Connectivity: the State of Play in South Africa

Mark Walker
Principal Analyst/ AVP
IDC Africa
South Africa: Quo Vadis?

Protracted Slump
South Africa’s business cycle is in its longest downward phase yet

- Upward phase
- Downward phase


Source: South African Reserve Bank

Official unemployment rate

SARB Quarterly Bulletin September 2019

Unemployment rate and short and long term unemployment as a proportion of total unemployment

Sources: Stats SA and SARB

IDC ANALYZE THE FUTURE
The Digital Workforce is Growing

Q. For each of the activities, what % is accomplished by a digital worker today and in two years?

<table>
<thead>
<tr>
<th>Activity</th>
<th>Today</th>
<th>In Two Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Processing</td>
<td>44.2%</td>
<td>57.1%</td>
</tr>
<tr>
<td>Evaluating Information</td>
<td>31.1%</td>
<td>48.6%</td>
</tr>
<tr>
<td>Communicating &amp; Interacting</td>
<td>10.1%</td>
<td>31.2%</td>
</tr>
<tr>
<td>Physical Activities</td>
<td>9.3%</td>
<td>30.7%</td>
</tr>
<tr>
<td>Reasoning &amp; Decision Making</td>
<td>12.9%</td>
<td>24.2%</td>
</tr>
</tbody>
</table>

3rd Platform Technologies & Innovation Accelerators

Digital Transformation

Augmented & Virtual Reality
Internet of Things
Cognitive Systems
Robotics

Next Gen Security

3D Printing

Cloud
Big Data/Analytics
Social Business
Mobility

INNOVATION ACCELERATORS

3rd Platform
Connectivity: South Africa

<table>
<thead>
<tr>
<th>Country</th>
<th>Score</th>
<th>Rank</th>
<th>Index</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seychelles</td>
<td>5.03</td>
<td>92</td>
<td>4.80</td>
</tr>
<tr>
<td>Mongolia</td>
<td>4.96</td>
<td>91</td>
<td>4.91</td>
</tr>
<tr>
<td>South Africa</td>
<td>4.96</td>
<td>/176</td>
<td>4.91</td>
</tr>
<tr>
<td>Cape Verde</td>
<td>4.92</td>
<td>93</td>
<td>4.83</td>
</tr>
<tr>
<td>Panama</td>
<td>4.91</td>
<td>93</td>
<td>4.80</td>
</tr>
</tbody>
</table>
Fixed Versus Mobile Connections

Source: IDC South Africa TSDB June 2019
Traffic

Source: IDC South Africa TSDB June 2019
Access

RSA Household Access to Internet by Place

Source: Stats SA – General Household Survey 2018
South Africa: Critical Factors

- Sustainability
- Access
- Skills
- Investment
- Regulation
Cloud-based productivity platforms lead IT solutions implemented to improve employee productivity.

Which of the following IT solutions is your organization using or planning to implement to improve employee productivity?

**IT solutions implemented to improve employee productivity**

- Cloud-based productivity platforms (G-Suite, Office 365, etc.): 57%
- Mobile security: mobile device management, mobile identity, etc.: 45%
- IoT solutions for a connected workplace: 42%
- Advanced collaboration and conferencing solutions: 42%
- Full access to enterprise content via mobile devices and apps: 41%
- Outsourcing IT admin and support to a managed service provider: 34%
- 3D Printing: 18%
- None of these: 7%

© IDC

Source: IDC, Future of Work survey, Nov. 2018
Sensor-based staff identification/location, energy consumption monitoring/saving and digital assistants tie for top three technologies most commonly deployed to augment employee skills.

Is your organization using or planning to use any of these advanced technologies to augment your employee skills?

<table>
<thead>
<tr>
<th>Technology</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sensor-based staff identification and location</td>
<td>45%</td>
</tr>
<tr>
<td>Sensor-based energy consumption monitoring and saving</td>
<td>42%</td>
</tr>
<tr>
<td>Smart digital assistants</td>
<td>40%</td>
</tr>
<tr>
<td>Wearables for health and safety</td>
<td>39%</td>
</tr>
<tr>
<td>AR/VR for training</td>
<td>35%</td>
</tr>
<tr>
<td>Artificial Intelligence (AI)-enabled front-office functions (e.g., sales, marketing, customer support)</td>
<td>32%</td>
</tr>
<tr>
<td>Sensor-based driver assistance and fleet management</td>
<td>32%</td>
</tr>
<tr>
<td>AR/VR for operations and maintenance (including field service)</td>
<td>29%</td>
</tr>
<tr>
<td>Artificial Intelligence (AI)-enabled back-office functions (e.g., finance, legal, security)</td>
<td>26%</td>
</tr>
<tr>
<td>Software robots or bots (RPA) to augment knowledge and information worker tasks</td>
<td>26%</td>
</tr>
<tr>
<td>Wearable robotics (e.g., exoskeletons)</td>
<td>21%</td>
</tr>
</tbody>
</table>

Source: IDC, Future of Work survey, Nov. 2018
Demand for connectivity growing

Regulation
  • reflect demand and prioritise

Harmonise Standards
  • enable and accelerate

Socio-Economic obligation
  • Relevant
  • Accessible
  • Affordable
  • Secure

Source: IDC TSDB July 2019
For More Information

Mark Walker
Associate Vice President
Mwalker@idc.com
www.idc.com

Twitter: MarkWalker36