

# Rust Report

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

February 9, 2007

## THE RUST BUCKET

### Living headlines

IT IS EASY to see how technology shapes our daily lives. What is not always apparent is the role the media plays in these advancements. Times have changed for the media. The ICT revolution has meant that messages can go to the four corners of the earth in seconds.

At the recent Ethos Executive Forum, Paul Cutler, the director of television and radio news and current affairs for SBS, recounted his role in one of the most historic moments of our time. On September 11, 2001, Paul was buried in the CNN's window-less newsroom in Atlanta supervising international output for that hour.

He had just come out of the control room after putting to air a 30 minute bulletin and had handed the reins to his colleagues in Hong Kong, where they were playing an Asia Business program. It was then that Paul caught the first pictures being transmitted by CNN's American network.

When breaking news occurs the standard practice at CNN and other global networks is to roll special titles, complete with pompous music to alert viewers that something important is happening. But on this occasion, Paul's gut instinct and 32 years of experience told him there wasn't time for such TV niceties. He picked up the nearest phone, hit the master control button and shouted "Go all Regions". It was the sound bite of Paul's lifetime.

Paul told the story to recount his role in one of the most historic moments of our lifetime, but also because he firmly believes that the events of September 11 2001 changed forever the nature of journalism as we know it! In 2001 the digital revolution reduced the world to a global village.

Today when breaking news occurs, people flock to different news sources. Many find a television, some turn to radio, some open a Web browser and point to a newspaper site or an online version of a media outlet. We now live in a new age — technology is changing the way we do business, communicate, educate, and entertain. But gaining the benefits of real-time information isn't just a question of making a management decision to "go for it". Always, available rapid-response organisations must have business processes in place to benefit from real-time data. When it's "prime time" business and IT have to be in sync or else customers will look elsewhere.

Trends affecting the media and entertainment industry will compel companies to open up access to content in more ways than ever. Successful companies will create leaner, more transparent organisations that cater for more platforms, more devices, and more users. Technology-enabled consumer power is today forcing organisations to become a lot more agile and to update their legacy systems as soon as possible.

— Len Rust [RustOz@bigpond.com.au](mailto:RustOz@bigpond.com.au)

## BilltoBill extends China reach with travel group

BilltoBill, the online payments service operated by Oriel Communications, has extended its customer list in China with the inclusion of China Travel Service (CTS) Huangshan Anhui. The Chinese company provides an e-commerce platform for travel package products offered by China Travel Service, a large provider of online and offline travel, hotel, and conference booking services in China,

A spokesman for Oriel said integration of CTS Huangshan Anhui's platform to the BilltoBill service has been completed and transaction processing has begun.

The deal, which follows BilltoBill's recent selection as a provider of services to Cathay Pacific and Singapore Airlines, gives the company a strong grip on the Chinese payments services market. "We are delighted that quality merchants are becoming increasingly aware of the BilltoBill payment solution and its benefits, and expect that transaction volumes will accelerate as a consequence," the spokesman explained. [www.orielcommunications.com.au](http://www.orielcommunications.com.au)

## Academics build export assistance

Assistance for IT exporters has been developed and launched by researchers from the Queensland University of Technology. The Software Internationalisation Starter Kit addresses issues like translating text into other languages or being aware of cultural sensitivities when selecting design elements.

"Exporting software or developing a Web presence for markets in which English is a minority language presents fundamental challenges, even to experienced developers. The original English language version is no longer acceptable in these markets and products must be localised to the target environment," explained Associate Professor Jim Hogan, one of the creators of the kit.

The kit is available for download "at a modest cost" from [www.i18nstarter.org](http://www.i18nstarter.org)

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## INSIDER EDITION

### IBA runs IT for Aussie sports facility

The SportsMed7SA sports medicine clinic has awarded Australian developer IBA Health a five-year contract for the provision of specialised applications and support. Under the terms of the deal IBA will provide a suite of Internet-enabled clinical and administrative applications that will be used by more than 250 staff in SportsMed7SA's four branches in South Australia and consulting suite in Darwin.

"Through the close integration of IBA's clinical and hospital information technology and the clinical care processes, practitioners at SportsMed7SA will spend less time with paperwork, increasing the time available to spend with patients whilst streamlining administrative processes, contributing to both health and practitioner satisfaction," claimed Steve Garrington, CEO of IBA.

"The SportsMed7SA project further consolidates our strategy to be the number one supplier to the large, multi-doctor, multi-practice, and specialist hospital marketplace," Garrington added. [www.ibatech.com](http://www.ibatech.com)

### WSS builds research database

Victorian developer Working Systems Solutions has completed the development of a national tissue database that will be used to help cancer researchers worldwide extract data from a variety of tissue banks. WSS built the International Tissue Specimen Locator for the Australasian Biospecimen Network to streamline the labour-intensive task of contacting individual Australian tissue banks to verify the availability of bio-specimens, explained Mathew Cherian, CEO of WSS.

"Market demand for integration across the health-care sector is gaining momentum. Engagements with the research community are a natural extension of the demand for e-health, which ultimately is about integrating information from various silos that relate to groups of consumers," Cherian added. [www.ws.com.au](http://www.ws.com.au)

### Feds renew supply of Aussie search

Australian company Funnelback has won a two-year contract extension for the provision of search facilities for the Federal Government's online portal [www.australia.gov.au](http://www.australia.gov.au). Funnelback is providing the government with a fully-hosted search solution that will crawl and index all Federal Government Web sites daily. [www.funnelback.com](http://www.funnelback.com)

### Qld developer awarded doctorate

John Puttick, founder and chairman of Queensland software developer GBST Holdings, which listed on the ASX in 2005, has been awarded an honorary doctorate by the Queensland University of Technology.

GBST develops IT solutions for the finance, banking, and securities industries, and its Shares application processes up to half of all trades on the ASX while also supporting processing on the New Zealand and Hong Kong exchanges ([www.gbst.com](http://www.gbst.com)).

Puttick has also been involved in the development of IT education at the university and served as the chairman of the IT Faculty's advisory committee.

### QAS addresses financial problems

Challenger Financial Services group has selected QAS — a subsidiary of English company Experian — to provide its QuickAddress address matching and verification system.

A spokesman said it was expected that the product would provide service improvements and deliver financial benefits. "The initial savings will come from drastic reductions in our returned mail volumes due to improved data quality and the duplication of costs of rehandling this mail," he claimed. [www.qas.com](http://www.qas.com)

### Board maker takes compliance suite

US developer AXS-One has been awarded a contract to provide compliance and archiving software to Lafarge Plasterboard. The contract covers modules of the AXS-One Compliance Platform with solutions for file system archiving and e-mail archiving for Lotus Notes.

"While compliance was an important reason for implementing the solution, we could also see considerable operational cost savings in a retention system that provides users with a self-serve arrangement to access their archived e-mails and documents," explained Steve James, Lafarge's IS manager.

### — Orders and Installations —

- TRUenergy, which services more than 1.2 million gas and electricity accounts, has gone live as a biller on the Bill Express network. [www.billexpress.com.au](http://www.billexpress.com.au)
- Calliden Group, an Australian insurance company, has deployed an integrated e-mail security system from MessageLabs.

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## COMMS BITS

### Uecomm puts the links in Centrelink

Data networking specialist Uecomm has been selected to provide metropolitan area network (MAN) fibre Ethernet links to more than 50 sites operated by the Federal Government's social services arm Centrelink. The deal is estimated to be worth \$A10 million.

"The MAN solution will support a network with aggregate (or potential) bandwidth capabilities up to and beyond 1G-bits/sec, a huge advantage over Centrelink's current network capabilities," said Dean Tognella, CEO of Uecomm. [www.uecomm.com.au](http://www.uecomm.com.au)

### Optus seeks Feds' bush funding

Optus has put its hand up for a share of Federal Government funding to be used to extend the coverage of its 3G mobile network. The carrier had recently claimed it would spend up to \$A800 million of its own money in extending the network to 96 per cent of the Australian population. If the government coughs up the network will be extended further to reach 98 per cent of the population, an Optus statement claimed. [www.optus.com.au](http://www.optus.com.au)

### ISPs fall foul of another watchdog

Australian ISPs, recently warned by the Australian Competition and Consumer Commission to rein in claims for high-speed ADSL links, have now come under the scrutiny of the Telecommunications Industry Ombudsman because of their cavalier treatment of customer contracts.

Ombudsman John Pinnock said he was concerned about the growing number of complaints from Internet customers whose contracts had been changed without their agreement. [www.tio.com.au](http://www.tio.com.au)

### — Comms Briefs —

- Southern Cross is preparing to go to tender next month for an upgrade of its Southern Cross Network, which connects Australia, NZ, Fiji, and Hawaii to the US mainland. [www.southerncrosscables.com](http://www.southerncrosscables.com)
- Australian VoIP service provider MyNetFone has launched a direct link to NZ, bypassing the international transit network and offering calls to landlines at 3.5 cents per minute. [www.mynetfone.com.au](http://www.mynetfone.com.au)
- IP telephony infrastructure provider Symbio Networks has opened a POP in Auckland to meet increasing demand for trans-Tasman services. [www.symbionetworks.com](http://www.symbionetworks.com)

## Aussies worth watching

### A roundup of companies making waves at home and abroad

- **ONIQUA** provides solutions that standardise, analyse, and optimise maintenance, inventory, and procurement contents for organisations in the mining, processing, utilities, and oil and gas industries. Oniqua's solutions complement ERP systems and provide the next step from business intelligence and reporting systems, by closing the loop and feeding back improved content to the corporate transaction system. [www.oniqua.com.au](http://www.oniqua.com.au)
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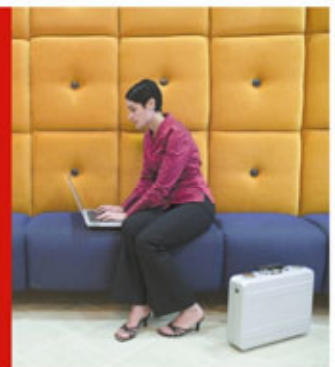


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## DEAL MAKERS

### Intel feeds Unwired some slack

Intel has announced that it will forgo a rate increase due to it under the terms of its \$A37 million investment in Australian broadband wireless services provider Unwired. Earlier this year Mitsui also agreed to extend the deadline for deciding whether it will invest between \$A5 million and \$A8 million in Unwired (*Rust Report*, Aug 26 2005, p1).

Mitsui's investment and a cut in the rates paid to Intel are dependent on Unwired raising \$A12.6 million before the end of June. There has been some speculation that such a raising may prove difficult. [www.unwired.com.au](http://www.unwired.com.au)

- Unwired has added Harris Technology to the list of retailers offering its services. The appointment lifts Unwired's retail network to more than 150 stores in Sydney and Melbourne.

### Dutch back Aussie management

Mavim, a Netherlands-based provider of business process management software, has been selected by Tactics Consulting ([www.tacticsconsulting.com.au](http://www.tacticsconsulting.com.au)) and Intrinsic IT to support their jointly developed Cube-it IT service management platform during a roll-out to customers in Australia. Cube-it is claimed to provide a set of easy-to-use content for managing corporate IT environments, explained Melissa McLachlan, consulting and education director of Intrinsic IT.

"This partnership will allow organisations who implement Cube-it to not only benefit from greater IT governance in a timelier manner, but also minimise system down-time through a greater emphasis on visibility in the process chain," claimed Florian Hoornaar, managing director of Mavim. "All information relating to ITIL processes can be accessed through Cube-it's knowledge base."

### Kronos to run with Mobilesoft

Kronos (Australia) has agreed to undertake a joint marketing campaign with Mobilesoft to sell the MTAR mobile time and attendance recording device. MTAR was developed by Mobilesoft for the parent company of Kronos Australia.

The device captures mobile workers' attendance details on a handheld device and transmits the data for immediate processing. Mobilesoft expects to begin development of prototypes in February and to undertake field trials in April and May before starting full production in June. [www.mobilesoft.com.au](http://www.mobilesoft.com.au)

### Realestate.com.au buys European

Realestate.com.au has bought Europe's @Home group of real estate sites for \$A7.5 million, its third acquisition in Europe in 14 months. @Home operates sites in Luxembourg, Belgium, France, and Germany.

"The acquisition of the @Home group of sites continues to build out our European operations by providing the REA Group with a presence in four new markets," said Simon Baker, managing director of the REA Group. "REA will work with @Home's management team to solidify its market-leading position in Luxembourg and to continue to drive its expansion into Belgium and selected regions of France and Germany. [www.realestate.com.au](http://www.realestate.com.au)

### Senetas builds exports channels

**Senetas, the Australian developer of high-speed network encryption technology, expects to reap early positive benefits from the appointments of a number of resellers in South-East Asia, India, the Middle East, and Europe. While final agreements have yet to be signed and sealed, the resellers have already begun working with Senetas, explained John DuBois, CEO of Senetas. Senetas distributor SignalGuard International has already shipped encryptors into Jordan, he noted.**

**DuBois claimed the new international resellers will give Senetas access to an additional 40 per cent of the world market. "While the typical sales cycle for CypherNet of six to nine months still applies, there is some built-up demand in the region which should see revenue flowing to Senetas by the third quarter of this year," he said. [www.senetas.com](http://www.senetas.com)**

### MatrixView readies video technology

MatrixView, the developer of the Adaptive Binary Optimisation compression technology, is preparing to market an MPEG video recompression technology that will enable consumers to download, store and share video files by recompressing them to a manageable size.

The technology will be offered in applications that will power video storage and distribution, as well as in the form of a software utility, explained Arvind Thiagarajan, chairman of MatrixView. "The utility for video recompression will empower consumers to share video files quickly via the Internet and increase the capacity of storage drives," Thiagarajan added. [www.matrixview.com](http://www.matrixview.com)

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## DEAL MAKERS

Continued from page 4

### Dennis Furini to hang up ACS hat

Dennis Furini has announced that he will retire as CEO of the Australian Computer Society in May after seven-and-a-half years in the top job. During that time he has overseen the formation of the ACS Foundation, and has served as CEO to four ACS presidents.

The ACS is about to start recruiting to find a replacement for Furini. "We expect applications for Dennis Furini's successor to be highly sought after, given the position of influence and prestige that the society has achieved under his management," claimed Phillip Argy, president of the ACS. [www.acs.org.au](http://www.acs.org.au)

### ACA picks up on-demand publisher

Australian distributor ACA Pacific ([www.acapacific.com.au](http://www.acapacific.com.au)) has been appointed a distributor of on-demand digital publishing products from US company Rimage. The appointment coincided with the naming of Comworth Systems as Rimage's NZ distributor, and the announcement that Rimage will set up a technical support and service infrastructure in Australia and NZ.

"Beginning in 2007, Rimage will provide professional customer assistance with a wide range of complementary services," explained Yoshi Oyamada, Rimage's vice president of business development for the Asia/Pacific region.

### — BUSINESS BRIEFS —

- Oriel Telecommunications plans to launch a share buy-back program for some eight million shares representing about 10 per cent of its capital.
- US information security specialist Cybertrust has launched a graduate recruitment program that will take graduates from countries in the Asia/Pacific region and provide them with training, mentoring, and jobs. The scheme will kick-off in Canberra before moving to Sydney, Melbourne, and Hong Kong. [www.cybertrust.com](http://www.cybertrust.com)
- Emerson Network Power Australia has launched a training and certification program for its IT resellers. "The purpose of the Fast Track program is to give our resellers the insight into how to build better infrastructure systems to enable their customers' businesses to be more competitive and adaptable to change," explained Martin Hatcher, national channel manager for Emerson Network Power. [www.emersonnetworkpower.com](http://www.emersonnetworkpower.com)

BY ASSOCIATION

## IT policies on the table

By Anthony Wong\*

**THE IMPORTANCE** of open dialogue with government cannot be overstated. And it's essential that we continue to keep the doors open between industry and government to constantly remind our political leaders of the critical contribution ICT makes to economic growth.

Which is why, with the NSW election just weeks away, the ACS is staging a panel discussion this month to focus attention on ICT issues and stimulate greater dialogue on how best to drive growth across the ICT sector. The panel discussion is to be held on Wednesday February 21

The guest panel will include the NSW Minister for Commerce, Finance and Industrial Relations, John Della Bosca; the Shadow Minister for Infrastructure, Commerce and Housing, Gregory Pearce; and Professor Roy Green, dean of the Macquarie Graduate School of Management.

Professor Green returned to Australia last year after six years in Ireland, where he worked closely with Enterprise Ireland, helping companies and universities to develop innovation partnerships as a foundation for research and development.

### Position of strength

The impact of ICT on the Australian economy is well documented, with ICT driving 85 per cent of productivity growth in the manufacturing sector and up to 78 per cent in the services sector. The technology sector now accounts for 4.6 per cent of GDP and 13.8 per cent of total investment in Australia, a larger contribution than agriculture, forestry/fishing, education, or defence.

In order to address current and emerging skills shortages and other ICT-related challenges, we need a focused approach to growing and developing this sector in NSW. Many successes in other Australian states are demonstrably linked to Federal and State Government policies and programs. However, NSW is losing ground, with Sydney's national share of ICT jobs dropping from nearly 41 per cent in 2000-2001 to 34 per cent last year.

Our governments have a critical role to play in stimulating growth and helping Australian businesses to capture opportunities that will drive economic development and prosperity. We need policies that encourage local investment in ICT research and development, provide infrastructure to support changing business paradigms, and ensure that we have the right capacity and mix of skills to meet current and future business needs.

The ACS panel discussion on NSW ICT is a free event and some questions will be taken from the floor. For more information, visit [www.acs.org.au](http://www.acs.org.au)

\* Anthony Wong is NSW branch chair of the ACS

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## RUST e-RESEARCH

### Infrastructure outsourcing to grow

Infrastructure outsourcing growth within the Asia/Pacific region, excluding Japan, will be more than double that of hardware deployment and support services, according to IDC.

IDC forecast that the network and desktop outsourcing market is poised to grow from \$US2141.4 million in 2005 to \$US4463.8 million in 2010, representing a CAGR of 15.8 per cent. From a value of \$US4135.7 million in 2005, the hardware deployment and support market will grow at a CAGR of 7.8 per cent to \$US6013.6 million by 2010. This is despite the proliferation of infrastructure build-outs in the region, IDC found.

"Organisations throughout the region are maturing in their understanding of IT's role in driving business strategic functions as opposed to merely sustaining operations. Businesses can achieve competitive advantages and increased efficiencies by leveraging IT. Furthermore, as businesses begin to understand the potential value-add that IT can bring, they are increasingly looking towards service vendors for value-add services. As far as the infrastructure is concerned, this means a progression throughout the region from less-intensive hardware maintenance contracts to the outsourcing of the network and desktop environment," an IDC analyst explained.

"While the provision of outsourcing had previously belonged in the domain of IT giants like IBM, EDS, and CSC, we are seeing an increase in the supply of these services as niche players and telecommunication service providers have begun to offer these services to compensate for the decline of their core business".

### Indian entertainment industry booms

Spending on information technology by the Indian media and entertainment industry will reach \$US300 million by 2010, a compound annual growth rate of 32 per cent, according to a study by Springboard Research. A vast majority of the media and entertainment companies Springboard surveyed said that they have either invested or plan to invest the largest portion of their IT budget on industry-specific solutions.

A further 47 per cent said that their largest IT investment was for a technology solution tailored towards the media & entertainment industry.

"From our research, we are seeing that one of the key ways for IT Vendors to gain traction in this industry is to market the M&E industry-specific benefits that they can provide," said Nilotpal Chakravarti, market analyst for Springboard Research. "While many of the IT challenges Indian media & entertainment companies are experiencing are similar to other industries, they are perceived as being specific to media & entertainment and these companies are looking for industry-specific solutions to these challenges," added Chakravarti.

Springboard noted that the M&E industry globally is undergoing a rapid change related to the emergence of the Internet and digital media. These technology advancements are viewed by M&E as both a challenge and an opportunity. Further, the global industry is looking to IT to enable the transition to a business model that can meet M&E industry demands. This has led to a significant increase in IT investment across the M&E industry.

Global industry conditions are reflected in the Indian market, according to Springboard Research. Drivers for IT spending in the M&E industry include the urgency of Indian M&E firms to reach new markets (named by 27 per cent of M&E respondents) and the focus on solutions that better manage and deliver M&E content (according to 24 per cent of respondents).

IT is viewed as an enabler to help M&E firms achieve these two business goals and deliver their content more efficiently within the Indian sub-continent.

### Games not just for the young in Aust

Women and older Australians are the fastest growing audiences of computer and video games, according to a national research report launched by the Interactive Entertainment Association of Australia (IEAA).

The report revealed:

- 79 per cent of Australian households have a device for playing computer and video games — a three per cent increase from late 2005.
- The average age of Australian gamers is now 28 years (up from 24 years) and the research predicts that by 2014 the average age of gamers will be the same as non-gamers at 42 years.
- Interactive games are attracting new players — 41 per cent of gamers are female (up from 38 per cent) and eight per cent are seniors (over 60 years old).

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## RUST e-RESEARCH

### Continued from page 6

Gaming is an increasingly social activity. Two-thirds of gamers reported that others in their household played games, 56 per cent played with others in the same room, and only 19 per cent preferred to play alone. Parents and children increasingly play together — 35 per cent of gamers are parents and 77 per cent of parents play computer games with their children.

"Interactive games are seen as a fun, positive entertainment choice for the majority of Australians. The research confirms that gaming is increasingly popular across all ages." said Chris Hanlon, IEAA CEO.

## A handle on content management

Enterprise content management (ECM) consists of a broad collection of disciplines that enable a business to create, acquire, store, index, deliver, and delete a wide variety of content, according to a definition provided by EMA. It is a critical part of information technology, providing the ability for businesses to access structured information, meet legal and compliance requirements, and serve customers. From a basic paper-based filing system to state-of-the-art electronic asset storage, ECM is essential to any business.

"Enterprise content management is a rapidly evolving field within IT management," said EMA senior analyst Andi Mann. "In addition to the challenge posed by traditional content such as documents, images, forms, and videos, today's enterprise must be able to address new online content technologies like Web pages, blogs, wikis, podcasts and RSS feeds in their overall ECM strategy."

## Chinese continue to go online

According to a semi-annual survey conducted by the China Internet Network Information Centre (CNNIC), as of the end of 2006 the number of Internet users in China was estimated to be 137 million, a 10.5 per cent penetration rate. While that penetration rate is small compared with many other countries around the globe, China ranks second only to the US in the overall number of users online.

In fact, many analysts feel that the number of Internet users in China will surpass the number of US users within two years. At the current rate of growth it is forecast that Chinese Internet users will exceed the 210 million US users by 2009.

Importantly, more than 90 million of those users are already connected by broadband — on some 35 million computers. Therein lies an important distinction. As findings from Vital Wave Consulting indicate, not all Internet users are potential customers. While the Chinese government figures show nearly 140 million Chinese users, there are less than half that many connected computers. Vital Wave estimated that 50 per cent or more of the users in China connected on shared-access points, such as Internet cafes and school labs, or by hand-held mobile devices.

Until the gap between Internet usage and computer ownership in China narrows, the market opportunities for hardware and software providers will not be as prevalent as the usage numbers would normally indicate.

## India leads mobile market growth

The China/India region will remain the world's biggest mobile market in terms of total connections by the end of 2010, according to Ovum. However, the region remains the lowest in terms of total annual average revenue per user (ARPU).

India will be the fastest growing market over 2005-2010, with almost 240 million new connections. Interestingly, Vietnam and Indonesia will also be amongst the fastest growing markets, with 161 per cent and 127 per cent growth rates respectively.

North America will remain the highest region in terms of total annual ARPU. It is forecast at \$US584 by the end of 2010, while Ireland will experience the biggest decrease over the forecast period, with ARPU dropping to \$US660 by the end of 2010.

The fall in annual data ARPU will flatten out towards 2010 on a worldwide level. However, on a regional level some markets will actually see an upswing as advanced content services kick in.

Data will grow as a percentage of revenues by 2010. However, the extent to which it grows for each region depends on factors such as trends in voice ARPU and the maturity of the market for messaging and premium content services.

Next-generation technologies will see stronger uptake in advanced markets by the end of the forecast period. In developing markets they will make far less impact, and growth will be very low from 2005-2010 in these regions.

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## REVOLVING DOORS

### Christie takes big job with Exinda

Dr Jim Christie has been appointed vice president of worldwide sales for Exinda Networks, a US-based supplier of unified performance management that maintains an R&D facility in Melbourne. Christie, too, will be based in Melbourne.

With an IT career spanning more than 25 years, Christie was most recently CEO of messaging company Infostream, prior to which he had an Asia/Pacific role with Aprisma Management Technologies. He has also held regional management positions in North America with SupplyWorks, Delano Corporation, QAD, and JBA International.

### Venugopal named as HDS director

Vivekanand Venugopal has been promoted to director of solutions and products for Asia/Pacific at Hitachi Data Systems. He joined the company in 2001 after working for a storage integration company in Bangalore.

### Gopinath takes regional role

V S Gopi Gopinath has been appointed AT&T's vice president Asia/Pacific, based in Hong Kong. He replaces Steve Lowe who has left the company to "pursue other opportunities".

Gopinath joined AT&T in 2005 from Equant. He has also worked for Global One Asia/Pacific in Hong Kong and Brussels, and for GTE Sprint in the US.

### SAP names A/NZ retail exec

Frank van Druten has been appointed SAP's business development manager, retail, for Australia and NZ. He has specialised in retail for more than 20 years, most recently with NCR. He has also worked for Nixdorf and Unisys.

- David Singh has been appointed SAP's branch manager for the Australian Federal Government. He will be based in Canberra. Singh joined SAP in 2002 after working for Optus, Telstra, and IBM.

### Riverbed boosts Australian team

Riverbed Technology, a US specialist in wide-area data services, has appointed Sue Stokes A/NZ regional sales manager, Matt Berry technical consultant, and Tara Martin inside sales rep.

Stokes has previously held similar roles with Oracle, IBM, and Check Point and was most recently with Juniper Networks. Berry has worked for Data#3, BT, and AT&T, while Martin has worked for Verizon and Telstra.

### Telstra CIO calls it quits

Fiona Balfour has left Telstra after less than a year in the CIO's chair (*Rust Report*, Feb 10 2006, p8). Her move means there is no dedicated head of IT at the carrier because Balfour's deputy Vish Padmanabhan has also departed.

Balfour built a high profile in her previous job as CIO of Qantas, but her departure continues a run of CIOs serving short terms at Telstra. Her predecessor Jeff Smith was in the job for just three years.

### Gattung forced out of Telecom NZ

Theresa Gattung, the high-profile CEO of Telecom NZ has announced that after seven years in the job she will depart at the end of June. Gattung fell foul of changed government regulations and increased competition that slashed Telecom NZ's performance.

### Exact beefs up BD team

Exact Software, a supplier of ERP software has appointed three business development managers to assist with growth in Australia — Geoff Fuller, Daniel Saade, and Mark Walker.

Fuller, who has chalked up almost 40 years in the ICT industry, has recently worked with specialist ERP resellers; Saade joined the company from the pharmaceuticals industry; and Walker was previously with Hansen Technologies and has also worked for KAZ, DMR Consulting, KPMG, and CSC.

### RSA expands with some new faces

EMC's security operation RSA, has appointed Tony Johnson senior account manager, and Henry Zhang a customer service delivery team member.

Johnson was most recently with Clearswift and has also worked for Scitec, Controlware, Datacraft, Memorex Telex, and Sourceware, while Zhang has worked for Datacom, Cisco, and Fujitsu.

### — Around the traps —

- Bradley Moore has resigned as managing director of investment group IC2 Global because the company's planned acquisition of Pixsell has been terminated.

- Jack Tan has joined the board of e-pay Asia (formerly known as SkyNetGlobal). He is also on the boards of Rocklands Richfield and Health Corporation and is a director of private investment company Coin Equities.

- Rob Yeldon, who joined the board of Admerex in June 2005, has been made executive director. Accountant Peter Campbell has joined the board.