and is carrying on with '*business as usual*'. How did we escape the *tsunami*?

I will put it down to planning. According to Alan Lakein, '***planning is bringing the future into the present so that you can do something about it now***'. Failure to plan is planning to fail.

According to leadership guru, John Maxwell, there are four types of planning; ***Passive Planning*** is when leadership fails to set any goals or guide the organization in any defined path, it is like a raft drifting aimlessly on a body of water. Any current can take it in any direction.

Panic planning happens only after the organisation is in trouble. At this point, all of the organization's resources are scrambled in a reactionary pattern in an attempt to solve the

problem. As can be expected, the organization even if she escapes the worst, will most likely not come out unscathed.

Scientific planning is viable, but can be laborious, mechanical, and often ends up abandoned in the process. This is the root of the famous '*analysis paralysis*' paradigm. Leaders often have to respond to change in an instant. There's no time to collect scientific data on all of the variables before deciding which course of action is best. Leadership most times requires thinking on your feet and making decisions on the go. This is why a guiding blue print that can be varied where necessary is essential.

Principle-centered planning is the key to effectiveness. It is the artistic or leadership approach. Principle-centered planning recognizes that life in general (and people in particular) can't be graphed on a chart, but sees that planning still remains essential. This planning methodology is guided by experience, competence and intuition.

A total lack of planning results in a vicious cycle described by John Maxwell as the Organizational Cycle, which tends to repeat itself endlessly in many organizations. Leaders must understand how people think and behave during the stages of this cycle. When things go well, people drop their guard, relax and pay less attention to details. In prosperous times, people tend to forget to plan for the future, and are more apt towards decadence. This phase is followed by repression, where out of continued misguided actions; the organization causes its own calamity (e.g. stock broking and banking in recent years). Poor choices naturally lead to retribution. The repression serves as a wake up call. Leaders begin to refocus on what is really important and purify their motives, while organizations cut budgets, downsize and check inflated egos. Purification leads to restoration or recovery, and once more the organizational cycle has run its full course.

The question therefore is; having had the benefit of other people's experiences, how can we avoid the same mistakes? What I have come to realize is that until leadership acts its part by taking those bold, and sometimes unpopular decisions, and consistently choose character over compromise, we may inadvertently lead our organizations into this vicious cycle.

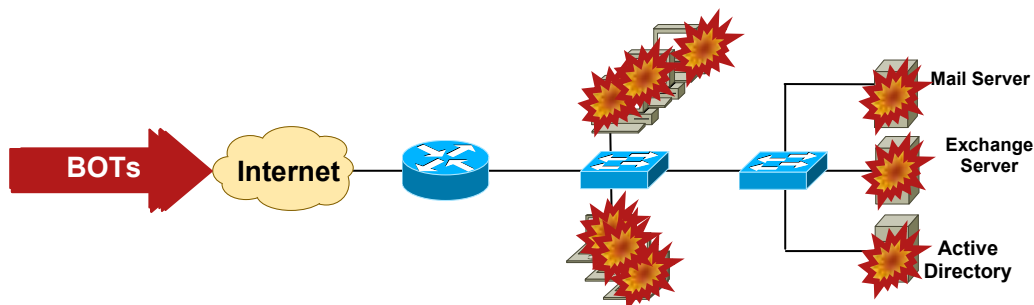
Even though I appeared very unpopular and felt very lonely on that fateful day due to the choices I guided my colleagues to make for the organization, time has vindicated our actions. I have come to be more firmly convinced that what appears immediately popular and fashionable is very seldomly the right choice. And that in the long run qualitative planning and effective execution is the pre-requisite for sustained organizational growth and prosperity. This is the path we have chosen for the Computer Warehouse Group.

As always, our best is yet to come

NETWORK SECURITY- A MUST TO PROTECT YOUR BUSINESS

In this global village, peace of mind and total control are not only paramount but also imperative to any network user for adequate management of the available resources allotted within his domain of the world's hyper-linked networks. Information security involves more than keeping malware off internal networks and end user computing devices. It entails protecting valuable data, wherever it may be, in an organization, IT infrastructure and ensuring that valuable data is not accidentally or maliciously divulged to outside parties, adequate information about current

threats and quick resolution of such if occurred. Some people link Information security (Virus and Spyware protection, Firewalls, Virtual Private Network, Network Audit, Clean Mail Services, Anti-spam software, Multi tiered password protection, Secure login, Secure data storage) to people's problem while others say it is a technology problem. The two assumptions seem right, but before anything can be done about Network security, management must be involved; allocation of sufficient resources must be met to deliver clear and definitive instructions on how to secure information.



Enterprises of all kinds need to protect valuable data, whether to comply with industry regulations or to guard intellectual capital. Unfortunately, it's all too easy—and common—for users to leak this data to outside parties, either accidentally or with malicious intent.

Approach and Methodology

Businesses are increasingly aware of the need to protect their intellectual capital constitutes through business knowledge brought to existence by valuable data.

DCC Networks Ltd in her effort to complement CWG as an ICT company committed to total solution, provision that add value to the operations of private and public enterprises, using highly skilled and motivated workforce, working with best-in-class partners and technologies, identifies the need for network security.

In a growing number of enterprises, ideas and information, rather than manufacturing prowess and distribution capability, determine who will win and who will lose. Data leaks—whether through carelessness or malicious act of industrial espionage— can cost a company not only profits in the short term but also market leadership in the long term.

DCC Networks Ltd, a Cisco Premier Certified Partner with specialization in Advanced Wireless LAN, Express foundation, Express Unified Communication and presently building expertise on Advanced Routing and Switching, Advanced Data Center and Advanced Security, works in line with industry regulations and laws of data and resources to have freedom against the theft and misuse of confidential business information and guards against malicious attacks from Internet-

borne viruses and worms. Partnership with Cisco, the world's leaders in Network Solution and other related services empowers DCC to guarantee network peace of mind and total control with the aid of robust security devices with the following features:

- Better Deep Packet Inspection Performance
- Enables Secure End-to-End Encrypted Voice / Video Communications
- Superior VPN Performance
- World-Class, Flexible SSL VPN Access
- Enterprise-Class VPN Scalability
- Superior Protection from Attacks etc

Technical Approach to Network Security:

✚ **Integrated:** In today's technology, threats have no predetermined points of attacks. Therefore, having all the available elements on a particular network to act as a point of defense is a wise decision that will guarantee confidence and insurance against sophisticated threats and attacks

✚ **Adaptive:** Sleepless attitudes of network technology gives room for advancements and expansions which equally go with breeds of new threats and attacks. This cogent reason must be considered on any network for immediate recognition and adaption to new types of threats and attacks.

✚ **Collaborative:** Method of protection by the various network components.

Self-Defending Network

Solutions for business security provide advanced visibility and control. By enforcing business policies and protecting critical assets, a Self-Defending Network can help organization:

- Minimize security and compliance IT risk
- Reduce the IT administrative burden
- Lower total cost of ownership

Delivery of Self-Defending Network shall protect against data leakage, ensure compliance with security regulations and defend against botnets.

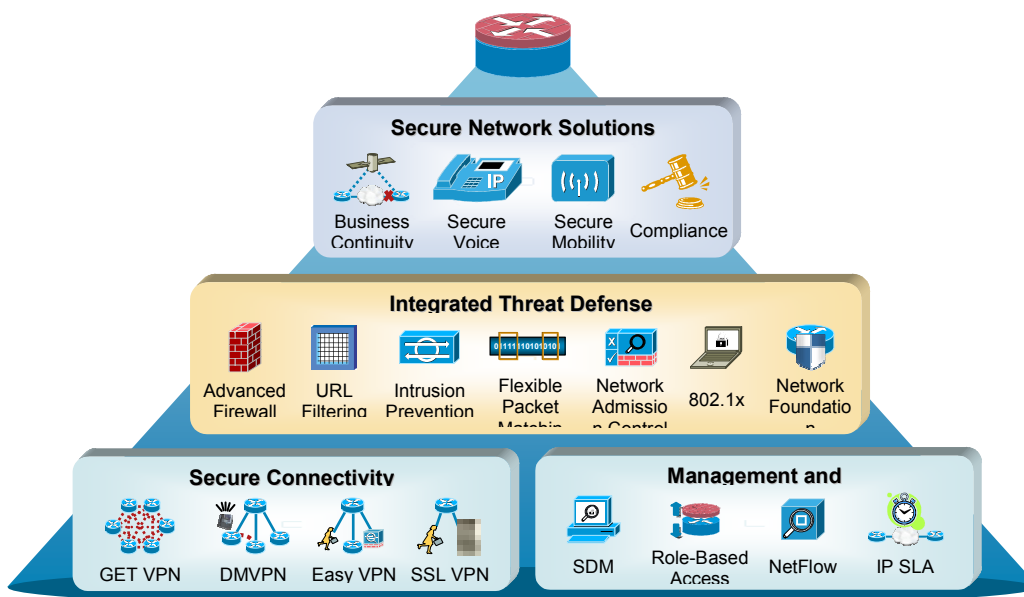
Cisco Self-Defending Network Solutions for Business Security

- Enforce business policies and protect critical assets

- Decrease IT administrative burden and reduce total cost of ownership (TCO)
- Security and compliance IT risk reduction

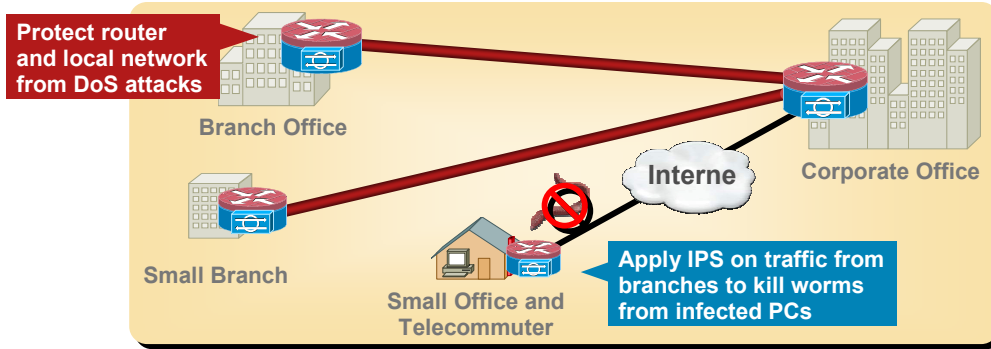
Superior Security Services in a Router Security for the Branch/WAN

Cisco Security Routers Deliver All of This



Cisco IOS Intrusion Prevention (IPS): Distributed Defense against Worms and Viruses

- Cisco® IOS® IPS stops attacks at the entry point, conserves WAN bandwidth, and protects the router and remote network from **DoS** attacks
- Integrated form factor makes it cost-effective and viable to deploy IPS in small and medium business and enterprise branch/telecommuter sites
- Supports a fully customizable subset of 2000+ signatures sharing the same signature, database available with Cisco IPS sensors and modules
- Allows custom signature sets and actions to react quickly to new threats



Cisco IOS Secure:

Solution	Key Technologies
Standard IPSec	<ul style="list-style-type: none"> Full standards compliance for interoperability with other vendors
Advanced Site-to-Site VPN	<ul style="list-style-type: none"> Hub-and-Spoke VPN: <ul style="list-style-type: none"> Enhanced Easy VPN – Dynamic Virtual Tunnel Interfaces, Reverse Route Injection, dynamic policy push and high scalability Routed IPSec + GRE or DMVPN with dynamic routing Spoke-to-Spoke VPN: Dynamic Multipoint VPN (DMVPN) – On-demand VPNs (partial mesh)
Advanced Remote Access VPN	<ul style="list-style-type: none"> Easy VPN (IPSec): Cisco dynamic policy push and FREE VPN Clients for Windows, Linux, Solaris and Mac platforms SSL VPN: No client pre-installation required and provides end-point security through Cisco Secure

Conclusion

Without network security in place your company risks unauthorized intrusions, network downtime, service disruption, regulatory noncompliance, illegal action and so on. Choosing a right partner will give you a right support on a virtual private network, intrusion prevention, virus protection, a secured wireless network, anomaly detection, and identity management and compliance validation to do the right business at the right time.

CWG and Infosys unveil Finacle 10 for West African Banks

Finacle 10, the latest version of Finacle Universal Banking Solution was recently unveiled in Lagos, Nigeria for the West African sub region.

This new version of Finacle will enable banks to transform their multi country operations through a standard and processes. A set of over 5000 parameters and an enhanced scripting studio will deliver rapid product innovation. The new version also brings with it a completely new set of offerings including Islamic banking, wealth management and an enhanced mobile banking solution.

Infosys has had a long-standing partnership with Computer Warehouse Group for the West African region. CWG and Infosys have worked together in sales and support of banking solutions for a large number of banks in West Africa.

Union Homes Now Runs on Finacle

Union Homes Plc, the biggest primary mortgage institution in Nigeria, has joined the worldwide family of Finacle Universal Banking Software users.

Finacle UBS is the award winning core banking software from Infosys Technologies, currently being used by several mega banks in West Africa including First Bank, UBA, Oceanic Bank, FCMB etc. Finacle is renowned worldwide for its stability, robustness and flexibility. It is perhaps the only core banking software in West Africa developed using SEI-CMM level 5 certified processes and also COBIT certified for control and security.

Tim Oviawe the Head Information Technology of Union Homes confirmed the availability of local competence as one of the most significant reasons why they chose Finacle. The pedigree of implementation delivered on time and within budget and the flexibility of the application were also major factors.

Local technical support provided by the Computer Warehouse Group's software subsidiary, ExpertEdge Software, has helped tremendously in localizing Finacle for the West African environment.

Modern Business Enabler



NetApp storage and data management solutions help forward looking organizations to manage complexity in enterprise datacentre and accelerate business growth.

NetApp is today a foremost storage and data management tool, and one of the world's drivers of modern business. For that NetApp's "go beyond" approach and broad portfolio of solutions, including virtual servers, disk-to-disk backup, and more, call CWG Ghana Limited today.

CWG is the NetApp Platinum Partner in West Africa. We have implemented several cost-effective storage consolidation, backup and recovery, and business continuity solutions in the banking, oil and gas, telecommunications and manufacturing sectors.

CWG provides holistic IT implementation and support in the three disciplines of IT - hardware, software and communication.

Let CWG work for you now!

Reach Us

Anytime, Anywhere

On our hotlines

+234-1- 7333444; +234-1- 2809800

Computer Warehouse Group

5th Floor, Octagon Building

13A A.J. Marinho Drive

Victoria Island Annex, Lagos, Nigeria.

Email: info.cwl@cwlgroup.com