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## JOINT CONTRIBUTION TO DIGITALISATION

Interview with Thierry Kramis:

## DIGITALISATION IS DIFFERENTIATION IN THE MARKETPLACE

Software solutions:

## A SMART SERVICE PLATFORM

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# Breakthrough to the future:

# BUSINESS MODEL

# TRANSFORMATION

## Dear Readers,

We live in a world which is constantly evolving and driving change, and where standing still is equivalent to going backwards. Particularly in the economy the ability to adapt and transform is of crucial importance in achieving long-term success. In this context the transformation of business models is becoming increasingly important.

Companies are faced with the challenge of keeping up with market requirements. They have to develop and integrate new technologies in order to meet the specific needs of their customers. This often necessitates a fundamental realignment of their business model, as this is the only way to remain competitive and be poised to take advantage of future opportunities.

A successful business model transformation calls for a holistic approach which encompasses every aspect of the company. This involves not only the introduction of new products or services, but also a comprehensive reassessment of strategy, organisational structure, processes and corporate culture. Technological innovation plays a key role here.

Digitalisation has revolutionised the way in which companies operate. It has created new opportunities for working more efficiently, better understanding customers, and developing innovative business models. There are numerous tools to support company transformation, ranging from big data and artificial intelligence to the implementation of IoT solutions and blockchain technology.

It is also important to cultivate an open and agile mindset so as to be able to adapt quickly to change. The ability to take risks, accept mistakes and learn from them is crucial to success in a rapidly changing world.

At Datwyler we see transformation as integral to our history and our future. It is simply part and parcel of what we do. Decades ago selling cable products was good enough. By contrast, today and in future we see ourselves as part of an IT/OT ecosystem – and are constantly thinking about the added value we can create for you, our customers.

Not only an increasing number of everyday things are being networked by the IoT, but machines as well. So it is hardly surprising that our journey is taking us more towards IT/OT business. It is in the combination of our solutions – from structured cabling and data centres through the operation of your complex IT/OT infrastructures to the meaningful use



of artificial intelligence – that we see the major added value of our offering to you. This is always with the aim of simplifying and speeding up your processes in order to increase your competitiveness.

Business model transformation is not a one-off task, but a continuous process. It demands not only a constant willingness to innovate and investigate new ways of creating value, but also the courage to get rid of outdated practices. This process can sometimes involve painful decisions, but is an absolutely essential step for companies working towards long-term success.

By adapting to market conditions, integrating new technologies and promoting an open and agile mindset, you too can boost your competitiveness and position yourself for a successful future. Datwyler will be happy to support you with advice and assistance on the way. Simply get in touch!

**Adrian Bolliger**  
CEO Dätwyler IT Infra AG



Public administration, Italy:

# Joint contribution to **DIGITALISATION**

A group of companies led by Vodafone Italia S.p.A. has been awarded the contract for LAN solutions for public administration in Italy. Datwyler IT Infra is the exclusive supplier of passive cabling systems.

*Large quantities of material are manufactured at all Datwyler production sites in order to be able to deliver at any time.*



Datwyler's framework agreement with Vodafone Italia S.p.A. has a term of 18 months and can be extended for a further six months. It is based on the public tender "Supply, maintenance and services for Local Area Networks, ed. 8" – also known as "Local Area Networks 8" – launched by the Italian central purchasing body Consip S.p.A. and carried out in December 2022.

Consip is a public institution based in Rome, founded in 1997. Its main task is to promote the evolution of the public purchasing processes, providing administrations with tools and services to manage their purchases, stimulating enterprises to compete, and rationalising and reducing public expenditure. It is responsible for concluding comprehensive contracts for the purchase of goods and services on the most favourable terms possible.

For Datwyler this project involved a great deal of technical, financial and organisational effort. Adjustments to fulfil the technical specifications of the tender were necessary and all documentation requirements had to be met. Extensive cost and risk assessments were also required during the bidding phase.





### More than 200 items

The effort was worth it: Datwyler IT Infra's agreement with Vodafone Italia S.p.A. includes a list of more than 200 items, including cables, pre-assembled cable products and various components in copper and fibre optic technology for data centre cabling solutions in public buildings of all sizes and types. These include, among others, ministries, authorities, local authorities, hospitals, barracks, schools and universities.

During the contract period Datwyler can rely on the logistical, administrative and fi-

nancial support of three of its long-standing local sales partners: the companies Esprinet (future Zeliotech), Coel Distribution and Sirius, who deliver the cabling products to the installation locations.

### Investments in the billions

In the planned new cabling – thank to this framework agreement too – Italian public administration could benefit from the PNRR recovery and resilience plan, in which the Italian government and the European Union have set strategic investments worth billions for modernisation. Digitalisation is the first of six pillars.



*Four years ago for the Datwyler team "Consip" was just the name of a possible project on a note.*

After the contract was awarded Datwyler immediately made preparations to be able to produce and deliver large quantities of material in a relatively short period of time. The first stocks have already been distributed – via a complex supply chain that has been adapted here and there to specific needs. Fortunately there are well-rehearsed teams available at the Datwyler locations in Altdorf, Děčín and Taicang who work towards the common goal with competence and foresight. ■



**Luca Dalla Grana**  
Managing Director  
Italy





*What the data centre container looks like today*

Aug. Prien Bauunternehmung (GmbH & Co. KG), Hamburg:

# 15 TONNE DATA CENTRE ON THE ROOF

What do you do when you need more computing capacity but have no space for expansion? Aug. Prien Bauunternehmung in Hamburg has found a “cool” solution provided entirely by Datwyler.

Aug. Prien Bauunternehmung (GmbH & Co. KG), based in Hamburg, is an innovative family-owned business with a rich tradition which operates in northern Germany as well as North Rhine-Westphalia. The portfolio covers almost the entire spectrum of construction: from engineering and bridge building through harbour and

marine work, urban civil engineering, commercial and residential property construction and remediation through to design services and project development.

Two years ago Aug. Prien Bauunternehmung decided to create a new backup site for the existing data centre – in fact in the

form of a container on the roof of company headquarters in Hamburg.

There were several reasons for this decision: the necessary modernisation of the existing backup data centre, which was located in an adjacent building, would have needed more space than was available.



The space was also urgently needed for other purposes.

### Forward planning

Because the idea of the container on the roof had been on the cards for years, IT Head Marcus Thiel had already had the requisite cables for the power supply and

Completion was scheduled for summer 2023, in time for the 150th anniversary celebrations.

But it did not work out that way. Originally the construction company had attached great importance to installing the same products in the container as in the existing data centre. Datwyler, however, entered the race with an offer having a different concept and more innovative technology, among other things featuring more effective cooling and a more modern infrastructure management system – and after seeing the samples at Datwyler in Hattersheim the customer was convinced.

### Accumulated problem-solving expertise

Before the container could be set up there were also a few challenges to overcome due to static and technical conditions on site. For example, in order to further reduce the weight and to avoid overloading the power supply, the cooling had to be revised yet again, the raised floor removed and the height of the container reduced. In close consultation with the Head of IT, the departmental managers responsible for building renovation/existing buildings and structural steelwork, and the procurement manager at Aug. Prien Bauunternehmung, Datwyler managed to find a suitable solution for every challenge.

*Hoisting the container onto the roof of company headquarters in Hamburg*



The container, which finally weighed about 15 tonnes, was then delivered shortly before Christmas 2023. Thanks to perfect on-site preparation by the "Prien Team" both the unloading, the crane lift onto the roof and the positioning on the supporting structure went off smoothly. Following installation the acceptance took place in early February 2024.

### Weight and cost savings

The container (of F90 quality) installed on top of the main building houses an efficient cutting-edge data centre. The IT infrastructure comprises server and network racks with in-row coolers, hot aisle containment and external cooling units. In addition there is power distribution and a modular UPS system, an early fire detection and fire extinguishing system, and an air-conditioned plant room. The whole electrical and IT infrastructure, including the temperature and leak sensors, is monitored by a DIMS 300 with LTE modem.

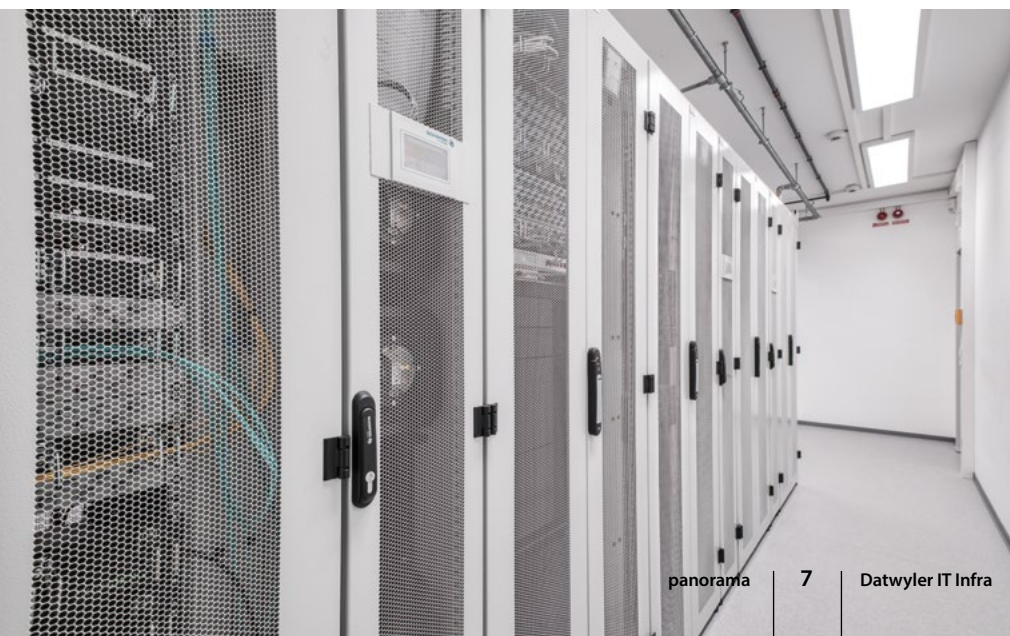
The IT team has now put the data centre container into operation. "We are completely satisfied," said Marcus Thiel, Head of IT department at Aug. Prien Bauunternehmung. "With Datwyler's solution we have been able to save five tonnes in weight and cut costs by ten percent. The data centre is modern, provides us with sufficient capacity, and is even more scalable. So we can expand if need be." ■

*Transporting the data centre container*

the fibre optic connections installed. As well as this, the load capacity of the roof had been commensurately upgraded. In other words, the ideal basis for finally implementing such a solution.

Once planning was concluded the project was put out to tender in autumn 2022.

*The IT infrastructure at the time of acceptance*



**Heiko Knell**

Head of Sales, Member  
of the Executive Board  
Germany

# Singapore Institute of Technology: A Seamless **DIGITAL EXPERIENCE**

A tailor-made, future-proof IT infrastructure solution from Datwyler is being used in the new SIT campus building in Singapore.

*Installation of communication cabling  
in the central IT room*



The Singapore Institute of Technology (SIT) is a public autonomous university that offers professional and application-oriented courses in the fields of Engineering, Food, Chemical and Biotechnology, Infocomm Technology, Health and Social Sciences, and Business, Communication and Design.

For many years the SIT had an administration building in the Dover district and five branch offices with local technical colleges spread across Singapore. In view of the increasing number of students, the university recently decided to combine the distributed locations in one place.

SIT will open a new central campus in the city of Punggol in north-east Singapore in September 2024. It is located in the Punggol Digital District and will have a direct connection to the district's MRT network with the Punggol Coast stop. The new building comprises ten buildings on two sites – the Campus Heart and the Campus Court – and will provide space for 12,000 students, who will have access to first-class laboratories and flexible learning spaces.







Installation of fibre optic cables in the rack



### High-performance, reliable system solution

Datwyler has supplied the SIT through its partner Alpha Media Pte. Ltd. for years with cabling solutions in the areas of IT, communication and security.

Datwyler's IT infrastructure solutions will also make an important contribution to digitalisation in the new campus building. The current order includes a high-performance, extremely reliable system solution for the entire passive communication network including WiFi installation.

This solution is tailored precisely to the needs of the SIT. The 10 Gigabit-capable cabling backbone from Datwyler consists, among other things, of shielded Category 6<sub>A</sub> cables and OM4 fibre optic cables of the "FO Universal" type.

With this powerful IT infrastructure solution, Alpha Media and Datwyler are helping to ensure that SIT students and em-

ployees have a seamless digital experience across the entire university campus.

Since the cabling system has high capacities and can be easily expanded at any time, the SIT is also prepared for future technical challenges.

So it's no wonder that the university is extremely satisfied with the IT infrastructure solution. According to partner Alpha Media, they are looking forward to using tailor-made solutions from Datwyler again in future projects, given the many positive experiences they have had over the past few years. ■



**Jimmy Chiam**  
Sales Manager (IT)  
Singapore





Vaillant (Wuxi) Heating Equipment Co., Ltd.:

# COMPLETE SOLUTION FROM A SINGLE SOURCE

| Datwyler delivered a comprehensive IT infrastructure solution including project-related services for the new Vaillant location in Wuxi, China.

The Vaillant Group is an internationally active family business that produces products in the areas of heating, cooling and hot water. Production takes place at twelve locations in six European countries and in the People's Republic of China.

In March 2023 the group began construction of a new research, development and production site in the Wuxi National High-Tech District (WND). Vaillant is investing over one billion yuan (around 140 million euros) in the new building – which



is also the only R&D location outside of Europe. In a first step 1.5 million wall-mounted gas boilers and components are to be manufactured here.

#### End-to-end services

Datwyler products were already in use in the old factory in Wuxi and have been in reliable service there for 17 years. For this reason Vaillant also relied on a complete

*Visitors to the construction site: Wei Zhong, Managing Director China (right), with Adrian Bolliger, CEO (middle), and Kurt Infeld, VP Global Strategy (left), all Datwyler IT Infra*



Datwyler solution package for the IT infrastructure for the new building, which not only includes systems using copper and fibre optic technology, but also various services.

Installation began in October 2023 and was largely complete in March 2024. Future-proof, 10 gigabit-capable cabling was installed in both production and the office buildings, including shielded Category 7 cables. In order to meet the special requirements of industrial environments, Datwyler also supplied category 6<sub>A</sub> connectors with protection class IP20 and junction boxes with protection class IP44 for the IT and OT infrastructure in the new factory.

#### Space-saving solution for the server room

The factory is equipped with state-of-the-art machines and has its own server room that supports the complex processes with the necessary computing power. Here Vaillant relies on a Smart Modular Data Centre (SMDC): a single rack with integrated air conditioning, power distribu-

tion, an environmental monitoring system including temperature and humidity sensors and other components.

In addition to a variety of products – including for the other server rooms – Datwyler supported Vaillant with professional front-to-back consulting and on-site management services. These services covered the entire project cycle: from the initial design of the planned IT infrastructure through progress monitoring to acceptance.

Thanks to reliable deliveries at the agreed times, all deadlines were met. During the construction phase Datwyler's technical team also provided training on installation, handling and testing of the delivered products. The IT infrastructure was put into operation as planned. ■



**Allen Tang**  
Technical Engineer  
China

Vetropack Italia S.r.l.:

# FOR THE GLASS FACTORY OF THE FUTURE

Datwyler installed a mini data centre and communications cabling at a new location in northern Italy on behalf of Vetropack.

*The author with Tihomir Vorih, Digital Infrastructure Manager (left), and Karlo Hercigonja, Team Lead/IT Product Owner Connectivity (right), both Vetropack*



The Vetropack Group, headquartered in Switzerland, is one of the leading manufacturers of glass packaging for the food and beverage industry in Europe. Vetropack maintains state-of-the-art production plants as well as sales and distribution offices in ten countries.

Last year Vetropack moved production from Trezzano sul Naviglio in northern Italy to a new, ultra-modern building 25 kilometres away. The new production site in Boffalora sopra Ticino near Milan is intended to offer up to 70 percent higher production capacity and meet increased quality requirements. The smart technologies in which the glass packaging manufacturer has invested will also enable more flexibility in production. Last but not least, the location is geared towards more resource-efficient and sustainable production.

## Standardised data centre solution

On-site data processing is an absolute must in a smart factory like this. A powerful Datwyler data network and a small, square data centre that the IT managers call a “cube” ensure fast data communication and processing. It consists of six server and network racks, three of which face each other and which are supplied with the necessary cooling air via a raised floor and a cold aisle. Right next door there is a technical room for the UPS system and the so-called ventilation room.

This mini data centre is a solution made of standardised components such as those Vetropack already operates at other locations in Europe. It is power fail safe (N+1) and UPS backed. The cooling consists of three split air conditioning units, two of which always work in parallel, while the third acts as





*The new facility will allow production capacity to be increased by up to 70 percent.*

“Datwyler has been supporting Vetropack for many years in all IT infrastructure matters. Here too, the team worked reliably and quickly.

*Tihomir Vorih, Digital Infrastructure Manager at Vetropack*

a backup. The racks are equipped with FODCS panels in the upper area and with fibre optic and copper trunk cables. The entire system is monitored with a Datwyler Infrastructure Monitoring System (DIMS).

As a long-standing partner for all European IT infrastructure projects, Datwyler also provided the Vetropack Group with a turnkey solution for this project: from the IT guideline, the budget and detailed planning to the installation and on-site coordination of partners and suppliers through to handover and commissioning.

#### Smooth implementation

The data centre project started in 2020. It was installed by GTI, a Datwyler certified Solution Partner. Thanks to the modularity of the components used – including solutions from Schäfer and Stulz – it was no problem

to put together the mini data centre exactly as Vetropack wanted.

Another advantage was that the responsible project manager from Datwyler speaks fluent Italian. Communication with the planner, the construction manager and the installers on site went smoothly. Small problems could be solved flexibly, quickly and easily in close coordination. And the documentation of the project – ultimately a team effort – was also mastered optimally.

#### On-time, reliable delivery

What played into the hands of those involved on site was that all the logistics worked and the transport to Italy always took place on time. No large storage areas were required and the delivered material could be installed on the day of arrival.

After a Corona-related postponement the data centre was accepted in September of the following year and was able to go into operation immediately – in time for the opening of the plant at the end of 2023.

“Datwyler has been supporting Vetropack for many years in all IT infrastructure matters – from preliminary projects to the finished implementation,” explains Tihomir Vorih, Digital Infrastructure Manager at Vetropack. “For Boffalora we wanted a turnkey data centre solution. Datwyler was once again a good choice. We know what is on offer and have always been satisfied with the data centre projects at our other European locations. Here too, the team worked reliably and quickly. There is also the advantage that the mini data centre is state-of-the-art, meets all of our security requirements and enables cost-effective and uninterrupted migration to future technologies. What more do you want?”



**Gerardo Cetrulo**  
Project Manager  
IT Infrastructures  
Switzerland

China:

2023 – a year

# FULL OF SUCCESSES

2023 was a fruitful year for Datwyler in China. After Elevator magazine named a high-speed elevator travelling cable from Datwyler “Product of the Year” in July (see Panorama 2/2023), a whole series of other awards followed in the second half of the year.

## Award for elevator travelling cable

Product innovations in the area of elevator components benefit the entire industry. Every year China Elevator magazine evaluates the new developments of elevator and component manufacturers in order to publicise innovations and accelerate their application. The most innovative products of 2023 were presented in October at the 26th China Elevator Advertising Conference in Chengdu – including Datwyler’s elevator travelling flat cable CH-N07ZZ1D3H6-F, which won a prize in the components area.

## Innovation and sustainability

Also in October, the Sino-Swiss Business Awards (SSBA) ceremony took place for the sixth time at the NUO Hotel in Beijing. This ceremony recognises companies and organisations that have made outstanding contributions to the Sino-Swiss business community, Swiss foreign trade and the promotion of Switzerland in China – and vice versa. The nominees are evaluated by a distinguished jury.

With 47 participants who received an astonishing 156,636 votes, Datwyler stood out among small and medium-sized enterprises (SME) in 2023, winning two awards: the Swissnex Innovation Pioneer Award and the Sustainable Development Award.

## “Nobel Prize” for management solution

In mid-November, during the 11th Data Centre Standard Conference, the China Association for Engineering Construction Standardisation



awarded the Data Centre Science and Technology Achievement Awards – known in the Chinese IDC industry as the “Nobel Prize”. Datwyler achieved third place with a “Digital Twin” management solution for data centre cabling.

## Awards for cabling solutions

In the first week of December the Intelligent Building Brand Awards ceremony took place at the Dongfang Hotel in Guangzhou, which, as in previous years, was organised by QJ.Smartech and the Qianjia Brand Lab. Datwyler achieved second place as a Top Ten Integrated Cabling Brand in 2023 and received an Excellent Practice Award in the area of data centre cabling.



**Chen Chen**  
Marketing Specialist  
China



panorama





Worldwide:

# SILVER MEDAL FROM ECOVADIS

Award for efforts to promote sustainability

Right at the beginning of the year there was a reason to celebrate: Datwyler IT Infra was awarded the EcoVadis silver medal for its commitment to sustainability. This means that Datwyler is in the top 15 percent of over 100,000 rated companies from 175 countries.

EcoVadis is the leading international agency for sustainability rankings. It assesses companies in the four fields of environment, labour and human rights, ethics and sustainable procurement. Datwyler IT Infra has supplied the EcoVadis team of analysts with documentary evidence for all these categories – with a result that speaks for itself.

Datwyler is proud of this award, as it confirms the company's progress and sustainability efforts and reinforces confidence in Datwyler as a responsible partner. At the same time it is motivation to push forward with our commitment to increased sustainability.

Datwyler's expert teams are constantly striving to ensure and further integrate social and environmental standards in the company. Thus in the last four years CO<sub>2</sub> emissions on various sites have already been cut by 30 percent thanks to numerous measures and investments.

The independent rating and expertise of EcoVadis helps Datwyler IT Infra focus on its strengths and identify areas where improvement is needed. This means that Datwyler is getting quite a bit closer to the goal of climate neutrality by 2030. ■



**Norbert Ludwig**

Chief Sustainability Officer (CSO) &  
Head of Operational Excellence  
Switzerland



United Arab Emirates:

# SUCCESSFUL PARTICIPATION

## at Gitex Global



*Visitors at the trade fair stand*

### Trade fair in Dubai with great potential

The renowned Gitex Global trade fair took place at the Dubai World Trade Centre in October 2023 – and of course Datwyler Middle East was there. Gitex Global is one of the world's largest and most innovative technology and startup trade shows, bringing together a global audience of tech pioneers, innovators and leaders.

Datwyler regularly uses the trade fair to present its offers with which to support companies and organisations of all industries and sizes in their successful digitalisation. This time Datwyler not only demonstrated its core competencies – solutions for data centres and structured cabling – at the stand. With the Smart Service Platform (SSP), remote management based on the Metaverse and the AI-supported "Smart Construction" applications, Datwyler Middle East also presented a variety of intelligent solutions, all of which are tailored to the current requirements of the digital world – and with which organisations can prepare for the digital future.





*Ihab Gazawi talks about data centre and technology trends.*



*Pascal Walther explains the "Smart Construction" solution.*

These state-of-the-art software tools and services represent a useful addition to Datwyler's range of IT and OT infrastructure solutions. They are aimed at reliability, scalability and efficiency, and therefore play a central role in shaping the future technological landscape.

#### **Interesting lectures at the trade fair stand**

Ihab Gazawi, Global Head of Data Centre Experts, had the audience's full attention as he spoke about the latest technology and data centre trends on the Datwyler stand. Experts from the European Datwyler team, such as Pascal Walther, Head of IT/OT, were also represented at the trade fair. Together with their colleagues from the Middle East, they provided valuable insights into how Datwyler can support organisations in advancing their digital transformation with future-proof IT and OT infrastructures.

Asem Shadid, Managing Director of Datwyler Middle East, gave a positive summary of the trade fair: "Gitex Global has once again of-

fered us a great opportunity to get in touch with customers and partners from all over the world, to present our latest solutions and to show the contribution we can make to digital transformation. The meeting of so many industry experts in one place is invaluable."

At the same time, according to Shadid, Gitex provides valuable insights into global trends and customer needs, which further improves the development of innovative, tailor-made solutions for companies and organizations. ■



**Soubhi Al-Aliwi**  
Head of Sales MEA  
Saudi Arabia





China:

# DEBUT AT THE CIIF

Datwyler exhibited for the first time at the industrial trade fair in Shanghai in the showcase of industrial automation.

In September last year the 23rd China International Industrial Fair (CIIF) took place at the National Exhibition and Convention Center (Shanghai) – with 2,800 exhibitors

from 30 countries and regions of the world, on an exhibition area of 300,000 square metres and with almost a thousand new developments to be seen there for the first time.





The trade fair has a special role because, after a two-year break, it promotes trust in the global commercial economy and contributes to the security and stability of international industrial supply chains. It also sends a clear message about China's status and its influence on the global industrial economy and shows the country's determination to consolidate the reforms it has initiated and to open up to the outside world.

#### Intensive customer contact

Datwyler celebrated its debut at CIIF in the industrial automation exhibition area. During the five-day event the Datwyler teams from Sales, Technology and Product Management, supported by the R&D colleagues from the Industrial Wire & Cable department, used every opportunity to actively talk to customers and business partners, advising them and introducing them to Datwyler's industrial product solutions and their advantages.

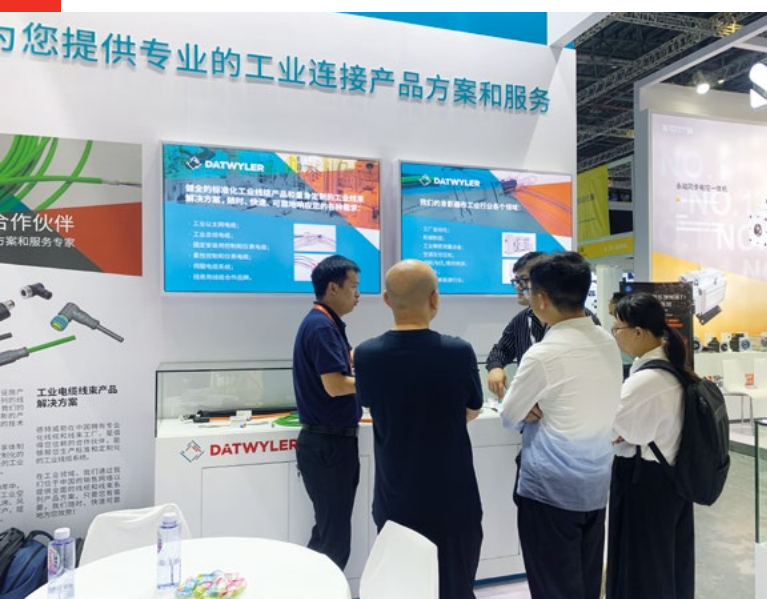
#### Industrial cabling in focus

Datwyler offers a complete range of robust, standardised industrial cable products for every requirement. The offering includes Industrial Ethernet (IE) cables, bus cables, permanently installed and flexible control cables, a servo cable system and customised industrial cable harnesses.

With these products Datwyler addresses a wide range of areas and industries in China, such as factory automation and mechanical engineering, industrial precision measuring devices, air conditioning and air compressors, cutting, drilling, CNC machine tools, robotics, wind energy and other new energy sectors.



**Chen Chen**  
Marketing Specialist  
China





Singapore:

# KICK-OFF EVENT

## for the distribution of new elevator ropes

Datwyler is a distributor for the Jiangsu Shenwang Group's products in Singapore.

Elevator manufacturers have a wide variety of requirements for the steel cables that support the cabins. Datwyler has been selling elevator ropes in Singapore for the past 20 years. A distribution agreement with the Jiangsu Shenwang Group now enables Datwyler to cover a wider range of products.

Jiangsu Shenwang Group Co. Ltd., founded in 1976, is a leading manufacturer of elevator ropes in China, producing at four locations covering an area of approximately 390,000 square meters. The company has earned a good reputation due to comprehensive quality controls during production and significant reference projects. It delivers over 20,000 tons of elevator ropes annually, including to well-known existing customers such as OTIS, Kone and XIO Lift.

### Exclusive event

At the end of February Datwyler invited some of its most important customers to an exclusive launch event in Singapore to introduce them to Jiangsu Shenwang's products. It was a worthwhile small event with a total of 30 participants. The discussions with Jiangsu

Shenwang representatives were direct and open. Not only could they answer questions about the products and clarify doubts, but could build closer relationships with users.

The response was consistently positive: "It was a good place and a nice environment for exchange and networking," said one of the participants. "The lecture was good and informative. I can find all the information I need in the catalogue I received. I'm excited that there are now more choices to explore."

The Datwyler team in Singapore is also satisfied. Thanks to its wider range of products and solutions, it will be able to better serve the constantly changing market requirements in the future. ■



**Ivan Toh**

Head of Regional Sales APAC  
Singapore



Algeria:

# EVENT WITH GREAT POTENTIAL

In February 2024 a seminar was held in Algeria at the Hyatt Regency Algiers, organised by Datwyler Middle East in collaboration with the regional solution partner AllForNet. The event was aimed at Datwyler customers and technology partners as well as design and consulting companies. The aim was to advance the digital economy in Algeria and explore opportunities that the North African market offers.

Thanks to the expertise of AllForNet, an established player in the Algerian IT and telecommunications sector, the Datwyler team was able to showcase its capabilities including the company's robust products, solutions and services that meet the specific needs of the Algerian market.

*Mourad Mesbah, CEO of AllForNet (middle), with Soubhi Al-Aliwi (left) and Ihab Gazawi (right), both Datwyler Middle East*



*Customers, technology partners and consultants took part in the seminar.*

The topics of the presentations by Soubhi Al-Aliwi, Head of Sales MEA, and Ihab Gazawi, Global Head of Data Centre Experts, ranged from modern technologies to current industry trends. They made it clear to the participants what an important role Datwyler IT Infra's expertise and its IT and OT infrastructure solutions can play in digital transformation.

A special highlight of the seminar were the many discussions in which new contacts were made and which provided valuable feedback. ■



**Nemy Gapangada**  
Head of Administration & Marketing  
United Arab Emirates



Egypt:

# SEMINAR DAYS IN CAIRO

In February 2024 Datwyler Middle East and Sky Services, the regional sales partner, held a two-day seminar at the Dusit Thani Hotel in Cairo with great success.

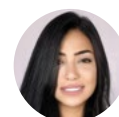
On the first day of the seminar, which was aimed at customers and consultants, the focus was on Datwyler's capabilities and its new technologies. Soubhi Al-Aliwi, Head of Sales MEA at Datwyler Middle East, and Ihab Gazawi, Global Head of Data Centre Experts, showed participants how they can optimise their processes thanks to intelligent IT and OT infrastructures and how these technologies can support them in achieving their strategic goals.

The second day was dedicated to representatives of Egyptian Electricity Holding Company as well as its general contractor CyShield and the system integrator Giza System.

The Datwyler team presented a series of practice-oriented projects and use cases that demonstrated how other companies are successfully using Datwyler's IT infrastructure solutions. There was then a lively discussion about which solutions the state-owned company could use to advance its digitalisation.

There was consistently positive feedback for both events. No wonder: the intensive discussions and the committed collaboration of all participants created an extremely constructive environment and plenty of space for future-oriented thinking. ■

*Soubhi Al-Aliwi presented IT infrastructure solutions.*



**Mai Mansour**  
Sales Manager  
Egypt



Asia-Pacific:

# SUSTAINABLE PRODUCT SOLUTIONS

The SGBC has certified the first data cables from Datwyler as “excellent”.

In a world where climate change is becoming increasingly evident, the concept of carbon neutrality has emerged as a hope for a more sustainable future. Datwyler IT Infra has set itself the goal of achieving CO<sub>2</sub> neutrality by 2030 – worldwide.

One of Datwyler's many initiatives in the Asia-Pacific region is its collaboration with the Singapore Green Building Council (SGBC), in which Singapore-based Datwyler IT Infra Pte. Ltd. can have its environmentally friendly products certified.

The SGBC is a driving force in the field of sustainable development. It plays a central role in Green Building practices across Singapore – and beyond.

The SGBC also works with other Asian countries to develop and exchange best practices, recommended procedures as well as innovative solutions and products.

By promoting environmentally friendly products in the construction industry, Datwyler can make a significant contribution to the transformation towards a more sustainable and environmentally conscious future, especially in cities.

In February, Datwyler succeeded in obtaining the “Excellent” certificate from the SGBC for the first two of the company's best-selling data cables – the Category 6A F/FTP cable and the Cat.6 U/UTP cable.

“These certificates show that we, with our product solutions, can make a contribution to ‘green buildings’ that are based on the latest industry standards and best practices,” explained Yun Jie Choo, Managing Director Asia-Pacific at Datwyler. “At the same time, they prove that our values are not only in harmony with the needs of our customers, but also with those of society as a whole.”



According to Choo, there are plans to obtain sustainability certification for further products and solutions soon. ■



**Josh Soo**  
Team Lead  
Solution Engineering  
Singapore



Worldwide:

# BICSI TRAINING COURSES

by Datwyler

In order to meet the increasing demands of global companies and organisations, IT infrastructures, especially those in data centres, have developed significantly in recent years. In view of new technologies and methods, both the volume of data and the requirements for processing it will continue to grow. This requires powerful cloud, edge and hybrid solutions.

The specialist staff responsible for planning, installing and operating data centres must also meet ever-increasing requirements. The increasing complexity of ICT infrastructures requires constant training and further education.

This is where BICSI comes into play. Building Industry Consulting Service International is a professional association that provides world-class training in structured cabling, network design, project management and wireless technologies. It awards various globally recognised certifications. To prove these qualifications ongoing training is required, in which participants can acquire CECs (Continuing Education Credits).

#### **Datwyler's offer**

Datwyler has also recently become a BICSI training provider. Technology professionals who want to expand their knowledge





*Ameer Al Hadidi, CEO of Smart Business Technology (right), with Soubhi Al-Aliwi, Head of Sales MEA, Datwyler Middle East*

in the areas of data centres and ICT infrastructures can, among other things, take a training course for data centre experts, for which they will receive 18 CECs. Further training to become an ICT infrastructure expert is rewarded with 11 CECs.

The "Data Centre Expert Training" is a three-day intensive course. It provides the necessary skills for the design, implementation and management of data centres. The "ICT Infrastructure Expert Training" imparts current, industry-standard specialist knowledge in the areas of design, installation, testing and maintenance over two days. The contents of both training courses range from basics to international standards through to component selection and troubleshooting.

Ahmed Abdelaleem, Head of Project Management & Services at Datwyler Middle East, is the driving force in cooperating with BICSI and providing the relevant expertise. "These training courses prepare professionals to meet the growing challenges of the digital landscape. We want to help them not only meet these requirements, but exceed them."

By promoting highly qualified experts, Datwyler and BICSI are also preparing the stage for future ICT solutions and IT infrastructures that will be characterised by high efficiency, sustainability and resilience. ■



**Ihab Gazawi**  
Global Head of  
Data Centre Experts  
Saudi Arabia



**Nemy Gapangada**  
Head of Administration & Marketing  
United Arab Emirates

## Iraq: NEW OPPORTUNITIES THROUGH STRATEGIC COOPERATION

### **Smart Business Technology is Datwyler's new Distribution Partner in Iraq.**

A strategic partnership with Smart Business Technology (Smart BT), headquartered in Baghdad, has been giving companies and organisations in Iraq access to Datwyler's state-of-the-art IT and OT infrastructure solutions since the end of last year.

Datwyler's portfolio is complemented by Smart BT's extensive expertise in providing integrated technology solutions for network, security and communications systems. The common goal of both companies is to modernise the Iraqi IT landscape; in this respect the partnership represents a big step forward for Datwyler and Smart BT.

Due to rapid digitalisation and economic growth there is high demand for modern communications infrastructure in Iraq. The aim of the collaboration is to meet the business-critical requirements of various sectors, such as telecommunications, administration, education and healthcare. Here Smart BT and Datwyler can make a contribution to digitalisation and create added value for their customers. ■



Technological challenges for companies:

# THE INFLUENCE OF AI IS HUGE

Interview with Ralf Klotzbücher

Over 30 years ago he started as a product manager at Datwyler; most recently he was Managing Director of the German branch office, Vice President Sales Europe and a member of the Corporate Leadership Team. In March Ralf Klotzbücher left Datwyler IT Infra to try something new. For *Panorama* he looks back over the last few years – and takes an optimistic view of the future.

**Mister Klotzbücher, you have an impressive career at Datwyler behind you. What were the most important milestones for you?**

There were lots of them ... One move of which I am particularly proud: that we as a team succeeded in transforming the old Datwyler Cables into today's Datwyler IT Infra – a provider of IT and OT infrastructure solutions for data centres, fibre optic net-

works and intelligent buildings, including software and services.

**How have the worldwide markets for IT and OT infrastructures developed in recent years?**

The thirst for data and the bandwidth requirement is ever-increasing. Yet in the business environment, for example, 5G is still in its infancy. The data centre market is also



booming, with the hyperscalers as well as on-prem in companies. A lot of countries need to catch up here. The pandemic created an upsurge in interest: the focus of attention has suddenly shifted to IT infrastructures. Before that bandwidth and power supply were taken more or less for granted. But then organisations found to their chagrin that nothing worked properly without high-performance IT and OT infrastructures.

### What challenges emerged over recent years?

More mobile work is being done, i.e. by wireless, in offices and factories too. A second challenge, in many European countries at least, is the shortage of skilled labour. In

our industry we feel that the necessary expertise is becoming increasingly scarce at the customer's end as well.

A third point is security, specifically cyber security. The issue of security also includes data integrity. This plays a major role in edge computing. Many companies want to retain control over critical data sets – and place importance on data centres in the immediate vicinity. Datwyler provides them with smart modular turnkey data centres designed to meet current and future needs, and which Datwyler also operates securely if desired.

### You have experienced a lot of technological developments. How do you rate the influence of AI on companies?

The influence of AI is huge. Artificial Intelligence not only leads to transformation in companies, it impacts all our lives. This means that it is important for us to engage seriously with AI-generated data and content. There is nothing worse than making decisions based on wrong information.

The opportunities offered by AI are huge: only AI is able to analyse vast amounts of data, recognise patterns and use them as a basis for decision-making. But human beings have to make the assessment.

### The market is in constant flux. How can organisations ensure that they remain flexible and agile?

You have to keep close to the market and the customers so that you can identify trends at an early stage. You should also consider future research: what is likely to happen and what is not? These methods can be taught so that they are embedded in the organisation – measures that are taken for granted at Datwyler. This also includes a culture which can not only deal with change, but initiate it. Nobody should hide behind existing processes. They must be constantly scrutinised in order to gear them as closely as possible to customer benefit.

### How has Datwyler IT Infra promoted customer orientation under your leadership?

Datwyler has always tried to view and support customers holistically. This has been the subject of increasing focus over the past few years: by now Datwyler is supporting many customers on a global level with needs-based solutions. Datwyler also always tries to create the closest added value for them, for example by producing in China for Asian customers, in Europe for European ones. This is also why Datwyler came through the pandemic and the supply bottlenecks so well.

Last but not least, cooperation with partners is absolutely essential. In many projects today companies would only like *one* point of contact, for advice as well as for design and implementation. This makes partnerships ever more important, also because specialisation has increased.

### What advice would you give company managers as regards their IT and OT infrastructures?

They should actively address current trends, define potential use cases, just try something new. Let us take 5G in the corporate environment as an example: this need not remain a pipe dream. They can also use new business models, for instance SaaS, Infrastructure-as-a-Service. There are appropriate offers on the market – including from Datwyler. You don't have to introduce them company-wide. The important thing is not to implement new technologies merely because one absolutely has to have them or because they may be trendy. Here partners are needed to help you try something out first in order to test its economic viability.

**Many thanks for our interesting interview. And every success in trying something new.** ■



**Dieter Rieken**  
Head of Communications  
Germany





ICT solutions from Seabix:

# PROGRESSIVE AND SUSTAINABLE

Seabix has established itself in Switzerland as an innovative provider of ICT technologies. Now it is part of Datwyler – a significant step which opens up new perspectives.

The history of Seabix AG is a journey through innovation in the field of information and communication technology. Since it was founded in 2004 the company has been continually evolving to meet market demand and provide a constant stream of innovative solutions for its customers.



Seabix initially concentrated on the fundamentals of ICT service provision and from there on developed its infrastructure and expertise. Right from the beginning great importance was attached to data pro-

tection, cyber security and digital sovereignty. A 2009 milestone was the development of the *Synapse* automation platform, which made automated solutions and more efficient processes possible for customers and for the company itself. In 2016 there followed the step to independent Internet provider, including its own mobile offering. Four years later the *Seabix IO* customer platform came onto the market, offering a personalised and user-friendly interface for the administration of services and resources. In 2022 Seabix's own *Private Cloud* was completely revamped, considerably strengthening its position as a Swiss cloud solution provider. The company, based in Villmergen, also added hybrid ICT solutions to its range, and consolidated its presence as an Internet and fixed network provider. The development of *Mobile & Fusion Bundles* and the expansion of the partner channel highlighted Seabix's strategic orientation of also wanting to grow as a partner in the ICT sector.

## A new era

Seabix has belonged to Datwyler IT Infra since January 2024. Datwyler is consolidating its ICT business with this takeover. The declared aim is to provide digitally sovereign ICT solutions which provide a high level of cyber security and are centrally controlled and decentrally operated. Seabix, with its innovative and highly automated IT and communication solutions, is the perfect partner for this. The takeover expands the range of services offered by both companies. It allows the more efficient development, monitoring and provisioning of IT and OT infrastructures.





### Good prospects for companies

The strategic merger of the competences of Seabix and Datwyler opens the doors to comprehensive, integrated ICT solutions for customers both old and new. By bundling resources both companies are consolidating their software development capabilities, which will result in the faster development of innovative products and services. This enhances and further optimises the joint market offering. Integrating solutions and speeding up the development process will not only lead to better support for customers and partners, but will also strengthen their digital sovereignty in a regulated environment.

Here Seabix AG already offers a broad spectrum of high-performance products and services specifically tailored to meet the needs of modern businesses:

- **Communication services:** As a telecoms service provider Seabix provides solutions which integrate the Internet, the fixed network, online collaboration (UCC) and mobile communication. There is a special focus on maximum network coverage and the close link to in-house data centres.

- **Cloud services:** In Switzerland Seabix operates secure cloud services which enable

sustainability: customers can donate part of their turnover to charitable causes.

### Strategic orientation

Datwyler's takeover of Seabix provides significant opportunities for technological synergies and market expansion. The combining of resources and expertise will lead to the development of more robust and technically sophisticated ICT solutions specifically tailored to the needs of European businesses.

Existing offerings such as cloud services, communication infrastructures and managed services are to be developed further and undergo innovation-driven reinforcement. Connecting Datwyler's Smart Modular Data Centres (SMDC) with the Seabix Cloud will produce flexible, scalable and efficient Edge solutions which are essential for real-time applications as required in Industrial IoT and Smart City concepts.

Seabix and Datwyler IT Infra are also planning geographical expansion. This aspect is particularly important at a time when systems are becoming increasingly complex and there is a universal shortage of skilled labour. Here the special focus is on solutions which provide a high level of system security and meet strict European data protection and security standards.

### Digital sovereignty

A further central aspect of the strategy is strengthening the digital sovereignty of companies. Digital sovereignty firstly means the ability to keep one's own infrastructure under control, and secondly the improvements in data management and adherence to compliance requirements which this entails. ■

location-independent working and comply with national legislation, ensuring maximum data security and sovereignty.

- **IT services:** Seabix provides comprehensive managed IT services which relieve companies of the burden of daily IT administration and allow them to concentrate on their core business.

- **Management platform:** The Seabix IO platform not only supports the efficient administration and configuration of all ICT services, but also places a strong emphasis on automation. It facilitates the cross-silo automation of IT and business processes, comprehensive monitoring and efficient charge management, thus substantially increasing operational efficiency.

In addition, with its *Seabix Care* scheme Seabix promotes social commitment and



**Pascal Walther**  
Head of IT/OT  
Switzerland

Challenges for SMEs:

Digitalisation

# IS DIFFERENTIATION IN THE MARKETPLACE

Interview with Thierry Kramis,  
CEO of Seabix AG



**Mister Kramis, Seabix has been part of the Datwyler family since January. How do you feel about that today?**

We feel very happy about it. The initial intensive phase of integration and alignment is drawing to an end. We have been warmly welcomed into the Datwyler family and have met open-minded people willing to roll up their sleeves and give their unstinting cooperation. Such a culture is rare.

**What moved you to take this step? And where do you see the greatest opportunities?**

Seabix will turn 20 in 2024. The ICT market is in constant flux, and in recent years we have developed our Seabix *Synapse* platform, a

unique selling point which we wanted to upscale. The logical conclusion was a merger with a premium brand like Datwyler with the global sales structure and these marketing opportunities. We can achieve great things together.

**Digitalisation continues apace. Why is it always important for a company to stay at the cutting edge of technology?**

Digitalisation is no longer a means to an end, but differentiation in the marketplace. You can only remain competitive if you never take your eye off the ball. Our platform, for example, allows customers to control, order and commission components themselves. But digitalisation is no longer only the solution in terms of a single product. It is differentiation, the ongoing development of the business process. It is the core element of enterprise.

**In your opinion what are the biggest (ICT) challenges for SMEs in the next ten years?**

Because of the shortage of skilled labour and expertise a lot of ICT has been transferred to the public cloud. Security has become the crucial factor in operating a company. But the digitalisation of processes is

also becoming increasingly important in boosting efficiency.

Over the next few years companies will come to understand that simple outsourcing is not the solution. Digital sovereignty, in other words the ability to progress independently in ICT, will be a defining issue. This calls for hybrid solutions which should not be too complex for customers.

**Which Seabix solutions are of particular interest to SMEs today?**

Our *IO* customer platform. A user is set up or deleted in ten minutes – and not in three hours. The potential for optimisation is huge. The fact that we provide IT and communication from a single source reduces the interfaces as well.

**Thank you for talking to us, Mister Kramis.** ■



**Marco Müller**

Vice President Global  
Marketing & Communication  
Switzerland



Single-Pair Ethernet:

# END-TO-END SOLUTIONS

| Datwyler adds more passive components to the SPE portfolio

Single-Pair Ethernet (SPE) allows the uninterrupted and economical connection of numerous end devices in the Industrial IoT – from in-field sensors to the cloud. One of Datwyler's core competences is the development and production of high-performance copper data cables, including Single-Pair Ethernet cables, in order to provide end-to-end solutions for both in-house cabling and factory automation. All Datwyler's SPE cables are compatible with today's SPE connectors conforming to IEC 63171, and support current and future SPE transmission protocols.

As a member of the Single Pair Ethernet System Alliance Datwyler offers an extensive SPE cable portfolio: from AWG 18 to AWG 26, in rigid and flexible versions as well as with various PUR and LSOH sheaths. The products meet the SPE transmission characteristics stipulated in IEC 61156-11 and -12 and are available both with UL/CSA certification as well as the requisite fire classification (CPR).

## Expansion of the range

Datwyler IT Infra is in the process of complementing the SPE cable portfolio with products for factory automation and, for example, developing versions with a PVC sheath as well as a highly flexible product.

To begin with Datwyler recently added some SPE connectors and patch cables to the range. Users can optimise their industrial network infrastructure with these SPE components.

## Product overview

The complete Datwyler portfolio can be seen in a product overview designed to give users a short clear selection guide. In the eight-page brochure there is a table showing the SPE cable types currently available – including the classes (conforming to IEC 61156), dimensions, sheaths, features and relevant uses and applications.

IEEE 802.3 has already issued various SPE standards which can be used for applications with SPE. A second table shows the requirements specified in standard ISO/IEC 11801-1 for SPE transmission classes T1-A, T1-B and T1-C for universal SPE cabling.

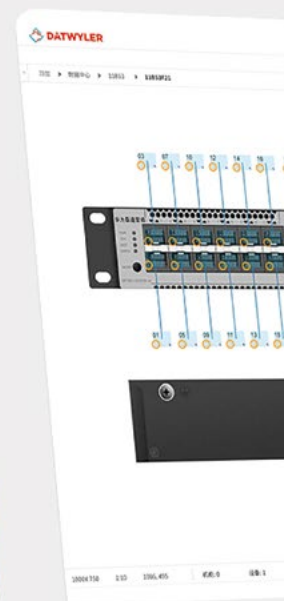
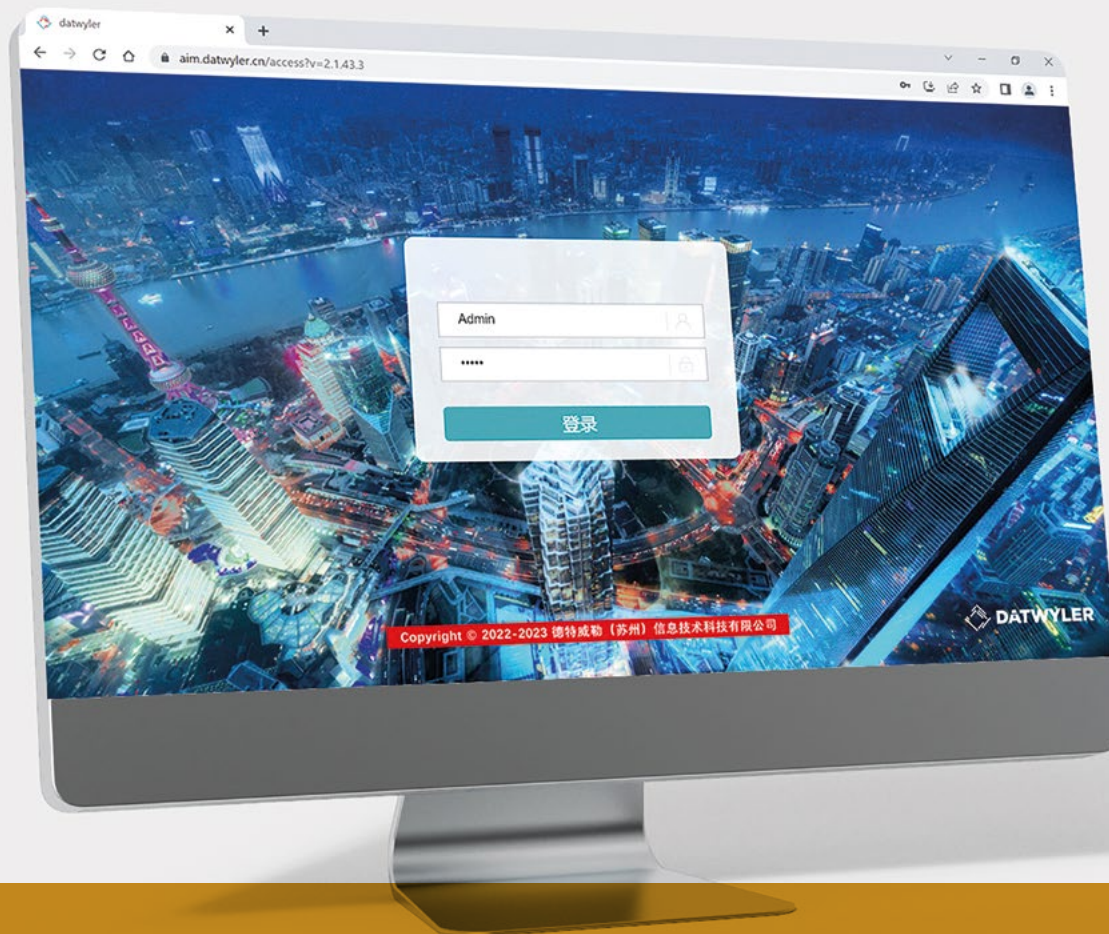
The selection guide also includes the SPE connectors, adapters and patch cables available from Datwyler. By supplementing the cables with these components Datwyler is now offering its customers end-to-end solutions.

The selection guide and individual data sheets are available to download in German and English on the Datwyler IT Infra website. ■



**Ivan Corsini**

Product Manager Copper Data Cables  
Switzerland



Management:

# AUTOMATED MANAGEMENT of the IT infrastructure

Combined hardware and software solution from Datwyler increases operational efficiency

An Automated Infrastructure Management (AIM) system – as described in the international standard ISO/IEC 18598 for Information Technology – is an integrated hardware and software solution that can significantly contribute to operational efficiency. Properly implemented, fully configured and tested, it offers end users the ability to automat-

ically detect the addition or removal of cables and automatically document the entire cabling infrastructure including connected equipment.

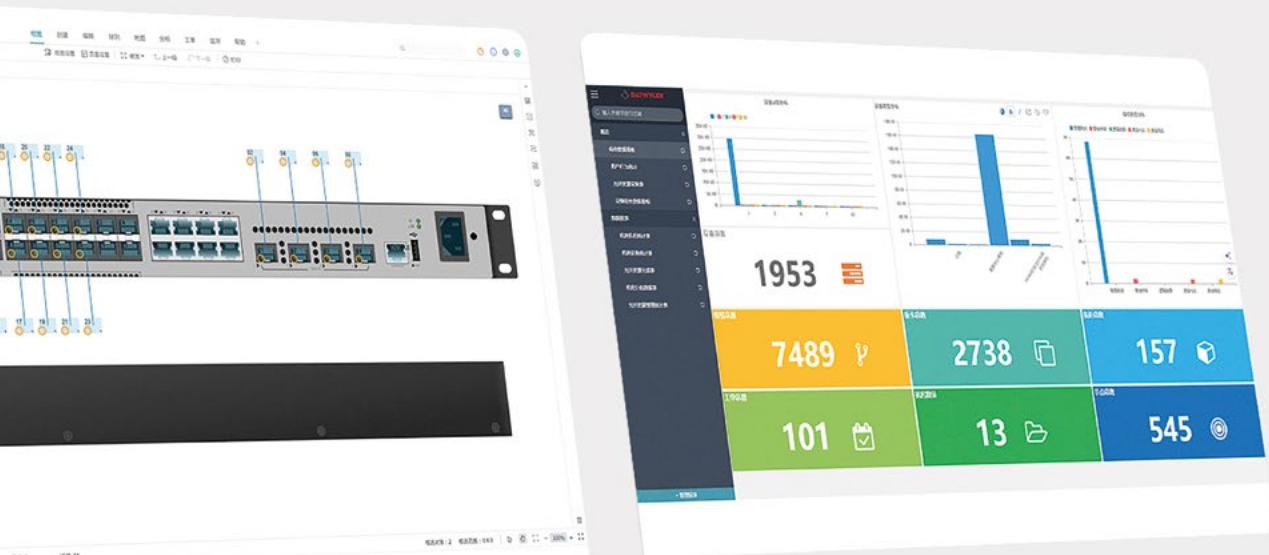
In the Asia-Pacific region, Datwyler has recently started offering its customers the DatAIM, a system solution with which they

can automatically manage LAN cabling, telecommunications resources and network topology right through to the data centre infrastructure.

## Management of the cabling system

DatAIM captures and identifies the end-to-end connections between network devices and makes it possible to manage the individual telephone and network lines, the panels, distributors and connectors, the switches and WLAN access points up to en-





tire racks and even IT rooms. The system provides an overview of the available network resources and the occupancy of cable routes and pipes.

For server rooms and data centres it provides, among other things, functions that can be used to plan and manage parameters such as the space available in the racks, power consumption, room occupancy and the effects of power and network failures.

In the outdoor area you can use the DatAIM system to locate the installed fibre optic cables – including those in pipes, shafts, etc. – along with connections and devices, manage the availability of the backbone cables and automatically create selected routes for new links. An integrated geographic information system (GIS) helps to record and manage outdoor resources.

### Network topology management

DatAIM is interoperable with other systems. As well as being able to recognize logical (including hierarchical) network topologies, DatAIM offers the ability to display the physical connectivity between existing network elements. The LLDP (Link Layer Discovery Protocol) supports the automatic generation of topological network diagrams. The attributes of objects within the network layers and the content displayed can be infinitely adjusted.

### More functions

In addition, DatAIM offers a variety of important functions. The possibility of providing up-to-date documentation, for example, supports users in troubleshooting. The system is also capable of manually documenting asset information and receiving information about the status of network connectivity at any time. The information about

capacity and utilisation of connections and devices can be used for IMACD (install, move, add, change or disposal).

All changes are managed in the DatAIM system. It generates IMACD work orders and links them to the order management system, enabling automated order tracking. Among other things it provides real-time information about authorised and unauthorised patching activity. Notifications and alerts can be received by the user in various ways, for example via email, SNMP traps or WeChat.



**Mark Chang**

Solution & Service Manager  
China



## Fiber-to-the-Home: FTTH CABLES – DRY LAID

### New FO Indoor products simplify installation.

After a two-month transition phase, Datwyler replaced the FO Indoor FTTH / I-M(ZN)H family of cables by new, improved FO Indoor FTTH DLT / J-B(ZN)H cables at the end of May. These are constructed with a dry loose tube (DLT, 1x4 and 1x2) and based on a G.652.D BLO (G.652.D / G.657.A1) single-mode fibre with a 250 micron (µm) diameter.

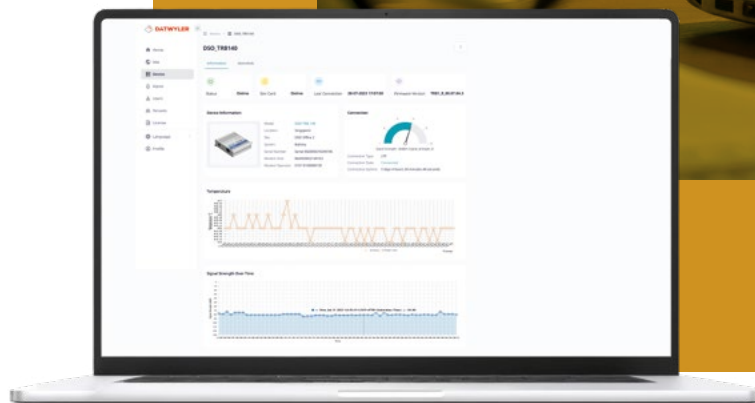
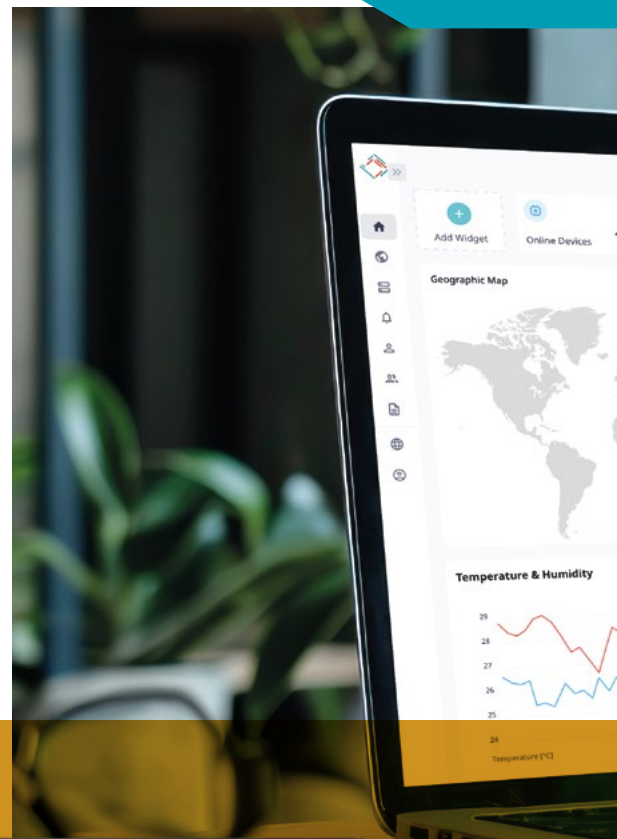
The gel-free design of Datwyler's new FTTH cables makes it unnecessary to clean the fibres. It is quicker to carry out in-situ splicing work. A further advantage is that the cables can be stripped more easily, which simplifies work preparatory to installation.

The entire cable family was successfully tested for fire behaviour and rated B2<sub>ca</sub>-s1a,d1,a1, the highest European fire resistance class (CPR). Versions in C<sub>ca</sub>-s1a,d1,a1 are also available, depending on requirements. ■



**Giampiero Capraro**

Product Manager Fibre Optic  
Italy



With the Smart Service Platform (SSP) Datwyler recently launched a fully managed IoT platform designed to give organisations better visibility and control over their critical IT and OT infrastructure world-wide. It offers a wealth of features that allow users to flexibly manage connected devices via the cloud, giving them full control over devices and gateways without having to compromise on security and availability.

The SSP can be easily integrated into existing IoT infrastructures without having to be adapted beforehand. You can think of it as a personal "command centre" that can be used to manage all connected sensors, gateways and devices "under a common roof".

### Future-proof design

It is Datwyler's stated goal that companies that use its products are future-proof. This goal was also the focus when developing the Smart Service Platform. In addition to its flexibility the software solution is designed for scalability and reliability.

The basic principle applies: "Your space, your rules". Companies can manage their own database, define user rights, and configure their





Software solutions:

# A SMART SERVICE PLATFORM

sites, devices and dashboards in a dedicated cloud space. The dashboards can be designed to reflect the users' individual needs and priorities. Organisations can even customise access levels for individual users. This ensures that every team member has the necessary information without putting the company's sensitive data at risk.

In addition, the software is multitenant and allows you to create separate instances for customers, teams or departments. Last but not least, the SSP is easily scalable and helps companies expand their reach without having to compromise on security and performance.

The platform is hosted and maintained by Datwyler. It is continually updated to ensure it is always up to date and meets all security requirements. In addition, Datwyler offers users remote technical support as well as 24/7 ticketing and email support.

## New functions

In the near future SSP users can look forward to trend analysis functions such as forecasts and anomaly detection. For example, companies that have integrated the platform into their data centres can immediately identify and resolve any issues that require attention –

thereby reducing downtime. The SSP also simplifies the planning and optimisation of processes by compiling the data collected in the past and making it usable for forecasts.

## Conclusion

When developing this platform, Datwyler's goal was to make the management of devices in IT and OT infrastructures as simple and smooth as possible and thus meet the needs and wishes of every company. Looking at the SSP, it can be said that the goal has been achieved. Companies that use this platform can concentrate on their core business – and Datwyler takes care of the rest behind the scenes. ■



**Johanes Iliadi**

Product Manager and Product Owner  
Singapore

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