



CITY MANAGER

**TO BE REFERRED BY THE OFFICIALS TO MAYCO VIA THE CORPORATE SERVICES
SECTION 79 COMMITTEE [AFTER CONSIDERATION BY CITY MANAGER]**

1. ITEM NUMBER

2. SUBJECT

**FEEDBACK ON THE INTERNATIONAL/OUTSIDE THE BORDERS OF THE RSA
TRIP UNDERTAKEN FROM 28 NOVEMBER TO 2 DECEMBER 2024 TO
ATTEND EXTREME NETWORKS' EXECUTIVE BRIEFING CENTRE IN
READING, UNITED KINGDOM**

ONDERWERP

**TERUGVOERING OOR DIE REIS NA DIE BUITELAND/BUITE DIE GRENSE
VAN DIE RSA ONDERNEEM VAN 28 NOVEMBER TOT 2 DESEMBER 2024 OM
EXTREME NETWORKS SE UITVOERENDE VOORLIGTINGSENTRUM IN
READING, VERENIGDE KONINKRYK BY TE WOON**

ISIHLOKO

**INGXELO ENGEMVA KOHAMBO OLUYA PHESHEYA/ NGAPHANDLE
KWEEBHODA ZOMZANTSI AFRIKA OLUTHATYATHWE UKUSUSELA
NGOWAMA28 KWEYENKANGA 2024 UKUYA KOWE2 KWEYOMNGA 2024
LOKUZIMASA I'EXTREME NETWORKS' KWIZIKO LEENKOMFA LESIGQEBA
EREADING, UNITED KINGDOM**

R2500

3. EVENT SUMMARY

EVENT DETAILS	
CONFERENCE/SEMINAR	Extreme Networks' Executive Briefing Center
OTHER	Not Applicable
DATE	28 November – 2 December 2024
VENUE	Extreme Networks; Reading, United Kingdom
TOTAL COST TO THE CITY	R 34739.62
CITY	Reading, United Kingdom
COUNTRY	UNITED KINGDOM

ATTENDEE DETAILS	
NAME AND SURNAME	DESIGNATION
Bashier Rawoot	HEAD TELECOMS FIXED NETWORKS, INFRASTRUCTURE SERVICES, INFORMATION SYSTEMS & TECHNOLOGY
Werner Barnard	SENIOR PROFESSIONAL OFFICER: SERVICE ASSURANCE, INFRASTRUCTURE SERVICES, INFORMATION SYSTEMS & TECHNOLOGY
PROVIDE SUMMARY OF HOST ORGANISATION / CITY	
Extreme Networks is an American networking company and is an Original Equipment Manufacturer of Extreme network hardware and software. The majority of the Corporate Local Area Network (LAN) landscape are made of Extreme Networks hardware and software. The City of Cape Town currently procures Extreme hardware and software via an awarded tender and does not procure directly via Extreme.	

4. OBJECTIVE

The objective of the invitation was for the City of Cape Town (City) Subject Matter Experts (SME's) Bashier Rawoot (Head: FIXED NETWORKS, INFRASTRUCTURE SERVICES) and Werner Barnard (Senior Professional Officer: Service Assurance responsible for Service Assurance and Fulfilment of Corporate Local Area Network) to participate in a multi-day engagement with Extreme Networks in Reading, United Kingdom at the Extreme Networks' Executive Briefing Centre.

The City currently utilizes numerous technologies from Extreme Networks and regards its relationship as strategic in nature. The purpose of the workshop is to collaborate with Extreme Networks on driving innovation for current and future innovations and latest in network solutions that can transform operations.

The City of Cape Town was given an opportunity to personally meet with the Extreme Networks executives, and specialists to discuss network solutions, innovations, vision, products and technology roadmaps. Detailed discussions, workshops and presentations covering vision, municipal strategies around the world, and technological roadmaps in networks were discussed and presented in detail during the course of the visit.

The core content covered included:

- Network strategy/solutions for municipal entities such as City and across the world
- Operational technology (OT) and Internet of Things (IoT)
- Real-time, hands-on demonstrations of newer technologies
- More effective brainstorming, problem-solving, and engagement.
- Opportunity to ask questions and receive tailored responses in real-time
- Gain a comprehensive understanding of cutting-edge network solutions, including Cloud service, Switching, and Wireless technologies

Refer to section 9 GENERAL DISCUSSION for further detail on core content covered.

5. OUTCOMES

This was a conference and learning opportunity and as part of market research. No resolutions or any other form of commitments between the hosts and City of Cape Town was made.

6. ACTIONS REQUIRED

There are no immediate applicable actions to be implemented at the moment, however, what is applicable has been recommended under the recommendations.

7. IMPLICATIONS

7.1 Constitutional and Policy Implications No ☒ Yes ☐

7.2 Environmental implications No ☒ Yes ☐

7.3 Financial Implications No ☒ Yes ☐

7.4 Legal Implications No ☒ Yes ☐

7.5 Staff Implications No ☒ Yes ☐

7.6 Risk Implications No ☒ Yes ☐

7.7 **POPIA Compliance**

☒ It is confirmed that this report has been checked and considered for POPIA Compliance.

8. RECOMMENDATIONS

It is recommended that the feedback report on the trip *EXTREME NETWORKS' EXECUTIVE BRIEFING CENTRE in Reading, United Kingdom* undertaken by Bashier Rawoot and Werner Barnard on *28 November to 2 December 2024* be considered and noted.

AANBEVELING

Daar word aanbeveel dat die terugvoeringsverslag oor die reis na *EXTREME NETWORKS* se uitvoerende voorligtingsentrum in Reading, Verenigde Koninkryk, onderneem deur Bashier Rawoot en Werner Barnard op 28 November tot 2 Desember 2024 oorweeg en daarvan kennis geneem word.

IZINDULULO

Kundululwe ukuba makuthathelwe ingqalelo kwaye kuqwalaselwe ingxelo engemva kohambi oluya kwi *EXTREME NETWORKS' kwiZiko leeNkomfa leSigqeba eReading, United Kingdom* oluthatyathwe nguMnu Bashier Rawoot noWerner Barnard ngowama28 kweyeNkanga 2024 ukuya kowe2 kweyoMnga 2024.

9. GENERAL DISCUSSION

This visit was valuable in that it provided insights into networking strategies and solutions, Operational Technologies, Internet of Things, Cloud solutions and a firsthand experience at the Global Technical Assistance Center used by City of Cape Town in the event of high level troubleshooting and faults. These discussions provided a platform to understand how municipalities and cities operate these networks. Further to this, it allowed us to benchmark City to the current network strategies and solutions as well as the municipalities.

1. Network Strategy/Solutions for Municipal Entities

During the Executive Briefing Center (EBC) visit, we discussed various network strategies and solutions tailored for municipal entities, such as the City of Cape Town and similar organizations worldwide. The focus was on how Extreme Networks' solutions can enhance network infrastructure to support municipal operations efficiently and securely.

Key topics included:

- Fabric Connect:

The discussions of fabric connect highlighted its role in providing a resilient, scalable, and secure network infrastructure. Fabric Connect simplifies network configuration through automation and dynamic service attachment, significantly reducing operational complexity and increasing agility. Additionally, the concept of zero touch provisioning is realized with automation and standard templates. This improves the current resource workload and requirement and push the focus to improvements and innovation. Additionally this can reduce the period of installation and replacement of equipment.

- ExtremeCloud™ IQ:

The discussions and demonstration on cloud-driven management led to the outcome of the ability to provide centralized visibility and control, streamline network operations, and improve overall network performance and reliability.

2. Operation Technology (OT) and Internet of Things (IoT)

The discussion on Operational Technology (OT) and Internet of Things (IoT) covered the integration of IoT devices into the network and the importance of secure, reliable connectivity. This refers to 3rd party technology related to services within a municipality i.e. Facilities management, Energy, Water, Transport.

Key points included:

- IoT Integration:

The capabilities of Extreme's solutions to connect and manage a wide variety of IoT devices, ensuring seamless communication and data exchange was discussed. This includes using technologies such as BLE (Bluetooth Low Energy) for location services and asset management.

- Security:

The emphasis of this point was the for robust security measures, including network segmentation and zero-trust principles, to protect IoT deployments from potential threats.

3. Real-Time, Hands-On Demonstrations of Newer Technologies

The EBC visit included real-time, hands-on demonstrations of the latest technologies, showcasing their practical applications and benefits:

- ExtremeCloud™ IQ:

Demonstrated the setup and management of wireless networks, including real-time monitoring and analytics. We were able to see how network policies are configured and devices onboarded using the platform .

- Fabric Connect:

Showcased its ability to simplify network management through automation, with live demonstrations of network configuration and service provisioning (i.e. Zero touch provisioning).

4. Brainstorming, Problem Solving, and Engagement with Reference Customers

A significant part of the EBC visit involved interactive sessions focusing on brainstorming and problem-solving. This was a high value session in which we were able to gauge the experiences of reference customers and to reflect on City's network in comparison.

The session included:

- Engagement with Reference Customers:

The Head of Technology from City University shared their experience with Extreme's Fabric technology, highlighting the transformative impact on their network infrastructure. This provided valuable insights into the real-world application and benefits of Extreme's solutions.

- Outcome-Based Selling:

Discussions centered on understanding customer pain points and tailoring solutions to meet specific needs, emphasizing the importance of discovery and personalized messaging

5. Comprehensive Understanding of Cutting-Edge Technology Network Solutions

The discussions provided a comprehensive understanding of Extreme Networks' cutting-edge technology solutions, including:

- **Cloud Solutions:**
Detailed insights into ExtremeCloud™ IQ's capabilities for managing and optimizing network performance from a centralized cloud platform. An exciting takeaway from this discussion was the introduction and future view of Artificial intelligence (AI) and how it aims to improve managing and optimizing networks.
- **Switching Solutions:**
Overview of Extreme's switching solutions, which provide high performance, reliability, and scalability for diverse network environments.
- **Wireless Solutions:**
Demonstrations of Extreme's wireless access points and their advanced features, such as BeamFlex+ adaptive antenna technology and support for the latest Wi-Fi standards.

6. Visit to the Global Technical Assistance Center (GTAC)

The visit to Extreme Networks' Global Technical Assistance Center (GTAC) provided the customer with a firsthand look at the robust support infrastructure available to them. There are several GTAC's worldwide, on a shift roster, ensuring that they are always available for high level and complex faults raised by clients such as City.

Key highlights included:

- **24/7 Support:**

GTAC offers round-the-clock support, ensuring that customers have access to technical assistance whenever needed.
- **Expert Technicians:**

The center is staffed with highly trained technicians who specialize in troubleshooting and resolving complex network issues.
- **Real-Time Problem Solving:**

Customers observed real-time problem-solving sessions, demonstrating the efficiency and expertise of the GTAC team.
- **GTAC Lab:**

Each GTAC has a lab, which hosts all Extreme network equipment. Although they are across the globe, they are interconnect, where the specialist technicians are able to access the labs regardless of location. The lab allows the expert technicians to simulate, test, troubleshoot and resolve complex faults which are escalated. In parallel to this, the technician compiles an article detailing the faults and its resolution. This is then recorded in a shared community knowledge hub, available to all clients worldwide.

This includes City. This allows for City engineers to locally access this shared knowledge hub, to improve resolution times of faults.

- GTACs view of City resources and competence:

It would be amiss to not mention, the GTAC praised the competence of the City's team as one of the best and most competent. City's engineers are diligent and excellent in troubleshooting.

In summary, the key takeaways from this visit are:

1. The City of Cape Town already utilizes Fabric technology in the core however expanding Fabric throughout the Network can streamline our network configuration, reduce operational complexity, and increase agility through automation and dynamic service attachment. This will not only improve our current resource workload but also allow us to focus on innovation and reduce the period needed for equipment installation and replacement
2. The sessions on Operational Technology and IoT integration were particularly enlightening. Extreme's solutions showcased their capability to connect and manage a wide variety of IoT devices, ensuring seamless communication and robust security measures. This is crucial for the efficient management of municipal services, from facilities management to public transport. The emphasis on secure, reliable connectivity and the use of technologies such as BLE for location services and asset management will enhance our operational efficiency and security.
3. The hands-on demonstrations provided a practical understanding of ExtremeCloud™ IQ and Fabric Connect. Observing real-time network configuration, monitoring, and analytics offered a clear view of how these technologies can streamline our network operations and improve overall reliability. The live demonstrations of zero-touch provisioning and automated network management were particularly impressive, showcasing how we can simplify our network management and increase operational efficiency
4. Interactive sessions with reference customers, such as the Head of Technology from City University, were invaluable. These engagements allowed us to benchmark our network strategies against other leading Customers and gain insights into successful real-world applications of Extreme's solutions. Understanding the experiences of other Customers with Extreme's Fabric technology highlighted the transformative impact these solutions can have on our network infrastructure and operational efficiency
5. The comprehensive discussions on Extreme Networks' cutting-edge technology solutions, including cloud, switching, and wireless solutions, provided us with a deep understanding of how these technologies can optimize our network performance. The introduction of AI in network management was particularly exciting, offering a glimpse into future innovations that can further enhance our network operations and efficiency
6. The visit to GTAC was a highlight of our trip. The 24/7 support, access to expert technicians, and real-time problem-solving sessions demonstrated the robust support infrastructure available to us.

The GTAC's praise for the competence of the City's team was a proud moment, reflecting the dedication and expertise of our engineers. This support will be instrumental in maintaining the reliability and security of our network infrastructure, ensuring continuous service delivery to our citizens

This is a very summarized report showing at a very high level the engagements the delegation had for the week.

In closing the delegation would like to thank the respective our Director, Chief Digital Officer, Executive Director, and the City Manager for granting the delegates the opportunity to attend the conference

10. ANNEXURES

FOR FURTHER DETAILS, CONTACT:

DATE	10 December 2024		
NAME	Bashier Rawoot	CONTACT NUMBER	021 400 7879
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DIRECTORATE	Corporate Services IS&T	FILE REF No	
SIGNATURE :	Bashier Rawoot Digitally signed by Bashier Rawoot Date: 2024.12.12 16:22:09 +02'00'		

ACTING DIRECTOR: INFRASTRUCTURE SERVICES
SHUAIB PARKER

COMMENT: **Shuaib Parker**
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CHIEF DIGITAL OFFICER
ANDRE STELZNER

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EXECUTIVE DIRECTOR

ERNEST SASS

COMMENT:

The ED's signature represents support for report content and confirms POPIA compliance.

SIGNATURE:

NAME

DATE

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Date: 2025.01.22 09:51:49 +02'00'

**MANAGER: INTERNATIONAL RELATIONS
DR. DENVER VAN SCHALKWYK**

COMMENT:

SIGNATURE:

DATE

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☐ REPORT COMPLIANT WITH THE PROVISIONS OF COUNCIL'S DELEGATIONS, POLICIES, BY-LAWS AND ALL LEGISLATION RELATING TO THE MATTER UNDER CONSIDERATION.

LEGAL COMPLIANCE

☐ NON-COMPLIANT

COMMENT:

NAME

TEL

DATE

Certified as legally compliant based on the contents of the report.

CITY MANAGER

 NOTED

 REFER TO THE MAYORAL COMMITTEE VIA
THE RELEVANT SECTION 79 COMMITTEE

DATE

COMMENT:
