

Rust Report

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

May 11, 2007

THE RUST BUCKET

After the show

NOTHING triggers marketing activity like a trade show or convention. An event scheduled long in advance with an immovable set of deadlines frequently presents both the goal and the discipline for new product launches and brand identity introductions. Trade shows like last week's CeBIT offer a highly concentrated opportunity to reach customers, prospects, partners, media, and analysts with something new.

"Exhibitions such as CeBIT Australia also boost the export opportunities for local ICT companies and build upon the \$A5.3 billion worth of products and services Australian ICT companies exported in 2005", said Peter Harrison, Austrade's national ICT manager.

Almost 40 small-to-medium ICT companies exhibited at Export Alley, a joint venture between Austrade and CeBIT. This year Austrade also brought together 40 international buyers from six countries and 13 of its overseas business development managers from the US, UK, Mexico, Malaysia, New Zealand, Indonesia, PNG, Iran, Egypt, Japan, Czech Republic, and Turkey to discuss export opportunities in their markets and regions.

Jackie Taranto, Australian managing director of Hanover Fairs, said that the number of visitors was up 10 per cent to 33,041, exhibitor numbers increased to 733, including 111 international exhibitors from 21 countries, and a record number of international delegates attended the event.

Now in its sixth year CeBIT Australia creates investments worth between \$A130 and \$A150 million dollars in Australia every year.

The event has now become a focal point and an opportunity for exhibitors to reach new audiences but it shouldn't limit exhibition thinking to the trade show itself. The fact that you're at a trade show and putting a stake in the ground with a new brand identity extends far beyond the immediate reach of CeBIT. Using the event to launch a new image demonstrates a strong commitment to a specific industry or market segment not only for those in attendance but also for those who read about it. Trade shows, conferences, or other special events provide a great marketplace opportunity. But it's just one point in the continuum of building brand equity.

The answer lies with you the exhibitors, you've handed out the pens, coffee mugs, mouse pads, yo-yos, squish stress relievers, and other corporate accoutrements. The way you follow up with the contacts made and the ways you build out your collateral set of materials to support your thought leadership or differentiated positioning can make the difference between a brand that thrives and one that slowly dissipates over time. Now ongoing brand success must be achieved by applying your identity consistently across all marketing communications.

— Len Rust RustOz@bigpond.com.au

IBA sets its sights on UK health developer

Australian healthcare IT provider IBA Health is talking to institutional investors in Australia, the UK, and Asia in an effort to drum up more than \$A500 million to fund its takeover of British counterpart iSoft. IBA wants to raise about \$A200 million in new equity capital, and arrange debt facilities of \$A315 million underwritten by ABN AMRO.

The fund-raising follows several months of negotiations between ASX-listed IBA and iSoft, which is listed on the London Stock Exchange (*Rust Report*, Feb 23, p4). A statement released by IBA claimed that a successful acquisition would create the fourth largest healthcare information technology company in the world with opportunities to boost combined revenue further by cross-selling to an enlarged customer base.

iSoft has had more than its share of problems in recent times with question marks hanging over important software implementations, and investigations into accounting irregularities by the UK's Financial Services Authority. www.ibatech.com

Objective picked off WA Govt panel

Sydney-based developer Objective Corporation has won its first contract under the recently established WA Government supplier panel for electronic document management systems. The seven-year deal, which requires the provision of software for the Department of Planning and Infrastructure, is valued at \$A3.6 million.

A spokesman said the Objective system will become the single information repository that underpins the department's information and business processes. It will be used by more than 1700 of the department's staff operating from five metropolitan offices, 11 regional offices, and 14 licensing centres around the state. www.objective.com

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INSIDER EDITION

IT&e takes Razor to Canadian bank

Australian software developer IT&e has been selected to provide its Razor risk management software to the Royal Bank of Canada. The bank will be supplied with a full suite of the software to cover counterparty credit risk plus the economic capital and market risk management needs of its global trading activities, explained James Maranis, CEO of IT&e.

The IT&e software will be integrated with pricing libraries provided by IT&e's strategic partner NumerIX.

"This win represents a significant milestone in the company's global expansion strategy," Maranis claimed. www.ite-fs.com

Macquarie implements Aussie system

The financial products division of Macquarie Bank's Investment Banking Group has adopted the Composer wrap and fund administration platform from Australian developer InfoComp. The software will support sales and contract management, unit registry administration, and reporting. It will also be used to implement a new retail loans management module and enhanced CRM features, explained Rob DeDominicis, managing director of InfoComp.

"Composer now provides Macquarie Bank IBG financial products division with extensive CRM capabilities to maximise the value of its communications with investors and independent financial advisers. Composer will also be managing the loans associated with geared products for retail investors," DeDominicis said. www.infocomp.com

Bravura renews with Next Financial

Australian private investment manager Next Financial has selected the Complete Investment Manager software from Bravura Solutions to administer its individually managed accounts and its separately managed accounts. The deal is a contract extension for Bravura, which for three years has been providing Next with systems support, service delivery, and strategic consulting to support a number of software enhancements, explained Simon Woodfull, Bravura's CEO of global operations. www.bravurasolutions.com

THELMA attracts another developer

IntraHealth has become the fourth practice management system supplier to sign up with ICSGlobal's health transaction network — THELMA — in the past month. www.thelma.com.au

BQT wins new Middle East order

Australian security systems specialist BQT Solutions has been selected to provide its miPass products for use in the Dubai Mall. The vast complex is a blend of retail and luxury leisure facilities that its developers hope will become the retail capital of the world, explained John Genner, managing director of BQT Solutions.

The Dubai Mall is one element of the Downtown Dubai district, which includes the Burj Dubai tower, which has also selected BQT's security solutions (*Rust Report*, May 4, p2). www.bqtsolutions.com

Zylotech secures new contracts

Surveillance systems specialist Zylotech and its partner Chubb have been selected to provide security systems to be used by RMIT University to remotely monitor campuses around Victoria. Last year Zylotech and Chubb won a contract to provide security at RMIT's CBD campus (*Rust Report*, Jan 20 2006, p5).

In addition to the original contract Chubb was the prime tenderer — with Zylotech's digital secure virtual surveillance software and hardware as the core technology — for RMIT's continuous security projects, explained Rob Kelly, Zylotech's general manager of sales and marketing. www.zylotech.com.au

- Zylotech and ACG Fire and Security have been awarded a contract to expand closed circuit TV coverage at new QANTAS facilities. Zylotech had previously won two contracts to provide integrated secure virtual surveillance systems for the airline's passenger race-ways, Kelly explained.

— Orders & Installations —

- Remote monitoring and control specialist Intermoco has been selected to provide systems to the Victorian Energy Networks Corporation. The systems will provide metering data used in the pricing process, and will help with functions like planning and load forecasting, a spokesman said. www.intermoco.com.

- Australian developer Advanta Software is to provide its Atlas Fuel system to NSW fuel distributor Scott's Agencies. The software has been in use at one of the company's business units for eight years. www.advantasoftware.com.au

- Satellite communication products from Australian company Beam Communications have been listed with the US General Services Administration and will be made available to US Government buyers through reseller Merlin Satcom. www.beamcomm.net

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FORWARD thinking



COMMS BITS

UXC extends role within DFAT

Just a month after being awarded a contract to build a consular assistance information system for the Department of Foreign Affairs and Trade (*Rust Report*, Apr 20, p2) UXC has been awarded a contract to deploy a new voice platform for the department. The project will include a mix of IP telephony and traditional voice networking in Australia and overseas, explained Geoff Lord, executive chairman of UXC.

"The solution meets DFAT's immediate needs and delivers a robust solution that will support the department's changing business requirements into the future," Lord added. www.uxc.com.au

People preferred for retailers

People Telecom has been selected as the preferred provider of telecommunications services to members of the Australian Retailers Association. People Telecom will work with ARA to offer the association's 10,000 members customised retail solutions, explained John Stanton, CEO of People Telecom. www.peopletelecom.com.au

Aussie increases Indonesian reach

Australian infrastructure developer eServGlobal has completed the fourth Indonesian installation of its ChargingMax real time charging platform. Indonesia represents an exciting market, which is characterised by substantial growth, explained Jean-Paul Robbe, eServGlobal's sales director for Asia. Total subscriber numbers in the country increased by 38 per cent in 2006, Robbe claimed. www.eservglobal.com

— Comms Briefs —

- Australian movie download service ReelTime.tv has launched a service in New Zealand. www.reeltime.tv
- Freshtel Holdings has commissioned a V2 Voicedot telco-grade VoIP network in Australia and intends to roll-out a similar network in the UK in the near future. "V2 has been Freshtel's major R&D focus over the past 12 months," said Peter Warner, acting CEO of Freshtel. www.freshtel.net
- Financial services group Austock and Victorian water utility Wannon Water have become new customers of the unified communications alliance between Microsoft and Nortel.

Aussies worth watching

A roundup of companies making waves at home and abroad

- **MINE SITE TECHNOLOGIES** specialises in the supply of purpose-built technology for underground mines as well as communication infrastructure for surface mines and high data communication networks to link remote mining sites. The company is working in more than 300 mines in Australia, Canada, the US, China, Sweden, Chile, and Tanzania. Clients include Xstrata, BHP Billiton, Rio Tinto, Newmont, Placer Dome, and Newcrest. www.minesite.com.au

- **INTELLITRAC** provides a range of GPS tracing, navigation, and messaging solutions for fleet management, automotive security, personal tracing, and telematics. The company maintains operations in Europe, the Middle East, Asia, Australia, New Zealand, and the Americas. www.intellitrac.com.au

- **ARASOR INTERNATIONAL (ASX:ARR)** is a developer and manufacturer of integrated optical and wireless products specifically for providers in the networking, wireless, and consumer optoelectronics industries. Customers are predominately in the growing wireless markets of China, India, and the US. www.arasor.com.au

- **MOJOMONITORING** is a real-time customer experience monitoring service for transactional online applications like Internet banking, online brokerage, and Internet booking sites. MojoMonitoring provides a customised service that monitors health, availability, and performance of online applications, and its customers include NAB, Westpac and the Bank of Queensland. www.mojomonitoring.com

- **SERATEC** uses artificial intelligence to develop systems that carry out menial tasks so they need not be performed by humans. Seratec solutions incorporate high levels of automation, programmed escalations, smart SLA management, multi-warehouse, and multi-vehicle inventory management and smart business automation. www.seratec.com.au

- **ZONE** is an R&D company specialising in the development and manufacturing of digital video monitoring systems. The company's IDV system has been sold to more than 300 companies worldwide. Zone continues to develop leading edge video technology and early warning detection systems. These systems include radiation, chemical, biological, sonar detectors, and ground radar. www.zonecctv.com

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DEAL MAKERS

Vectra tied into Praxa operations

Vectra Corporation, a South Australian provider of security services and solutions, has been acquired by CDC Software and will be combined with CDC's Australian operation, Praxa. Vectra has a workforce of some 60 people servicing customers in the banking, financial services, automotive, and government sectors (www.vectra-corp.com).

"The acquisition of Vectra is strategic to our CDC Software and Praxa operations in Australia since it enables us to broaden our already wide offerings with complementary services and solutions," said John Clough, chairman of Praxa. www.praxa.com.au

Byte Power forms Chinese company

Brisbane-based IT solutions provider Byte Power has formed a Chinese subsidiary — Byte Power (Chongqing) Information Technology — to manage its e-kiosk project in Chongqing City. The new company has received the blessing of the Chongqing business authorities and foreign trade watchdog, and is ready to enter contracts with Chinese partners and suppliers.

The Chongqing City e-kiosk agreement allows the development of some 3000 sites in the city (*Rust Report*, June 30 2006, p2). www.bytepower.com.au

PowerTel takeover completed

Telecom New Zealand has completed its takeover of Australian business telecommunications company PowerTel after three months of negotiations. PowerTel's Paul Broad will become CEO of Telecom subsidiary AAPT, which will include PowerTel, although the two operations will initially be run as separate brands. www.aapt.com.au

Stratatel buys recovery specialist

Stratatel, a developer of asset management systems, has acquired Softlog Systems, an Australian developer of cost recovery solutions. The deal is valued at \$A2 million, depending on the achievement of performance targets over the next three years.

"The Softlog deal is in line with our strategic direction of pursuing acquisitions that have a similar business model to Stratatel," said Mike Fairclough, managing director of Stratatel. He noted that Softlog generates export revenue from South-East Asia and South Africa. www.stratatel.com.au

M2 buys comms services wholesaler

Diversified telecommunications services provider M2 Telecommunications Group has bought Wholesale Communications Group (WCG), an independent wholesaler of telecommunications services. WCG provides services to some 200 ISPs in Australia and generates more than \$A16 million in annual revenue.

"WCG will bulk up our wholesale business unit and our presence in data products, an area where we had identified the need for more scale and skill," explained Vaughan Bowen, managing director of M2. "The addition of WCG to the M2 Group significantly adds to our critical mass and wholesale strength." www.m2.com.au

ANZ stamps its mark on E*Trade

After lifting its stake in E*Trade above 50 per cent, ANZ Banking Group moved to impose its control by appointing Margaret Payn a director. Payn is CFO of ANZ's Personal Division.

Roger Perry has resigned as an alternate director but independent directors Kerry Roxborough and James Dominguez have agreed to remain as directors of the company until June 30. www.etrade.com.au

Datacom buys NSW developer

Australasian professional services company Datacom has bought Sydney Web and application developer Relate (www.relate.com.au). The merged entity's NSW development teams will be combined to form a group to be renamed Datacom Relate.

"By partnering with Relate, Datacom gains a raft of new development competencies that will help us work with our clients in different ways to benefit their businesses and allow us to make more substantial contributions through an expanded service offering," said Michael Browne, CEO of Datacom. www.datacom.com.au

Aussies take up driving challenge

NICTA, the University of Sydney, and the University of Technology, Sydney, are working with the University of California at Berkeley to create a robot car to compete in this year's US Defence Advanced Research Projects Agency's Urban Grand Challenge. The team will attempt to build a robotic car capable of navigating unaided by human intervention through 100km of urban streets. <http://nicta.com.au>

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DEAL MAKERS

Continued from page 4

Alliance tackles MPEGs for devices

Australian companies Fluffy Spider Technologies (www.fluffyspider.com) and 3ivx Technologies (www.3ivx.com) have entered a joint research, development, and marketing alliance to provide device developers with easy access to state-of-the-art MPEG-4 compression.

The alliance's work will build on Fluffy Spider's FancyPants platform for GUIs in devices, and 3ivx's MPEG-4 software. Integration of the two technologies will enable developers of products like smart phones, TV set-top-boxes, POS terminals, in-car systems, and building automation devices to leverage the power of MPEG-4 compression as part of the FancyPants platform, explained Robi Karp, CEO of Fluffy Spider. "Fancy Pants offers an unparalleled user experience enabling OEMs to create embedded applications with breathtaking look and feel," he added.

— BUSINESS BRIEFS —

- Internet systems and services company Synergy Business Solutions has formed a new division — Synergy Integration — to offer IT support, project, management, and consulting services. The new operation will be headed by Synergy's executive director Martin Eade. www.synergyaustralia.com
- Computerlinks, a German company that distributes IT security solutions, has opened a subsidiary in Sydney that is handling three lines of encryption and strong authentication products. The new operation is headed by managing director Matthew Hales. www.computerlinks.com.au
- Sydney-based systems integrator CustomWare has entered an alliance that will allow it to integrate EnterpriseDB Advanced Server into solutions it provides throughout Asia. The EnterpriseDB relational DBMS is built on the PostgreSQL open source database. www.customware.net
- US company Neotix has appointed Red Rock Consulting a reseller and servicer of Neotix business intelligence products in Australia and NZ. A spokesman said that Neotix provides software that automatically generates metadata from enterprise applications, enabling immediate access to data. www.redrock.net.au
- DesignAvenue Software has altered tack to focus on workflow automation and has renamed itself Solentive Software Development. www.solentive.com.au

BY ASSOCIATION

Info security concerns

By Philip Argy*

THE ACS has called for a combination of professional standards and government regulation to counteract Australia's growing reliance on information systems that have been developed around insecure Web services.

Information assurance/security and cryptography expert, Professor Bill Caelli AO, has raised concerns about rapid application development paradigms based on scripting-level languages like Javascript and XML that depend upon high-trust security mechanisms at the operating system and hardware levels. "I'm have enormous misgivings about where things are going with so-called rapid application development via Web services schemes and the way we are increasingly relying on systems that have no inherent or integrated security capabilities," he said.

"This is a frighteningly unsafe development."

Caelli is acknowledged as one of the world's foremost information security experts and has been honoured with many of the industry's highest awards, including the Kristian Beckman Award and the Silver Core Award from the International Federation for Information Processing (IFIP).

At a presentation in NZ last month, he watched a system penetration specialist demonstrate five different ways to take control of a supposedly secure Web server system. He said the business executives present were shocked at how easy it was to take control of commonly used Web servers that they had believed to be completely secure.

Caelli believes legislation is needed to enforce a more security-conscious approach, proposing a model similar to the car industry's Motor Vehicle Standards Act 1988. This law recognises that governments have a role in protecting society and makes it a requirement for manufacturers to comply with mandatory standards, although it allows the industry itself to determine what those standards should be.

The ACS has repeatedly warned that the lack of mandatory standards and accreditation for people engaged in security-critical work will eventually result in a major security disaster. The ACS also advocates professionalism as a key form of risk mitigation as well as being essential to the development of *trustworthy* people, processes and systems, as opposed to merely *trusted* people, processes and systems.

The security sector is critical to the success of the ICT industry and the nation's prosperity. As businesses realise that technologists are the ones shaping our future, the importance of professionalism in the way that ICT workers conduct themselves is paramount.

* Philip Argy is national president of the ACS
www.acs.org.au

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RUST e-RESEARCH

End-user organisations pick up SOA

There are positive developments in SOA adoption in the Asia/Pacific region where IT and business users have been aligning their business processes to fulfil project objectives at the early stages of projects, according to IDC. Some early adopters have deployed small IT groups into business units to align business understanding and to identify key business performance values and services critical to the organisations.

Early adopters should have a firm control in project portfolio and IT asset assessment, IDC advises. Only 26.5 per cent of respondents had been actively assessing reusable processes and services within their organisations. IDC advocates that these assessment processes should be formalised early in the SOA project cycle for success.

IDC observed that some early adopters were trying to imitate the SOA success of their counterparts by "forcing" services and processes that may not be the best fit. An example is where a country that has a different set of geographic characteristics and is at a different stage of technological maturity attempts to adopt another country's successful SOA framework in e-government services.

The majority of the early SOA adopters also cited the re-engineering of existing business processes as their top SOA implementation challenge. The ideal approach necessitates a "re-look" at existing business processes because without proper knowledge and awareness of existing services and processes, the execution process of the SOA project could be difficult.

End-user organisations considering SOA adoption should develop a closer collaborative approach with partners and trusted vendors to be equipped with the essential skill sets, roadmaps, and implementation methodologies. End-users should ensure that strategic business objectives are met by their SOA implementation roadmaps and these new services are enabling blocks for their organisational needs.

Demand for permanent staff rises

The increase in demand for permanent ICT roles has once again taken the lead in Australia with demand for permanent staff rising by 3.34 per cent, according to Best International Group's monthly IT Talent Index. However, while overall demand grew by 1.65 per cent nationally, demand for contract labour took an unexpected turn dropping by two per cent. Significantly, the decrease has been led predominantly by a downturn in demand for consultants (-25 per cent) and database developers (-11 per cent) potentially signalling the beginning of a new phase in the project demand life cycle.

According to John McVicker, managing director of Best International, the results are good news for Australian companies: with demand for specific roles easing, employers are in a strong position to secure talented employees as well as to renegotiate contracts with core ICT staff.

"The April Talent Index has seen a significant increase in the demand for permanent ICT labour, which is very promising for long-term growth in the ICT market. Of even more significance to employers, the corresponding decline in demand for contract staff in specific positions such as consulting and database developers offers some respite for Australian businesses struggling to resource projects in the talent-short market.

"As the contract market cools, employers with large contract workforces are in a favourable position to renegotiate contract rates and renew long-term contract periods, whilst employers seeking contract staff should look to making new hires now. With the labour market less cluttered the intense competition for candidates is also likely to ease. This in turn will help cap rising contract rates and offer relief to employers," McVicker said.

Indian captive numbers grow rapidly

Company-owned offshoring operations in India — also known as "captives" — continue to grow at a rapid pace contrary to popular perception, according to a study from the Everest Research Institute. The study found the captive market in India is growing at 30 per cent, putting it directly in pace with the overall Indian offshore services market.

Two drivers of the growth include Fortune 2000 companies continuing to set up new operations, with more than 50 operations added in the last three years, and existing captive operations continuing to expand.

The Indian captives market is worth about \$US9 billion, accounts for 30 per cent of the Indian offshore services market, and employs about 200,000 full-time employees, according to the institute.

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RUST e-RESEARCH

Continued from page 6

According to the study, IT, engineering, and business processes continue to dominate company-owned offshore operations in India. "The growth of Indian captives continues to spread across industry verticals, functions, size of the parent companies, and geographies," said Nikhil Rajpal, vice president of global sourcing at Everest Research Institute.

The study also pointed to additional implications:

- Organisations considering offshoring should evaluate the captive-centre option given their potential to drive business value.
 - Existing company-owned operations in India can deliver strategic value beyond labour arbitrage, but the captives must operate differently and integrate better with their parent companies.
- To help the captives along this journey to add value, parent companies with existing captive operations in India must:
- Clearly create alignment on the definition of value between parent and captive stakeholders;
 - Help cultural change within their global organisations to facilitate the evolution of the captive beyond an arbitrage player; and
 - Design and implement governance mechanisms to integrate the captive better.

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According to the analysts

Vital power plays

ORGANISATIONS are deploying more computing power, but 50 per cent of current data centres in North America will have insufficient power and cooling capacity to meet the demands of high-density equipment by 2008. And Australia is not far behind, according to Phil Sargeant, managing vice president of Gartner.

"With the advent of high density computer equipment, such as blade servers, many data centres have reached their power and cooling capacity," Sargeant said. "It's now possible to pack racks with equipment that will require 30,000 or more watts to power and cool. This compares to only 2000-to-3000 watts per rack a few years ago. We think it will be in excess of 50,000 watts per rack by 2011 or 2012.

"Although Australia doesn't have as many very large data centres as other countries, the data stored by even medium-sized enterprises has exploded to the point where they are considering site consolidation into a single mega-data centre. Many of them have delayed doing this because of the issues of large power and cooling needs," Sargeant said.

Gartner has forecast growth in the number of servers worldwide from a total of 14 million units at the end of 2005 to 24 million units by 2011, a compound annual growth rate of nine per cent. In Australia, growth will be slower, with the total number of servers expected to grow from 120,000 at the end of 2005 to 140,000 by 2011. However, with blade servers growing in popularity, increased rack density will result in a further increase in power demand.

"Increased power translates into significant increases in heat gain, where the electrical cost to cool the data centre can equal or exceed the power to energise the computer equipment," Sargeant said. "The heat produced by this high density requires new solutions in power and cooling management, specialty cooling solutions, data centre design and layout, and processor efficiency."

"Luckily help is on its way — equipment manufacturers are developing more energy-efficient enclosures, processors, and cooling solutions," said Sargeant. "Processor manufacturers are battling to produce more energy-efficient chipsets. Server manufacturers are employing more efficient power supplies, heat sinks, and power management systems, as well as offering a host of in-rack cooling solutions, supplemented by facility design and assessment services. We'll see fully-integrated management systems that will monitor and manage server workloads and power/cooling demand and optimise capacities in real time."

To build a reliable and efficient IT facility, Gartner recommends that data centre managers take a holistic approach to planning, designing and laying out the data centre to optimise power and cooling capacity. This should include looking at all the variables from site location to building type, building systems, rack configuration, equipment deployment, and airflow dynamics must be integrated and optimised.

"Although power and cooling will not be a perpetual problem, it is important for data centre managers to focus on these issues in the near term, and adopt these best practices to mitigate the problem before it results in equipment failure, downtime and high remediation costs," Sargeant said.



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REVOLVING DOORS

Aussie veteran joins Neoware board

Aussie old timers with good memories may remember industry veteran Les Hayman, who has just joined the board of NASDAQ-listed Neoware Inc, a US provider of thin computing solutions. His role with the company is to guide its strategy and business development in Europe, the Middle East, Africa, and Asia/Pacific.

Hayman's previous job as ambassador in the office of the CEO at SAP was the culmination of a long career with the developer. Before joining SAP he had worked in Australia for Sun Microsystems, Calyx Software, Data General, and DEC.

— Around the region —

- Peter Sanders has been appointed to the newly created job of Asia/Pacific general manager for 4Sight Financial Software, which provides securities lending and market connectivity solutions to financial markets. Sanders, who will be based in Sydney, was previously with Quicken Australia (Reckon) and PricewaterhouseCoopers.

- Barrie Sheers has been appointed senior vice president and general manager of the Asia/Pacific region for Sybase. He will be based in Hong Kong. Sheers previously worked for EMC, and has also held management positions at a number of IT outsourcing companies in the UK and Europe.

Managing director resigns from MXL

Ill health has forced the resignation of Ross Clements from the managing director's job at Australian developer MXL. He will also vacate the position of CEO before the end of June.

The company has initiated a search for a COO as a replacement for one of the roles Clements filled, and expects to appoint a new director in the near future.

Search over for Ansearch chief

Dean Jones, a founder of Australian search engine developer Ansearch, has taken up the role of global business development director and has recruited Robert Edge to take over the CEO's duties. Edge is a chartered accountant whose previous jobs have included managing director of Global Technology and CEO of International All Sports.

ICE appoints Doig CEO

Lester Doig has been appointed CEO of ICE Corporation, an Australian manufacturer of rectifiers for the telecommunications infrastructure market.

Telecoms ombudsman to switch

John Pinnock has decided not to seek a renewed contract as the Telecommunications Industry Ombudsman and will be replaced by Deirdre O'Donnell on May 29.

Most recently O'Donnell was the Western Australian Ombudsman, prior to which she had been deputy Telecommunications Industry Ombudsman.

Ben Bowley flies into Panasonic

Ben Bowley has been appointed director of the business systems group at Panasonic Australia. Most recently he built up and sold an aviation tourism business, but his credentials were established in the ICT sector through senior jobs at Apple Australia.

Bowley replaces Brendan Trewartha, who has left Panasonic.

Cybertrust names services head

Anton Hendley has been appointed head of Cybertrust's Australian professional services team. He will be based in Sydney.

Before joining Cybertrust Hendley was a director of PricewaterhouseCooper's risk management practice in Sydney. He has also been general manager of PWNnet, a joint venture between PwC South Africa and UUNET Internet Africa.

Moynihan takes territory role at SAP

Rodney Moynihan has been appointed territory sales manager at SAP Australia and NZ. He will be responsible for Victoria, WA, SA, and Tasmania.

Moynihan joined SAP from Microsoft, and has also worked for TechnologyOne and Professional Advantage.

Tower Software opens NZ office

Iain Hawke has been appointed country manager of Tower Software's newly opened office in New Zealand. He was previously southern region general manager of Acer Computer and has also worked for NCR in NZ.

Tower will continue to be represented in NZ by Gen-i.

PieNetworks expands board

In keeping with its new role as supplier of equipment to telcos, PieNetworks has appointed Peter Aberly a non-executive director. Aberly was CEO of HPM Group until its acquisition in February by Legrand France. He has also been CEO of Crown Castle in the UK and managing director of Crown Castle Australia.