

Rust Report

News and views of the action in Australasia's IT sector this week

February 8, 2008

THE RUST BUCKET

IT's a rugged world

FOR ALL THE TALK by company executives and analysts about "opportunities" and "synergies" for the combined company of Microsoft and Yahoo, putting them together will be an enormous challenge. Will the bid go ahead? Most likely. Will it work is a question mark. According to Forrester it makes sense but the logistical and operational challenges of combining the two are very, very messy. If this marriage is consummated, it is either going to be a very potent challenge to Google's rising power or a waste of \$US44 billion, according to IDC's Frank Gens.

Analyst's angles have been coming in thick and fast this last week or so giving their outlooks on the hot topics of the IT industry. In the coming weeks we will be running columns from Australia's analysts on how they see events affecting the Aussie markets and activities of the local vendors.

Vast fortunes were built over the past two decades as the leadership role shifted from hardware to software to the Internet. Now every day seems to bring fresh evidence that the era of boundless growth may be over and that M&A activity will accelerate.

Chances are you've already got the message that money is tight and IT spending is being re-examined. The buying world's decision-makers have fundamentally changed to CEOs, CFOs, sales chiefs, general managers, and divisional heads. They're worried about the company's finances, layoffs, interest rates, exchange rates, closures, M&A and their individual futures, not what brand of Web services or enterprise software to buy. But they're also worried about ongoing operating expenses and ways to reduce them!

The current economic conditions are very different from previous downturns and so is the competitive environment. Technology marketers must focus on different areas now. It's no longer about changing customers' minds to fit the product or an "as-long-as-it's-blue" style of marketing. While the technical sale may have worked when the technology bubble was hot, it doesn't work that way anymore.

— Len Rust RustOz@bigpond.com.au

QMastor mines a rich vein in South Africa

QMastor, a Newcastle-based developer of information systems for the mining and bulk commodity industries, has been selected to provide its Pit to Port.net and iFuse systems to South African mining company Assmang. The systems will be installed at an iron ore project involving the creation of a new mine in the Northern Cape, explained Steve Maxwell, general manager of QMastor.

"The solution for Assmang Khumani includes inventory management and grade control across the mine site," Maxwell added. The systems will also be integrated with a number of other specialised mining packages. www.qmastor.com

IT&e wields its Razor in Europe

Australian developer IT&e has won a contract to provide its Razor clearing house risk management system to LCH.Clearnet Group, a clearing house formed by the merger of The London Clearing House and Clearnet. The system will be used to help meet LCH.C's risk management requirements as the central counter-party for trades executed on the London Stock Exchange and a number of other European exchanges, explained James Maranis, CEO of IT&e. www.ite.com.au

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INSIDER EDITION

Clarity dials up telco in Philippines

Clarity, a subsidiary of Australian ICT products and services supplier Powerlan, has been selected to provide its operational support system (OSS) to Globe, a telco within the SingTel group in the Philippines. Under the terms of the contract Clarity will implement network operations centre infrastructure and tools into a new centre that will improve network performance and fault management across 2G and 3G wireless networks, claimed Raj Thangiah, Clarity's vice president of sales and marketing.

"Embracing unified OSS can help operators improve scalability, rationalise business processes, optimise network operations, and most importantly correlate network performance to the service delivered to the end subscriber," Thangiah added.

"The Philippines is one of the most exciting mobile markets in the world: competition is fierce and the potential for growth is immense." www.clarity.com

Bravura renegotiates with bank

Australian wealth management systems specialist Bravura Solutions has extended an existing relationship with The Bank of New York Mellon from its original five-year term until the end of 2013. The deal involves the Rufus platform, which Bravura acquired from the Bank of New York in 2006 (*Rust Report*, Dec 8 2006, p4).

The Bank of New York Mellon already uses the Rufus platform to administer more than 500,000 accounts encompassing more than £117 billion of assets under management across 22 onshore and 52 off-shore management companies, said Simon Woodfull, Bravura's group CEO. "Our growing client base on the Rufus platform reinforces our leading position in the UK and European transfer agency sector," he claimed. www.bravurasolutions.com

Advanta upgrades fuel distributor

Tasco-Inland Australia, a distributor of Mobil fuel and lubricants, has upgraded its distribution software suite to Atlas Fuel from Australian developer Advanta Software. The application is a version of the Atlas logistics suite that has been tailored for the fuel industry, a spokesman said. It includes all aspects of supply chain management, supply chain execution, CRM, and logistics, plus features that cater to the special needs of the Australian fuel distribution industry. www.advantasoftware.com.au

Big guns gather for schools project

Australian developer MXL (www.mxl.com) has joined forces with Microsoft and Eclipse Computing (Australia) (www.eclipseone.com.au) to begin a proof-of-concept project for the use of an integrated schools and student management package by Brisbane Catholic Education (BCE). The solution will encompass MXL's eMinerva Schools Solution and Microsoft's ERP system, Dynamics AX. The project will be managed by Microsoft.

"This project is a good vehicle for us to integrate our solution more closely with Microsoft's flagship ERP product, Microsoft Dynamics AX, which aligns very well with our Microsoft-centric strategy and with our other opportunities," explained Gary Katzeff, CEO of MXL.

mcr to supply Macquarie Hosting

Sydney IT infrastructure solutions provider mcr has been selected as the exclusive supplier of Hewlett-Packard and Sun Microsystems hardware to Macquarie Hosting. Kourosh Ghassemi, marketing and strategy manager of mcr, said the contract followed a tender process that involved at least six other suppliers. www.mcr.com.au

Mitrais breaks ground for Aust client

Mitrais, the Bali-based contract software developer owned by Australian interests, has broken new ground for an Australian client by undertaking a major project using Microsoft Visual Studio 2008. The deal involved an upgrade to the client's geological modelling and mine design system from a legacy system, explained David Magson, CEO of Mitrais.

Working remotely from Bali, Mitrais set up a virtual private network connection that enabled VS.NET 2008 to work with the Team Foundation Server at the client's office. www.mitrais.com

Car racers recognised for IT

Triple Eight Race Engineering Australia, which races V8 Supercars, has been named Autodesk Inventor of the Month. The award recognises the group's use of the Autodesk Inventor software to produce complete digital prototypes of its cars that validate the form, fit, and function of a design before it is built. "The time we spend on Autodesk Inventor developing an efficient design is directly responsible for the ultimate performance of the car," a spokesman said.

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Insider Edition

Continued from page 2

IBA's iSoft wins in Portugal

iSoft, the European health systems developer that was recently acquired by Australian counterpart IBA Health (*Rust Report*, Nov 2 2007, p4), has installed its hospital information solution at four health centres and a hospital run by the Essaude private healthcare group. The deal was valued at the equivalent of \$A826,000. www.imatech.com

Networking group extends reach

3eep, an Australian developer of a social networking platform for sporting teams, players, and parents, has extended its global reach with the launch of a site in Germany. A network had previously been established in Canada.

"Resulting from a partnership agreement with InfoGear AG, a German technology and services company, the platform will be accessible to over 100 million German-speaking sports enthusiasts," explained Rob Antulov, CEO of 3eep.

"The value of the 3eep platform is our ability to engage grassroots sporting communities across the globe with highly targeted functionality," Antulov added. www.3eep.com

More success for one that got away

National Commercial Bank in Saudi Arabia has awarded a contract for the upgrade of its core banking system to TCS Financial Solutions, a business unit of Tata Consultancy Services. The deal involves the most recent release of the BaNCS software, which was originally developed by Australian company Financial Network Services. FNS was acquired by TCS in 2005 (*Rust Report*, Oct 21 2005, p1).

As part of the most recent deal National Commercial Bank will also implement the BaNCS Internet banking and browser-based front-end solution.

Insurer invests in Thunderhead

Allianz Australia has selected the Thunderhead NOW business communications platform to enable self-service and multi-channel customer communications for its life insurance business. The platform will enable the company to deliver rich, multi-channel customer communications, an Allianz spokesman said. www.thunderhead.com

BMC to manage IDs for Orica

Chemicals giant Orica has selected an identity management suite from BMC to help manage employees around the world. The system will ensure employees have access to the right information at the right time, a spokesman claimed.

Aussies worth watching

Companies making waves at home and abroad

- **CLICKFIND** provides a searchable directory of Australian businesses, products, and services. The company's offerings combine a fair and efficient search engine with comprehensive business listings. The idea behind Clickfind is simple: connect businesses with customers. The company aims to become the one source for all of Australia's businesses. www.clickfind.com.au
- **GRA** offers consulting, professional services, and advanced planning systems across a broad range of industries. The company's clients include many of Australia's leading organisations in industries such as manufacturing, distribution, fast-moving consumer goods, defence, and service parts/repair. GRA typically works with capital-intensive companies across industries throughout the Asia/Pacific region. www.gra.net.au
- **GREENINNOVATION** believes business sustainability today is all about using resources in an efficient manner, which is both good for the bottom line and for our environment. GreenInnovation connects forward-thinking organisations with innovative, cost-effective experts in the theory and practice of sustainability. The company specialises in the identification and application of measures that fit business resources, culture, and organisational mission. www.greeninnovation.com.au
- **INXCHANGE** provides business-grade hosted, managed exchange services to organisations throughout Australia and the world. inXchange's whole-of-business e-mail solution is inclusive of all of Exchange e-mail, calendaring, and contacts, with the addition of support for mobility that is part of Microsoft Exchange. www.inexchange.com.au
- **RPO INC's Digital Waveguide Touch** products integrate into a range of information systems. The DWT products provide advantages over current touch technologies and are available in a wide range of sizes for use in systems such as cell phones, PDAs, tablets, and industrial displays. www.rpo.biz
- **TANGLER** provides a service that lowers the barrier and raises the bar in finding and participating in discussions on the Internet. Tangler's aim is to power millions of new conversations on the Internet using the company's technology and open culture. www.tangler.com



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DEAL MAKERS

UXC ramps up with Getronics buy

Australian services company UXC has boosted its revenue-earning potential by agreeing to acquire workspace services provider Getronics Australia in a cash-only transaction. The value of the deal has not yet been disclosed, although Geoff Lord, executive chairman of UXC, said "the initial consideration is based on a multiple of current earnings".

Lord claimed the acquisition makes UXC "easily the largest independent services house in Australasia". Getronics has about 525 highly-skilled staff who, along with the Getronics management team, will join UXC's Business Solutions Group.

The Getronics Australia company can trace its existence in this country back to the 1970s and the Australian subsidiary of Wang Laboratories. Wang was purchased by Getronics in 1999, and Getronics has now been bought by Dutch telco KPN, which does not want operations outside Europe, the UK, and US.

The size of UXC's Business Solutions Group is likely to be expanded even further by three more acquisitions, Lord admitted. www.uxc.com.au

Wotif.com hungry for acquisitions

Online accommodation services provider Wotif.com has shown its liking for expansion through acquisition by agreeing to acquire Asia Web Direct soon after moving to compulsorily mop up outstanding shares in Travel.com.au. The transaction involves a swap of shares and cash to the value of \$A34.2 million.

Asia Web Direct provides online accommodation, booking, and information services from offices in Bangkok. It has a staff of about 150.

"The combination of Wotif.com and Asia Web Direct presents an exciting opportunity to secure a greater share of the South-East Asian accommodation markets," explained Robbie Cooke, managing director of Wotif.com. "These markets are likely to see strong growth in coming years as consumers in Asia follow the worldwide trend of booking their accommodation needs online," he added. www.wotif.com

Legend to focus on its knitting

Australian memory products specialist Legend Corporation (www.legendcorporate.com) has decided to narrow its field of operations to focus on business in its home territory. It will discontinue the international operations of the Legend Performance Technology business to focus on Hendon Semiconductors, which is based in South Australia, and Cable Accessories Holdings (Cabac), which has national reach. The revised approach was undertaken because of a "significant under-performance" in the Legend Performance Technology business due to "difficult industry conditions".

M2 snaps up a Commander business

M2 Telecommunications has agreed to acquire Unitel Australia, a wholesale network services business owned by troubled Commander Communications. Under the terms of the deal M2 will pay at least \$A10 million, with a further \$A2.5 million dependent on performance and payable over three years.

"The acquisition of the Unitel network services business is a highly strategic step for M2's fast-growing network wholesaling business, providing a sizable expansion to its wholesale customer base and access to certain unique intellectual property used by Unitel in the supply of local access resale services and other core telecommunications network services," said Vaughan Bowen, managing director of M2.

"Most notably, the addition of Unitel rounds out our wholesale product suite, which now includes 3G mobile, wireless broadband, ADSL2+, LAR, and fixed line voice services." <http://m2.com.au>

Computershare to buy BPO provider

Computershare, an Australian company that offers a range of investor services worldwide, has made a cash offer to acquire BPO services provider QM Technologies. The offer price of \$A3.40 a share represents a 51 per cent premium over the share price on February 5 and values QM at about \$A153 million. The deal has the support of QM's directors Neville Morgan and Frank Youngleson.

"Our Communication Services division will be strengthened by the addition of QM's blue chip customer base and capabilities, and we have also identified a range of synergies which will improve the profitability of the combined enterprise," said Mark Davis, Computershare's regional director, Australasia. www.computershare.com

Promax kicks off global expansion

Promax, an Australian developer of trade promotions management systems, has expanded into world markets by opening an office in Europe. The new operation is headed by Gareth Brentnall, a founder of supply chain specialist Mercia Software, and has followed an intensive product re-engineering project over the past 12 months, explained Don Nicol, managing director of Promax.

Nicol said that the establishment of Promax Europe was the first in a series of planned developments for the company. www.promaxtpo.com



DEAL MAKERS

Continued from page 4

Tyro brings payments to GPs

Australian EFT-POS specialist Tyro has joined forces with health systems developer HCN to launch an integration payment system for general practitioners. The company believes there are 15,000 primary health practices that could use the system, which combines EFT-POS and a Medicare Easyclaim solution, explained Jost Stollman, CEO of Tyro.

Stollman noted that it is less than a year since Tyro launched its first EFT-POS facility, which is a native IP end-to-end acquiring solution. It has since been adopted by Toyota, Coca-Cola, Mecca, Chanel, Readings, and Nandos. www.tyro.com

— Business Briefs —

- ASX-listed IT consulting company Ingena Group has agreed to buy VAK Consulting, a management and systems integration business. The deal, which represents the start of Ingena's plan to grow by acquisition, is valued at \$A1.175 million. www.ingena.com.au
- Sydney-based company Keylink Technology has been appointed a marketing partner of Sybase. The two companies will jointly market the Sybase IQ business intelligence engine to large organisations in Australia. www.keylink.net.au
- Rittal, a specialist in housing and enclosure technologies, has been appointed a distributor of the Lampertz range of products. The range includes security protection for IT and data centre locations, as well as high-availability systems for data backup. www.rittal.com.au

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COMMS BITS**Telstra and Feds make a new peace**

Without agreeing to anything special, Telstra and the Federal Government have dropped the problems that beset the telco and the Howard Government and have paved the way for the roll-out of ADSL2+ services to an additional 900 exchanges around Australia. Both parties were keen to put their own spin on the tentative peace.

"Telstra was able to announce the upgrade after the government made it clear it did not consider a compelling case had been made for regulating third-party access to the service, an assurance sought by Telstra for more than one year," shouted an announcement released by the telco.

"This simple act of the new government unlocks the potential of high-speed broadband for households and business around Australia, enabling more people to fully participate in remote education, send or receive X-rays and medical files, rapidly download videos, or run their businesses without sacrificing time with their families," the statement continued.

As far as David Kennedy, research director of Ovum, was concerned, the announcement signals a new policy of activism from the government. "The new government is determined to promote wide access to fast broadband and is prepared to directly address some of Telstra's concerns to achieve this result. The focus is on outcomes, not processes," Kennedy said.

Primus Telecom promptly lodged a letter with the Australian Competition and Consumer Commission seeking declaration of Telstra's ADSL2+ service. Declaration would open Telstra's ADSL2+ service to its competitors, who could then use it to compete with Telstra. www.telstra.com

US group applies Aussie technology

US company Multi-Tech Systems has entered an alliance with Australian wireless technology developer Symstream Technology Group. The two companies aim to deliver a wireless modem solution to enable wireless transaction services over GSM/3G networks.

The alliance will combine Multi-Tech wireless modems with Symstream's technology to create a method of wireless connectivity for ATM terminals, kiosks, and POS terminals. "This will provide our customers with the most flexible and secure managed wireless connectivity solution available today," claimed Mike Kydd, vice president of sales for Multi-Tech. www.symstream.com

— Comms Briefs —

- Dr Renato Iannella, a researcher from NICTA Australia's Information and Communications Technology Research Centre of Excellence, will co-chair a new World Wide Web Consortium group. The W3C Emergency Interoperability Framework Incubator Group will aim to encourage the use of the Web by the emergency management community. www.w3.org/2005/incubator/eiif/
- The Internet Corporation for Assigned Names and Numbers is looking for volunteers to help its Nominating Committee with the global task of co-ordinating the Internet's unique identifiers. Details from <http://nomcom.icann.org>

RUST e-RESEARCH

Marketers unlikely to increase spend

Drastic marketing budget increases are not likely this year for most marketers worldwide, according to a survey conducted by the CMO Council and sponsored by Deloitte Consulting, Market and TechTarget. More than seven out of 10 survey respondents said that there would be either no change in their budgets or that their budgets would increase by no more than five per cent in 2008. A little more than seven per cent of respondents expected to see budget increases greater than 11 per cent. The remainder either predicted a decrease in budgets or did not want to make a prediction.

A majority of respondents also said that marketing spending had represented less than four per cent of their companies' revenues for 2007. More than one-third said their spending fell between four per cent and 10 per cent of their companies' 2007 revenue. The remainder of those surveyed either spent more than 10 per cent of their company's revenue on marketing or did not make an estimate.

What do these marketer perceptions have to do with actual spending? For ad spending, at least, the perceptions agree with predictions made in GroupM's *This Year, Next Year* report. As of December the research company projected that ad spending would grow 6.8 per cent worldwide in 2008. That's an increase, but not a dramatic one.

Obviously ad spending doesn't account for other types of marketing, but the numbers definitely indicate subdued ad spending growth in 2008. The larger concern is the global economy. Since the beginning of December, when these projections were made, there has been only bleak news about the US economy. A US downturn inevitably drags the global economy with it. The marketing spending environment in 2008 could go from subdued to extremely conservative.

David Hallerman, senior analyst at eMarketer, said that an economic slowdown would affect some advertising and marketing directly.

"Paid search is 40 per cent of ad spending", Hallerman noted. "If consumers are buying less, they will be searching less for shopping. So paid search spending will drop".

Indian SMBs keen on mobility

SMBs in India are more mobile and more ready to adopt mobility solutions than their counterparts in other countries, according to industry analyst Ovum.

SMBs in India have the highest proportion of mobile employees, with 24 per cent of employees considered highly mobile and 19 per cent of the employees moderately mobile, which is significantly above the average found across the Asia/Pacific region. "The expected growth in mobile applications in India is also because of the high proportion of companies in this market that are in the services sector", said Claudio Castelli, senior analyst at Ovum.

Nevertheless, their excitement about these applications is not backed by the same level of expected growth in mobile data spend, which makes this market unique in terms of opportunities and challenges for applications suppliers. "E-mail and SMS are currently the biggest drivers of mobile data usage but other applications such as sales force and field-service automation have high expected growth rates, with 34 per cent and 29 per cent of SMEs respectively willing to implement in the next two years", said Castelli.

There are strong opportunities also for tracking and fleet management applications, and mobile marketing in India, with 28 per cent of SMBs keen to introduce them in the next two years. India offers significant growth opportunities in SMB mobility services, especially for providers willing to deploy mobile applications and explore market niches.

3G spread to boost mobile TV

As mobile TV services expand over the next five years, ABI Research believes the total number of subscribers will grow to 462 million, driven in large part by the expansion of 3G networks, and flat-rate plans for mobile video. The build-out of mobile video delivery networks and an increase in the amount of available content will also contribute to the market's growth.

"Mobile operators' sustained investment in video delivery will continue to be rewarded by subscribers' growing adoption rates, particularly as they upgrade to new video-capable handsets," said ABI's research director Mike Wolf.

"Consumers are being increasingly enticed by better experiences through more powerful and larger screens as well as by a widening array of subscription options".

ABI Research sees the Asia/Pacific region as the overall leader in the adoption of mobile video services. The number of subscribers to mobile video services in Asia/Pacific will grow from 24 million in 2007 to more than 260 million by 2012.

Rust e-Research continued on page 7 >

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RUST e-RESEARCH

Continued from page 6

High levels of penetration will occur in both Japan and South Korea, each a leading market in mobile video services, while China and India will both contribute significantly to the overall total due to very large subscriber populations, even though the overall penetration of video services will remain much lower than in more technologically advanced countries, Wolf said.

Recognition for Asian researcher

Springboard Research, has been named a "Rising Star" in the global IT market research industry by Outsell, a research and advisory firm for the information industry. Springboard is the first ever Asian IT market research firm to be named a Rising Star in this market segment, demonstrating the increasing importance of Asia in the global IT market research industry.

"Our goal when we established Springboard was to leverage a more innovative, effective and efficient research model to deliver greater value to the market, and Outsell's recognition of our efforts makes us feel very proud of what we have accomplished," said Dane Anderson, CEO of Springboard Research

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Guest Viewpoint

SaaS and CRM

By Kerrie-Anne Turner*

THE DIFFERENCE between "ordinary" CRM and "great" CRM is that great CRM gives you sustainable competitive advantage, which can't be quickly copied, supports your unique selling proposition, and adapts easily to ongoing change. As companies drown in more and more data, great CRM should also provide workflow and analytic tools to use that data to maximum advantage.

While CRM offerings delivered via SaaS are fast to implement, its "one size fits all" approach often requires significant compromises in functionality and flexibility, with companies having to conform their unique business processes to the SaaS system.

This has a limiting effect on companies wanting to deliver uniquely innovative customer care strategies.

A more tailored approach, such as that provided by "exact fit" CRM, offers greater flexibility in adapting to changes in an organisation's business processes or product offerings, providing a key point of differentiation in customer service.

As a company invests in growing its database and gathering valuable customer intelligence, this data becomes vital for marketing, customer retention and reactivation, market analysis and more.

Most SaaS CRM applications offer a range of simple profiling functions, but an exact fit solution provides complex modelling and segmentation capabilities. The customer intelligence in a tailored CRM solution provides exclusive insights and feedback that can enable an organisation to reinvent itself constantly to maintain its competitive edge.

Ideally, a CRM solution should be integrated with a company's other transactional, billing and ERP systems. However, with a SaaS solution, the risks and costs increase considerably as this usually involves third party plug-in applications and writing more code to integrate with those systems.

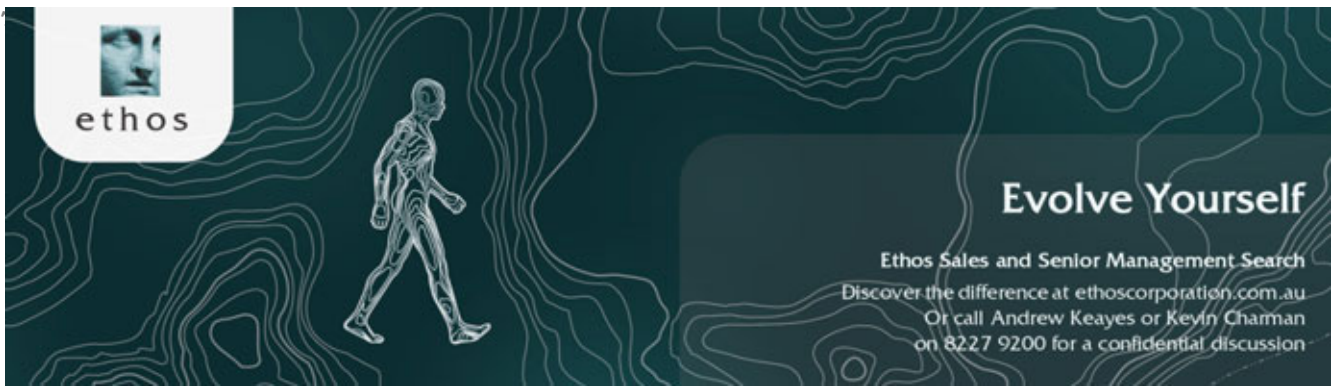
It is also important that the selection and implementation of a CRM solution doesn't side-step the IT department so the company doesn't miss out on the extended functionality and integration with other systems that maximise the value of a CRM system.

An integrated tailored CRM can map every aspect of the customer's interactions no matter where or how they contact your organisation, giving your employees all the information and processes they need to provide outstanding service every time.

The bottom line is that while SaaS can introduce CRM functionality to an organisation at low cost, it will never allow the business to use customer service as a point of differentiation, which will limit the potential for growth.

Only a tailored approach can fully support an enterprise in its customer management efforts by exactly mapping its unique business processes. Not only does this ensure a reliable approach to CRM with consistent results every time, but the process automation enabled by the tailored solution reduces costs and improves efficiency to enhance service quality and timeliness.

* Kerrie-Anne Turner is managing director of StayinFront Group Australia
www.stayinfront.com



REVOLVING DOORS

CEOs coming . . . and CEOs going

The new year continues to bring a prodigious turnover among CEOs of Australian companies. Following last week's list (*Rust Report*, Feb 1, p8) have come reports of several more significant moves.

- Garry Henley has resigned as CEO of Alphawest Services with no particular place to go to. Henley said he intends to spend a few months in Asia and Europe before deciding which direction to follow next.
- Joe Calavassy has been replaced as CEO of Hyro by the company's former COO Bill Votsaris. Votsaris was previously CEO of Synergy Software Holdings, which Hyro acquired in May 2007. At the same time, Nathan Brumby has been promoted to the new position of deputy CEO. Brumby joined Hyro last month.
- David Burden has been appointed CEO of Ansearch. Burden was founder of Legion Interactive in 1994 and was CEO until 2006. Dean Jones, who was appointed Ansearch CEO in May 2007, went to the US to launch Ansearch's subsidiary there and departed soon after.
- Glenn Fielding has resigned as managing director of DWS Advanced Business Solutions. He had been with the company for about seven years, and was at the helm when it launched on the ASX. Danny Wallis will become both CEO and managing director.
- John Lupton, a former CEO of Medcare Systems, has joined IPscape to develop strategic partnerships. He will kick off with the AIIA India NASSCOM Leadership Forum in February.
- Graham Matthews has resigned as CEO and executive director of QuikTrak Networks, which he had joined in June 2007 (*Rust Report*, June 8 2007, p8). Matthews will be replaced as CEO by Mark Pallister, the company's largest shareholder.

Col Rennie takes role at DiData

Col Rennie has joined Dimension Data as national services director, based in Sydney. He has spent the past 10 years with Avaya, most recently as Asia/Pacific director of quality and customer advocacy, and has also worked for Samsung, Wang, and ICL. At Dimension Data Rennie replaced Mike Patroni, who took the position of NSW solutions manager last year.

Vasic heads Websense A/NZ

Phil Vasic has been appointed Websense A/NZ country manager, based in Sydney. He was previously general manager of sales at SurfControl, which Websense acquired in 2007. He has also worked for Axient and Hewlett-Packard.

Integ takes on two managers

Integ, a company within the UXC group, has appointed Frank Nola state manager for Victoria and Jason Fuller manager of the contact centre solutions group.

Nola was most recently with both Business Integration Solutions and the Convergence Group, while Fuller, who will be based in Brisbane, was most recently contracted to Genesys Laboratories.

— Around the Traps —

- Allen Taylor moved from E2E Technologies in November and has now joined Utilisoft (formerly FormFill) as commercial director. Utilisoft is a specialist developer of software to manage energy market connections to the national electricity market.
- Kevin Ryder has joined Microsoft as services marketing and communications manager. He was previously general manager of marketing and corporate affairs at KAZ.
- Nicole Schubert has been appointed a senior business consultant with SimCorp Asia. She was previously with Bravura Solutions, which she joined by way of its acquisition of Garradin.
- Bryan Wang has been appointed research director for connectivity research at Springboard Research. He will be based in Beijing. Wang has previously worked for In-Stat and Frost & Sullivan.
- Industry analyst Chris Morris has joined IDC Australia after operating as an independent research consultant for five years.
- BMC Software has promoted Paul Arthur to head of channels for the Asia/Pacific region. He has been with the company for 10 years, most recently as EMEA marketing director.
- Compuware Corporation has promoted Franco Flore to district sales manager for Australia and New Zealand North. He has been with the company for 11 years.
- Michael Game has resigned as a director of Mooter Media and has been replaced by Dale McCarthy. McCarthy is head of corporate development for Fairfax Digital, a subsidiary of Fairfax Media, which is a "substantial shareholder" in Mooter.
- Richard Bevan, an M&A specialist, has been appointed a non-executive director of recently-listed IT services provider Empired. Bevan has also held a number of CEOs' and managing directors' jobs in ASX-listed companies