

# Rust Report

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

November 6, 2009

## THE RUST BUCKET

### Pushing our pluses

EVER SINCE computers arrived on the Australian scene and the computer industry began to evolve from its fledgling status, a number of parallel developments have taken place which were, of course, a logical outcome of that growth.

For instance, a major fallout of the existence and proliferation of an ICT community was the establishment of organisations that catered exclusively to this community and its interests within the overall Australian economy. What started out as a small movement in the user community snowballed into a major trend, made up of user representatives, the Australian Computer Society, being followed by a long train of other industry groups.

In all, the ICT scene appears rather crowded by the plethora of interest groups that are carving out independent identities for themselves. Although they occasionally set differing goals, they are usually striving for a comfortable and strife-free coexistence for the future.

The only issue that comes to mind is whether the ICT industry, when viewed against the backdrop of other industries in Australia, really requires the myriad of groups that now throngs its portals. Or whether the variety of organisations only serves to heighten confusion at the level of both the user and governments at state and federal levels.

ICT's circle of influence will continue to grow as technological progress drives down costs and makes its applications possible in many new areas. This progress is most visible in the growth of processing power, storage capacity, mobility, and networking bandwidth. The impact of this technological progress has only just begun to be felt, but it will be extremely far-reaching, especially with the NBN coming into the picture.

Today's economic map of the world is now being dominated by clusters. Clusters are not unique and therein lies a paradox: the enduring competitive advantages in a global economy lie increasingly in local things — knowledge relationships, motivation — that our distant rivals often cannot match.

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## Snapsil finds a print solution on home turf

Queensland-based packaging specialist Snapsil has found a solution to some unique printing requirements in inkjet technology developed by Australian company Mikoh. Snapsil, which has ranked as one of Australia's SMART 100 companies, has provided Mikoh with a five-year supply contract for digital inkjet UV printer systems as well as a contract to provide finished printed lids for some of Snapsil's products.

Hans van Pelt, Mikoh's general manager of Australian operations, said that Snapsil is targeting the global food packaging market with a patented snapping utensil/container that combines single serve packaging with product storage and a functional utensil or applicator in a single branded product.

"The relationship provides access to the food and beverage, pharmaceutical, healthcare, personal care, and industrial market segments for Mikoh's digital inkjet systems as Snapsil progressively commercialises the technology," van Pelt explained. "Snapsil has a number of significant strategic partnerships with major industry players that are backing this new technology."

Van Pelt added that Mikoh will use the machines that it has already developed specifically to meet Snapsil's specialised requirements to open further opportunities in the food and pharmaceutical sectors.

[www.mikoh.com](http://www.mikoh.com)

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## INSIDER EDITION

### 3Q scores another European order

Australian company 3Q Holdings is continuing its run of successes in the Northern Hemisphere. Hot on the heels of a POS deal in the UK (*Rust Report*, Oct 30, p2) the company has received an order to provide European retailer Primark with its Island Pacific Planning system. The suite of products includes merchandise planning, store planning, and assorting planning capabilities.

Primark has more than 190 retail clothing outlets and its business is based on high-volume, low-cost products with large levels of stock constantly moving through its supply chain, explained Mike Dotson, Island Pacific's vice president of global sales. "We believe our solution will provide the buying and merchandising teams with an effective set of tools that will support the growth of the business through more timely planning, monitoring, and forecasting, and significantly reduce manual input," Dotson added. [www.threeq.com.au](http://www.threeq.com.au)

### Qld council adopts InfoMaster

Wyndham City Council in Queensland has selected InfoMaster — a subsidiary of Sirius Corporation — to provide a corporate asset management information system. InfoMaster will provide its AssetMaster product, which will provide a comprehensive view of all asset types, explained Frank Licciardello, group managing director of Sirius.

InfoMaster has already delivered a project management plan for the implementation under a separate supply contract. The latest contract covers the provision of software, project management, integration, and support.

"The software will help council to manage risk and assist in the delivery of both long and short term asset and financial management strategies," Licciardello said. [www.sirius.com.au](http://www.sirius.com.au)

#### **RUST BUCKET**

*Continued from page 1*

**Although location remains fundamental to competition, from a generation ago, competition is now far more dynamic.**

**Leaders of businesses, governments, and associations all have a stake and a role to play in the new economics of competition. The tasks require fresh thinking on the part of the leaders and the willingness to abandon the traditional categories that have driven our thinking about who's what in the Australian economy. Companies — no less than governments, research groups, and our universities — all have a huge stake in our future education programs and the competitiveness of local businesses.**

**Unquestionably, many challenges occur and governments must respond in a more comprehensive manner than before. More connectedness and co-operation is needed than ever, too. Addressing the challenges will require a shift from the traditional approach of slow, measured actions in the face of change to a more cohesive approach.**

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

### British health trust live with iSoft

The NHS Bury Primary Care Trust in Lancashire has gone live with the Lorenzo electronic patient record system supplied by Australian healthcare systems developer iSoft. Through CSC, which is acting as the local service provider for the contract, the trust is using Lorenzo for referral and caseload management as well as inpatient and outpatient services, supporting almost 600 community-based clinical and administrative workers in two wards and 1200 clinics, explained Adrian Stevens, managing director of iSoft's UK and Ireland business.

Stevens added that the company remains committed to working actively with CSC on further deployments for the NHS. [www.isofthealth.com](http://www.isofthealth.com)

### Abigroup takes BlueArc intranet

Australian digital solutions developer BlueArc Group has built an intranet for national contracting company Abigroup. The Abinet intranet provides an effective communications platform where information can be delivered to relevant project groups and business areas across the organisation, said Phil Mitchell, director of sales for BlueArc. [www.bluearcgroup.com](http://www.bluearcgroup.com)

### Weblogics delivers for haulage group

Australian developer Weblogics has been selected to build a corporate intranet, document management, and business automation system for the Tutt Bryant Group, a company involved in the sales, hire, and haulage of heavy equipment. Weblogics' Intralogic solution will provide a backbone for collaboration and business processes. [www.weblogics.com.au](http://www.weblogics.com.au)

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**INSIDER EDITION**

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**NetApp and Microsoft fight fires**

Microsoft ([www.microsoft.com/australia/](http://www.microsoft.com/australia/)) and NetApp ([www.netapp.com/au/](http://www.netapp.com/au/)) have joined forces to implement a virtualised data storage system that will enable a single, multi-agency portal for Victoria's bushfire information. The solution, which is being developed for the Department of Sustainability and Environment, will allow the state's Integrated Emergency Control Centre and incident control centres around the state to post mission-critical information to the portal in real time.

"We required our previous complex system architecture to be simplified and become more highly available," said Anthony Griffiths, manager of the department's fire information systems group. "The storage overhaul also provided a holistic view of the environment and single point of management," he said.

**Orders and Implementations**

- Web application development company Elcom has been selected to create a Web site and content management system for a wine storage project undertaken by Wine Bloc at the old Pentridge Gaol. Elcom has also won a contract to provide a content management system to industry super fund, Asset Super. [www.elcom.com.au](http://www.elcom.com.au)
- Reactive, a digital developer with offices in Melbourne, Sydney, and London, has picked up a number of recent contracts in Australia. The deals include development of the DonateLife Web site for the Federal Government's Australian Organ and Tissue Donation Authority; the MoneyHelp site for the Victorian Government; and the Breedersales site for animal breeders and primary producers. [www.reactive.com](http://www.reactive.com)
- Superannuation administrator ComSuper is implementing a new network infrastructure based on technology provided by Juniper Networks. The result will be a scalable, virtualised, VoIP-enabled network with embedded security. [www.juniper.net](http://www.juniper.net)
- D-Link has won a contract to improve wireless coverage and broadband Internet access at the Coolum Beach Getaway Resort in Queensland. The project was undertaken in collaboration with Noosa company Jim's Computer House. [www.dlink.com.au](http://www.dlink.com.au)
- Royal District Nursing Service has issued an RFT for a mobile computer refreshment program. [www.rdns.com.au](http://www.rdns.com.au)

**Aussies worth watching****A roundup of companies making waves and home and abroad**

- **VILLAGE GREEN** provides environmental advisory, reporting, and education services to government agencies, colleges, and global brands such as Microsoft, Cisco, Daimler, Chrysler, and Westfield. The company has completed projects in Malaysia, Ireland, and the Middle East and is now operating in the United States. [www.villagegreen.com.au](http://www.villagegreen.com.au)
- **COMSCENTRE** provides a set of advanced IP communications solutions and managed services to help clients adopt unified communications in integrated, easy to understand and affordable packages. Clients include Century 21, Harbour IT, Hawthorn Football Club, Porsche Cars, and Port Headland Council. [www.comscentre.com](http://www.comscentre.com)
- **SECURATRAK** provides vehicle fleet management products and services that include GPS asset management solutions to suit both local and global organisational requirements. Securatrak products cover GPS vehicle and asset tracking, satellite tracking solutions, personal GPS tracking, and software solutions. [www.securatrak.com.au](http://www.securatrak.com.au)
- **AUSSIEHQ**, which was founded through the merger of a number of medium-sized Web hosting service providers in 2004, provides Web hosting solutions to Australian organisations of all sizes. Its offerings provide a complete Web service suite to cater for the requirements of individuals, businesses, corporations, and governments. [www.aussiehq.com.au](http://www.aussiehq.com.au)
- **LOGRO CONSULTING** provides a business intelligence service that covers all stages of the lifecycle of a typical BI implementation, such as the BI strategy, BI roadmap, project management, implementation, quality audits, and training. Clients include blue chip companies involved in the mining, fast moving consumer goods, and utilities sectors. [www.logroconsulting.com](http://www.logroconsulting.com)
- **TLC IT GROUP** is an IT engineering company that supplies ICT management services and solutions in the fields of IT managed services, data security, and IP services and solutions. The company supports all major operating environments, including Microsoft, Novell, Linux and Lotus Notes. [www.tlcitygroup.com.au](http://www.tlcitygroup.com.au)

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## DEALMAKERS

### HR specialist buys into Singapore

Australian HR services company Talent2 has agreed to buy Singapore company Zapper Services, a provider of payroll and HR administration services to 14 Asian countries from processing centres in Singapore, the Philippines, and Malaysia.

"Zapper will be a great complement to our existing payroll business in Asia, allowing us to take on a broader cross-section of payroll customers in more countries. It will fast track our growth," said John Rawlinson, CEO of Talent2. "Together we will have the capacity to service clients both large and small in all aspects of payroll and HR across all of the Asia/Pacific region." [www.talent2.com](http://www.talent2.com)

### Brennan buys services provider

Business solutions provider Brennan has acquired national IT services company SCentral. The financial terms of the deal were not disclosed, but SCentral will increase Brennan's annual revenue by 50 per cent, claimed Dave Stevens, managing director of Brennan.

While most of SCentral's staff will be retained, its managing director, Peter Mavridis, will not be making the move.

Stevens noted that SCentral is a natural fit for Brennan, and he claimed that its relationships with Hewlett-Packard and Citrix will help expand Brennan's offerings. [www.brennanit.com.au](http://www.brennanit.com.au)

### Telstra confirms Chinese interest

Telstra has extended its relationship with Chinese company ZTE, which has supplied the telco with 3G handsets since 2006 and has also provided infrastructure to CSL New World, Telstra's mobile business in Hong Kong.

David Thodey, CEO of Telstra, noted that the company's relationship with the Chinese Government began in 1989 with an MoU for co-operation and understanding between Telstra and the Chinese Academy of Space Technology. "While Telstra's core focus is the Australian market, we have long-standing positive relationships with the Chinese Government and China's thriving Internet industry," Thodey said. [www.telstra.com](http://www.telstra.com)

### Feds to run digital gabfest

The Federal Government is to host a forum next month on the digital economy in Australia. Under the catchcry *Realising our Broadband Future*, the forum will explore Australia's potential to improve its standing among advanced nations, particularly when the national broadband network is in place.

"This forum will highlight the opportunities and help our research community and commercial sectors plan for the digital applications, services, and business models of the future," claimed Senator Stephen Conroy, Minister for Broadband Communication and the Digital Economy. [www.broadbandfuture.gov.au](http://www.broadbandfuture.gov.au)

- The Federal Government has also launched its smart grid initiative by inviting industry bids for a \$A100 million commercial-scale trial. Details from [www.environment.gov.au/smartgrid](http://www.environment.gov.au/smartgrid)

### US partner takes Aussie tech global

Australian contact centre company Call Design has forged an alliance with US unified communications specialist Aspect ([www.aspect.com](http://www.aspect.com)) to deliver Call Design's VQalert solution to its customers and prospects around the world. VQalert, which provides schedule change notifications to agents before the changes take place, is already used by companies such as American Express and St George Bank, explained Miles Stanton, managing director of Call Design.

"The product is being used in more than 17 countries already and our partnership with Aspect will enable VQalert to be more broadly distributed globally. Customers can now get comprehensive workforce management solutions from both companies," Stanton added. [www.calldesign.com.au](http://www.calldesign.com.au)

### On Technology rushes into PayPal

Sydney software company On Technology — developer of the ezimerchant e-commerce software ([www.ezimerchant.com](http://www.ezimerchant.com)) — claims it is the first in the world to implement PayPal's Permissions API, a newly released platform intended to make it easier for third party developers to integrate the PayPal payment system with other applications and Web sites.

"Prior to implementing the Permissions API our instructions for clients to enable PayPal as a payment option were quite detailed," noted Joachim Schiller, managing director of On Technology. "This has now been reduced to a single, self-explanatory button."

"By opening up our platform we hope to facilitate innovation in payments by enabling local developers to create new payment solutions," said Spiro Rokos, manager of the developer network at PayPal Australia. [www.paypal.com.au](http://www.paypal.com.au)

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## DEAL MAKERS

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### Aconex opens up to developers

Aconex, the Australian developer of Web-based project collaboration solutions, has released a set of Web Services APIs to enable integration between its own system and other software used by its clients. It is expected that the APIs will be used to build additional applications for desktops or mobile devices, explained Rob Philpot, product director at Aconex.

"APIs mean that companies can now have the best of both worlds; the scalability and flexibility of a SaaS solution, while adhering to their company's specific information management protocols," Philpot added. [www.aconex.com](http://www.aconex.com)

### Business Briefs

- Buoyed by partner certifications from Cisco, VMware, and EMC, NetStar Australia has set up a specialist consulting division to tackle the data centre market. Chris Meager, CEO of NetStar, said the company's data centre solutions will focus on selective outsourcing for virtual infrastructures. [www.netstarnetworks.com.au](http://www.netstarnetworks.com.au)
- Australian distributor Observatory Crest has been awarded Australian and NZ rights for Arbor Networks' secure service control solutions for global networks. [www.obcrest.com.au](http://www.obcrest.com.au)
- Data security company Imperva has appointed M.Tech its distributor for Australia and New Zealand. M.Tech will also offer support across Asia/Pacific for customers with operations in other parts of the region. [www.mtechpro.com](http://www.mtechpro.com)
- British geospatial solutions developer 1Spatial ([www.1spatial.com](http://www.1spatial.com)) is to set up an Australian presence in the Canberra office of PSMA Australia, a company set up by the federal and state governments to assemble and disseminate national spatial datasets. [www.pasma.com.au](http://www.pasma.com.au)
- WAN optimisation specialist Expand Networks has appointed TechPlus Distribution a distributor of the entire Expand product range in Australia. [www.techplus.com.au](http://www.techplus.com.au)
- Australian distributor Aria Technologies is running a recruitment campaign for channel partners for ShoreTel's communications solutions. [www.ariatech.com.au](http://www.ariatech.com.au)

BY ASSOCIATION

## Censorship balancing act

By Kumar Parakala\*

The ACS e-Security Task Force says a multi-faceted strategy will be needed to ensure that children are protected from dangerous or inappropriate material on the Internet. The Task Force has released its *ISP Filtering Report*, which provides an exploration of the technical issues associated with this approach.

According to the report, a mix of technical and education-based initiatives will be needed to enable the Federal Government to deliver on its commitment to "require ISPs to offer a clean feed Internet service to all homes, schools, and public Internet points accessible by children".

Comprising six leading e-security experts, the Task Force suggests that ISP-based filtering alone will be insufficient to adequately address cyber security issues or significantly impact those creating, distributing, or seeking illegal material, since there are too many technical loop holes that can be exploited to evade detection.

"The diversity and sheer volume of content and Web sites on the Internet, the determination of those generating malicious or illegal content, and the need to balance e-security concerns with freedom of speech and censorship issues means that there is no one solution that will solve all filtering needs," the report said.

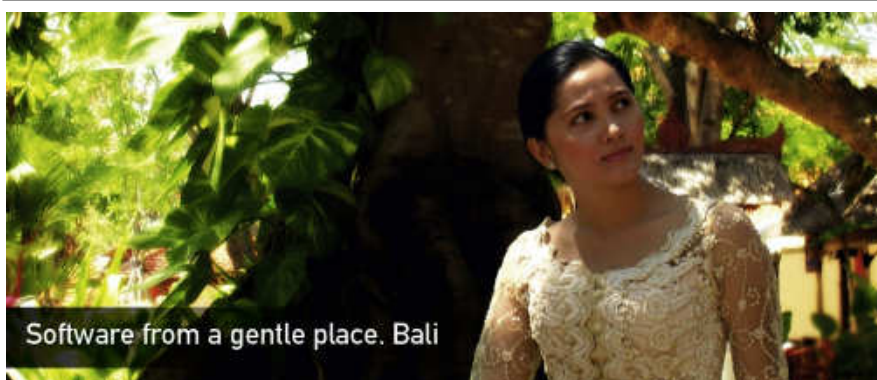
While acknowledging the value of filtering, the Task Force has also called for better education of both parents and children on using the Internet, and greater transparency on blacklists and their criteria.

The report called for greater definition of the objectives of any ISP filtering program as well as desired performance standards, types of material to be filtered, reporting processes and types of traffic and filtering mechanisms to be used.

Professor Vijay Varadharajan, director of information and networked systems security research at Macquarie University and Task Force spokesman, said we need to clearly understand what we are filtering and why. "Different levels of filtering will act with varying levels of efficiency and have different impacts on performance. There are obvious technical issues relating to the filtering of certain types of content, such as SSL content, peer to peer traffic, Internet chat rooms, and instant messaging from social networking sites," he explained.

The ACS is keen to work with the government to identify effective strategies and tools that will deliver the right level of protection without compromising performance or negatively impacting ISPs and other ICT businesses.

\*Kumar Parakala is Chairman of the ACS  
[www.acs.org.au](http://www.acs.org.au)



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## RUST e-RESEARCH

### Aussie cloud adoption rising fast

The number of Australian businesses planning for or testing cloud computing services has increased dramatically, according to research commissioned by Avanade. The report findings revealed that cloud computing has evolved from being a buzzword to a legitimate concept for IT delivery, with the number of respondents who said they were beginning to embrace cloud computing increasing almost three-fold since January 2009.

The research showed the gap is closing between the companies with cloud computing plans and trials, and companies with no plans to adopt it. At the time of the first study, commissioned in January 2009, the majority of companies (56 per cent) had no plans to adopt cloud-based systems. In the most recent report however, that number had decreased to 32 per cent, indicating a growing acceptance of cloud computing in the enterprise.

Other significant findings in the September 2009 survey were:

- 64 per cent of respondents regarded cloud as a strategic investment while 36 per cent viewed it as a cost-saving measure for their company;
- More than half of respondents (52 per cent) had opted for a mix of cloud-based and internal IT (on-premise) systems; and
- The majority (63 per cent) of respondents said the economy had either helped (21 per cent) their efforts or had had no effect (42 per cent) on their efforts to implement cloud computing

While companies are now beginning to embrace the concept of cloud-based systems, there are still barriers to the sole use of cloud services in large organisations. The survey revealed that security issues, cost, and a lack of an immediate need were the leading reasons for those not using cloud computing, while those already using cloud-based systems said that they had experienced a steep learning curve for IT staff (39 per cent).

Given these concerns, there were very few reports of full migrations to the cloud, with the survey revealing that more than half of companies (52 per cent) were adopting a hybrid approach of using cloud and internally owned systems. This compared with 16 per cent of organisations using a combination of systems nine months earlier.

### PC makers to tackle smartphones

Personal computer vendors are eyeing up the booming smartphone market to offset a slump in computer sales, according to Gartner. Worldwide smartphone sales are forecast to grow by 29 per cent year-over-year to reach 180 million units in 2009, overtaking notebooks in total unit terms.

Currently smartphones account for 14 per cent of overall mobile device sales, but Gartner expects that by 2012 they will make up around 37 per cent of global handset sales. Smartphone revenue is forecast to reach \$US191 billion by 2012, higher than end-user spending on mobile PCs, which is forecast to reach \$US152 billion in 2012. From 2009, user spending on smartphones will start to surpass the forecast for consumer notebooks.

According to Gartner, PC vendors' cumulative share (Apple excluded) of the smartphone market has been static at less than one per cent for years. Gartner expects that by the end of 2009 all major PC vendors will have announced their aim to have a presence in the smartphone market. However, Gartner does not expect the share of any single PC vendor to rise above two per cent in the next three years.

Roberta Cozza, principal research analyst at Gartner, said that as mobile PCs and smartphone capabilities converge, smartphones will increasingly represent a market opportunity that most PC vendors feel they cannot afford to ignore, but they will face tough challenges.

"PC vendors should realise that while convergence of technologies offers an opportunity to enter into the smartphone arena, the business models, go to market, and positioning of products is very different from the PC market," said Cozza. "PC vendors will find it difficult to simply use existing supply chains and channels to expand their presence in the smartphone market. The smartphone and notebook markets are governed by different rules when it comes to successfully marketing and selling products."

PC vendors have traditionally introduced smartphones based on the Windows Mobile platform, which have mainly attracted business users. PC vendors will face extreme challenges in having to adapt and base their smartphone offerings on a consumer-focused value proposition, largely based on short life cycles, fashion design, hardware and software platform diversity.

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## RUST eRESEARCH

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Different consumer usage scenarios will demand PC vendors build a thorough understanding of consumer behaviour.

Gartner has identified five main challenges PC vendors will face entering the smartphone market:

- Smartphones are not cut-down versions of mobile PCs. Technical specifications are less important.
- The distribution channel for mobile phones is controlled largely by mobile operators.
- Brand and user experience are significant differentiators for mobile handsets.
- Handset vendors are set to dominate the market for mobile internet devices (MIDs) due to their better understanding of Internet usage behaviour.
- Consumerisation opens the door to consumer smartphones in the organisation – it's not the IT manager who makes the decision.

"The smartphone market has never been more competitive and even established handset vendors are being challenged to maintain or expand their positions. PC vendors will be challenged to stand out from the crowd and be successful unless they produce truly differentiated and unique products," Cozza claimed. "Understanding of mobile consumer behaviours, competitiveness and positioning of their mobile products and relationships with carriers are all barriers that cannot be overcome in the short term. This will limit any PC vendor presence in the smartphone market to low single digits for some time."

### Windows 7: booster or barrier?

On the back of the obligatory marketing blitz, Microsoft has upgraded its core Windows platform offering to Version 7. Initially, there appears to be a collective sigh of relief and the early feedback is generally positive, despite a few niggles, according to research group Ovum.

With more than eight million beta downloads, 40,000 hours of customer experience work, months of working with partner ecosystems, and more than 500 million client feedback sessions, Microsoft has certainly attempted to reveal more during the development process and to use the customer as the guiding light.

Interestingly, Microsoft took an alternative approach by focusing on the customer concerns first — security, reliability, compatibility, and speed, and needing the PC to just work and not hinder them. Then, and only then, did the obligatory feature fest come into play, with offerings such as multi-touch, remote streaming, DirectAccess, Search Federation, BitLocker and group sharing.

Beyond the impact of the global financial crisis on discretionary spend, there has been a distinct drop-off in organisational uptake of regular transitions to the next Windows release. There are many XP instances that are eight years old or more — a consequence of the general rejection of the transition to Vista. With extended support for XP due to be phased out by Microsoft in 2014, the clock is ticking and pent-up demand for a new platform certainly exists. Enterprise customers signed up to software assurance also want to see something for their money, especially if they missed out Vista.

From an IT services providers' perspective, particularly those offering systems integration services, this could well be the shot in the arm that initiates a wave of implementation work moving into 2010 and beyond, especially when aligned with the current hardware refresh cycle. After substantial training from Microsoft, systems integrators are now able to provide a suite of services to help minimise the pain of what could be one of the first large IT projects after the global financial crisis.

For some partners, the inclusion of additional functionality within Windows 7 could negatively impact potential revenues. Windows 7's DirectAccess technology enables remote workers to access corporate networks without a VPN, which could impact some of Microsoft's partners. Microsoft believes that this will not hurt partners too much, and expects them to provide more functional, value-driven VPN solutions.

Of greatest concern is the impact that running Windows 7 will have on existing customer business applications, and especially ERP offerings, often developed for the XP platform. While Ovum expects some teething problems for those with a large portfolio of in-house developed applications, much functionality will be retained. The XP mode, still somewhat an unknown quantity in enterprise environments, has the potential to facilitate XP-only applications. Rigorous testing procedures (be they internal or externally provisioned) will need to be carried out to ensure that critical application downtime and impact is minimised and the line of business offerings fully supported.

Microsoft still retains a consulting and services practice, which is designed to support systems integrators and other services partners in complex or challenging implementations, providing some degree of risk mitigation.

Overall, Ovum is positive about the release of Windows 7, particularly for the enterprise market, where adoption interest is expected to be strong in the next 12 months. However, this is not a green light for upgrading without rigorous costing and planning initiatives. In addition, it provides a substantial opportunity to clean up systems and rationalise the enterprise applications estate.

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## REVOLVING DOORS

### Phil Cameron turns up at CA

Phil Cameron, who resigned as the country manager of Lenovo in September, reportedly to join another vendor (*Rust Report*, Sep 25, p8), has been appointed CA's vice president of sales to lead the Internet security business unit in Asia/Pacific. He is based in Sydney and reports to Chris Hickey, vice president of global channel sales for CA ISBU.

In addition to his time at Lenovo, Cameron has also worked for IBM and Toshiba.

### Henaghan heads Progress A/P

Paul Henaghan has been appointed Progress Software's vice president of field operations for Asia/Pacific. He will be based in Singapore and will have responsibility for the sales, services, and support organisation for all of the company's channels in the Asia/Pacific region and Japan.

Henaghan was previously with Software AG in Asia, and has also worked for Oracle, Advantage Group, and Walker Datavision.

### Objective bolsters UK business

Sydney-based developer Objective Corporation has appointed Michael Clark services director for the UK and Simon Etherington general manager for the UK.

Clark has been promoted from the position of practice leader of the western region professional services team, where he had responsibility for the company's strategic implementation projects in Western Australia and Singapore.

Etherington was previously with SAP, where he was a member of the executive board for the UK and Ireland.

"These appointments are pivotal to Objective's next phase of growth in the United Kingdom," said Tony Walls, CEO of Objective.

### Flore runs channels for Compuware

Franco Flore has been appointed manager of channels and alliances for Australia and NZ at Compuware. He has responsibility for the company's partner network, which includes new solution service offerings and go-to-market resources for business partners. Flore joined Compuware in South Africa in 1986.

### Elizabeth Miller joins Engage

Elizabeth Miller has been appointed A/NZ sales manager of digital marketing company Engage Digital. She was previously a publisher with IDG Communications, and has also worked for 24/7 Real Media.

### Senior jobs filled at Digislide

Digislide, a South Australian company specialising in the development and manufacture of projection and projector peripherals, has appointed Jeff King CFO, operating from the company's Adelaide HQ. A former partner with Ernst & Young, King was most recently CFO of Carbon Alliance Group. He has also held a number of posts with environmental and investment companies in Australia and the UK.

In addition, Digislide has appointed Ross James business development manager for Europe and the Middle East, and Eilish McCaffrey vice president of sales for the Americas. James was previously with Samsung Europe, while McCaffrey has worked for multinationals like IBM and Lotus Consulting, and has helped set up a number of technology companies like Cygnus Solutions/Redhat, and Digital Island.

### Ben Eames joins BlueArc

Digital solutions developer BlueArc has appointed Ben Eames commercial director with a specific brief to initiate and lead the strategic development of the company's sales team.

Eames was previously sales director of media and content company Full Circle, and has also worked for Macquarie Media Network and Sensis.

## Around the Traps

- Ian Mackay has retired as executive deputy chairman and as a director of Manaccomm Corporation. He was a founder of Manaccomm Pty Ltd, which was acquired by MNL Group in 2007. Manaccomm has added Bill Lyne to the board as a non-executive director. He is principal of the Australian Company Secretary Service.

- AMP NetConnect, a Tyco Electronics brand, has appointed Eric Brace business development manager for Queensland and the Northern Territory. He has previously worked for Page Data, D-Link, and Hardie Networks. Derek Phillips has rejoined the company as project manager for Queensland and the Northern Territory.

- Kaseya, a specialist in IT automation software, has appointed Helene Eberle account manager, and Josh Tipping support engineer. Eberle was previously with Think Software, while Tipping has worked for Corum Health Services, CGrid, and Cisco Systems.

- CAD/CAM specialist Intercad has appointed Sarah Berlini manager of its New Zealand operation. She was previously with Wormald.