

Rust Report

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

November 13, 2009

THE RUST BUCKET

Happy 60th Pearcey

IT WAS DURING THE 1940s that the first true general purpose computers were developed. The first custom-built electronic digital machine, ENIAC, was built in 1943 and was followed by a number of other bespoke computers in the 1940s and 1950s, including the first Australian computer.

Commencing in 1947, Trevor Pearcey and Maston Beard led a research group at the Sydney-based Radiophysics Laboratory of the Council for Scientific and Industrial Research (CSIR now known as CSIRO) to design and build an electronic computer. CSIR MK1 became operational in 1949, only the fifth electronic stored-program computer ever developed. It embodied many features novel at the time and was able to operate more than 1000 times faster than the best mechanical calculators.

The early computers used operating systems and programming languages created specifically for the individual pieces of hardware and it was not until the late 1950s that the concept of system architecture began to emerge, allowing multiple, similar computers to be manufactured to use the same operating system and programming languages. However, these operating systems and languages were exclusive to a particular manufacturer and could not be transported from one proprietary system to another, and nor could the applications which resided on them.

Since those times many wonderful and incredible products have been developed and each has its own remarkable story. We have a rich and unique heritage. This year is the ideal time to discover it. Sixty years of computing translates into thousands of different makes and models of computers and thousands of peripherals (there's a word you don't hear too often any more) all developed, manufactured, and sold by thousands of companies around the world. Change doesn't describe computing technology; change is computing technology.

In those early days a single CPU was made up of many racks, or frames, of vacuum tubes and other electronic components.

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QMastor wins sale to South African group

Australian developer QMastor has been awarded a contract covering provision of its Pit to Port software to South Africa's Barberry Group of rail and logistics companies. The software will initially be used to provide a total supply chain management solution for two projects undertaken by Coal of Africa, and will also be used for all of Barberry's logistics customers, explained Marc Ramsay, regional manager for QMastor Africa.

Ramsay added that Pit to Port will help Barberry Group manage, plan and optimise bulk commodity tonnage and quality across the supply chain for both export and domestic operations. www.qmastor.com

Pipe agrees to SP Telemedia offer

Pipe Networks (www.pipenetworks.com.au) and SP Telemedia have agreed to merge through an exchange of shares that values Pipe at about \$A373 million. The deal has been recommended by Pipe's directors, including Bevan Slattery and Stephen Baxter, who together hold about 27 per cent of Pipe shares.

If the transaction is approved by all of Pipe's shareholders SP Telemedia will become a fully-integrated telecommunications company with a broad spectrum of offerings, claimed David Teoh, executive chairman of SP Telemedia. www.soulaustralia.com.au

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INSIDER EDITION

Marketboomer firms grip on hotels

Marketboomer, the veteran Australian e-commerce company that is in the process of being acquired by [WebSpy](#) (*Rust Report*, Oct 16, p4) continues to be selected by Asian hotels within the InterContinental Group. The awarding of three recent contracts in Thailand takes the number of InterContinental Group hotels using Marketboomer in the Asia/Pacific region to 55, noted Declan Monahan, CEO of Marketboomer.

Monahan added that the company is working with businesses outside the hospitality sector and future clients are expected to come from the healthcare, airline, education, and government sectors. "In the Airline sector Marketboomer recently signed Emirates Airline Catering as a customer," Monahan noted. www.marketboomer.com

InfoMaster scores Qld contract

Australian developer InfoMaster has been awarded a contract to install an electronic development assessment application for the Local Government Association of Queensland. The deal is the second to flow to InfoMaster in South East Queensland from the Queensland Housing Affordability Fund Electronic Development Assessment Program. "The objective of the HAF-eDA is the delivery of a seamless and integrated electronic development assessment process in key high growth councils across Queensland to contribute towards improved housing affordability," said Frank Licciardello, group managing director of InfoMaster's parent, Sirius Corporation. www.sirius.com.au

● Last week we gave an incorrect placement for Wyndham Council, which acquired InfoMaster's AssetMaster. It is, of course, in Victoria.

RUST BUCKET

Continued from page 1

One particular frame was the main one, which was referred to as the main frame, and the term evolved into the single word mainframe. There wasn't the confusion that exists today. We have mainframe, PC, desktop, workstation, server, laptop, and personal digital assistant. There have also been the microcomputer, portable, luggable, transportable, palmtop, pocket computer, and more.

Computer technology has appeared in four large jumps, each followed by an explosion of new companies, a period of change, and then the gradual emergence of a few dominant species that generally ruled until the next digital disturbance. Revolutions usually last about 15 years, a period that also coincides with the effectiveness of a generation. Analysts often refer to these "ebbs and flows" — although they prefer to call them "boom and bust" times — generally having a sequence of four phases: expansion, peak, trough, and contraction. The likely trends in 2010 have the potential to re-invigorate many technology sectors but could also cover all four phases. If you're up for the ride, the 2010s could also take the ICT industry, its constituency, and all the many players to places none have gone before.

— Len Rust RustOz@bigpond.com.au

Defence completes Unisys transition

The Australian Department of Defence has completed the transition of its regional ICT support services to Unisys after an 18-month project. Under the terms of the contract Unisys provides a range of support services to all areas within the department that use the restricted and secure networks, and some 350 stand-alone IT systems. The deal covers more than 100,000 desktop computers at 460 bases and sites, noted Greg Farr, CIO of the department. www.unisys.com.au

Brisbane uses IBM for road tolls

IBM has completed the deployment of a toll and traffic management system in Brisbane. As systems integrator on Queensland Motorways' Free Flow Tolling project IBM was responsible for designing and building a central tolling systems, and worked with road-building contractor Thales on the delivery of an overall electronic tolling platform.

"Smart transport infrastructure is vital to support economic growth and quality of life, as well as reducing the impact on the environment," claimed John Hawkins, intelligent transport lead for IBM Australia and NZ. www.ibm.com.au

Bank signs for Hypercom terminals

Westpac has awarded US company Hypercom a \$A55 million contract for the provision of thousands of Optimum countertop terminals for use by merchants around Australia. The deal includes provision for Hypercom to service Westpac's installed base of more than 80,000 terminals.

The terminal roll-out is thought to be the largest ever made in this region. www.hypercom.com



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INSIDER EDITION

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Unis switch to open source

Australian developer Squiz, author of the MySource Matrix open source content management system, has enjoyed recent success in the tertiary education arena where three universities have adopted the technology.

Squiz has recently worked with the University of Tasmania on a new staff Web site, with Edith Cowan University on a whole-of-campus solution, and with the University of Sydney on a Web site for the Faculty of Economics and Business.

"Australian universities are supporting local investment and productivity, which bodes well for Australian technology development," claimed John-Paul Syriatowicz, managing director of Squiz. www.squiz.com.au

Orders and Implementations

- Queensland energy supplier Energex is running a trial of a remote response system that allows its contact centre staff to work from home during large scale power interruptions. The system was created by Australian call centre specialist iTa. www.itaus.com.au
- South Australian distributor Leader Computers (www.leadersystems.com.au) has called in Web specialist DBG Technologies to create e-commerce-enabled Web sites for its resellers around the country. The sites will be built on DBG's WebSync e-commerce engine. www.dbgtechnologies.com.au
- Munich Re's software arm Allfinanz has completed a life insurance application processing system for Comminsure, the insurance arm of the Commonwealth Bank of Australia. The new WriteAway system is currently being used alongside the old paper-based system. www.allfinanz.com
- Queenwood School for Girls in the Sydney suburb of Mosman has selected technology from Meru Networks for an 802.11n wireless LAN at its senior school campus. Meru is distributed by Wavelink Communications (www.wavelink.com.au), and the school's system will be installed by ASI Solutions. www.asi.com.au
- D-Link has implemented a gigabit Ethernet network for the MLC School Sydney girls school. www.dlink.com.au
- QBE's European subsidiary has awarded Accenture a five-year application development and maintenance services contract.

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

- **JAM SOFTWARE** produces software for the medical and time management markets. The company's MED4i Suite of products aim to ease workloads in practices by providing tools for efficient control of patient records and billing. Jam's Medical Electronic Desktop software is used in more than 35 countries. www.jamsoft.com.au
- **FAULKNER TECHNOLOGIES** provides enterprise level software-as-a-service solutions. The company offers a combination of methods and technologies to the enterprise and government markets and its operational capabilities extend from Australia to Asia as well as to the US and UK. Clients using Faulkners ElasticApps product include Toll Group, Patrick Corporation, Mincom, Austrade, state governments, industry associations, consulting firms, and educational institutions. www.faulknertechnologies.com
- **CINERGIX** is an Australian start-up that has developed the Creately online drawing and design application and the patent-pending Knowledge Object technology, which aims to change the way we solve design and modelling problems. Creately enables specialists in diverse fields to capture and share their knowledge and intellectual property. www.cinergix.com
- **LATERAL SANDS** delivers microelectronics-engineering services to technology companies involved in applications such as computers and mobile phones. Clients include Microsoft, Hewlett-Packard, Sensory Networks, Sun, Ciena, and Australian Microelectronics Network. The Lateral Sands Group has offices in Perth and Sunnyvale, California. www.lateralsands.com
- **THOMAS ELECTRONICS OF AUSTRALIA** specialises in the development, supply, and servicing of display systems and related components to industrial, commercial, and defence markets in Australia and overseas. The company specialises display technology for the aerospace, defence, and IT business sectors. www.thomas.com.au
- **PRONTO SOFTWARE** develops enterprise software solutions and is currently ramping up operations in North America. The company offers a broad portfolio of software and services and has more than 1200 customers worldwide. Pronto's flagship ERP solution, Pronto-Xi, delivers visibility and control of the entire supply chain from manufacturing, distribution, and services, right through to the retail point-of-sale for a range of industry sectors. www.pronto.com.au



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DEALMAKERS

Powerlan mops up British developer

Australian ICT products and services provider Powerlan has mopped up the 49 per cent of shares in British developer Omnix Holdings that it did not previously own. The deal includes Omnix Software, which provides software solutions that help telcos plan, launch, and manage wireless networks, explained Jon Newbery, CEO of Powerlan.

Powerlan bought a 51 per cent stake in Omnix in August 2008 (*Rust Report*, Aug 29 2008, p1) and Newbery noted that the chance to mop up the outstanding shares in the company came at an opportune time, with the Australian dollar strong against the British pound. www.powerlan.com

Markinson buys CRM developer

Queensland-based business software solutions provider Markinson has acquired Australasian developer Adexia (www.adexio.com.au), which specialises in CRM and business process management systems. Ian Whiting, CEO of Markinson, said the deal will increase Markinson's market share in the SMB business software market, providing more than 200 business customers and additional offices in New Zealand.

Whiting claimed that Adexio's CRM, BPM, and service management solutions complement Markinson's products and will allow the company to explore new revenue lines in new markets. He added that Markinson is considering further acquisitions to increase scale and extend its reach into new markets and countries. www.markinson.com.au

Techniche companies look south

Prologic, a subsidiary of Techniche, is to set up a help desk operation in Hobart to provide southern hemisphere support for Techniche's German subsidiary ERST Technology, and Prologic's business partner, Urgent Technology UK.

"Tasmania is a logical location for our southern hemisphere help desk as it allows us to complement the northern hemisphere base in Hamburg and to provide 24/7 coverage for our global customers," explained Chris Boys, newly appointed COO of Techniche. "Prologic is well placed to provide the staff and services for the help desk and we expect to create up to 10 new positions in the next two or three years." www.prologic.com.au

Yellowfin spreads export reach

Yellowfin, an Australian provider of Web-based business intelligence technology, has expanded its reach by entering partnerships in Central America, Brazil, the Philippines, and New Zealand.

Distributors were appointed in South America, while resellers were added to the company's global network in the other countries. www.yellowfin.bi

Dubious honour for iPhone hacker

The first iPhone virus to make its way into the wild emanated from a hacker in Wollongong. The Ikee virus targeted users of jail-broken iPhones who had SSH remote access software installed.

ICT figures in Feds' Comet grants

ICT companies have done well in the latest round of the Federal Government's Commercialising Emerging Technologies funding, which distributed \$A985.600 to 14 projects. Details from www.ausindustry.gov.au

Recipients included:

- CIC Technology of the ACT for its key security system;
- Billsuite Holdings of NSW for its tele-communications bill analysis and recommendation system;
- Just OnePlace of NSW for a Web-based supply chain collaboration system;
- Medinexus of NSW for its online message service for providers of diagnostic reports;
- Boab Software of Queensland for a laboratory information management system; and
- Event Zero of Queensland for its event processing network.

Mint Wireless extends channel

Australian mobile payments specialist Mint Wireless (www.mnw.com.au) hopes to take its technology to new industry sectors through a partnership it has entered with systems integrator AirData. Steve Evans, CEO of AirData, said the company will take on Mint's mobile and online payment solutions as key products and services, resulting in greater exposure of an integrated payment solution to Australian businesses.

"We believe that the value proposition for Mint's payment solution is significant to some of our larger corporate customers," Evans said. www.airdata.com.au

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DEAL MAKERS

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Aussie targets BlackBerry developers

Australian smartphone systems developer BigTinCan plans to open its BuzzMe platform for BlackBerry devices to third party developers in January 2010. The application controls the LED colour and vibration length for calls, e-mails, and messages, and also provides features like a customisable missed call reminder, said David Keane, CEO of BigTinCan.

"Thousands and thousands of BuzzMe users contact BigTinCan every month asking for ways to be able to control other applications using the BuzzMe interface," Keane claimed. "The BuzzMe Open Plugin Architecture will allow users to control alerts and actions for calls and messages and enable third-party applications on the BlackBerry platform to take advantage of the open API." www.bigtincan.com/bopa

iCash raises further \$4.5m

Australian ATM specialist iCash has raised \$A4.5 million through a private share placement. The funds will be used to finance growth in Australia and other parts of the region.

"Our ability to develop and commercialise new technologies to exploit new markets and grow in mature ones is reflected in our holding the number one position in the Korean non-bank ATM sales market and our growth in market share at home," said James Manny, executive director of iCash. "We see further successes on the horizon." www.icashpayments.com.au

Business Briefs

- British data management specialist IDBS has opened an office in Australia to provide support and training to customers in Australia, New Zealand, and South-East Asia. The move coincided with the opening of a company office in Shanghai. www.idbs.com
- US PC management specialist Virtual Computer has launched its products into Australasian markets by negotiating agreements with a number of VARs, including BEarena, RDA Group, BizCarta, KeyTrust, Seccom Global, Dataflex, and ASE IT Networks. www.virtualcomputer.com
- myDials — a developer of operational performance optimisation systems that has offices in Colorado, Brisbane, and Perth — has appointed L7 Solutions a reseller of its SaaS BI solutions in Western Australia. www.mydials.com

A CEO told me

Tony Kinnane

CEO of Runge.

RUST: Please start with a company overview.

KINNANE: Runge is an Australian mining technology services company providing technology products, consulting, and training services to the global mining industry across a range of commodities. This gives mining professionals access to technology and knowledge that allows them to formalise and organise their business planning processes. Runge also provides corporate advisory and strategic planning services to mining houses through its 17 offices in nine countries.

RUST: Describe the competitive landscape.

KINNANE: Runge's strength is its mining domain knowledge and being able to service customers by capturing this knowledge through IP and consulting. We are uniquely positioned by our diverse offering because there is no competitor that provides the same range of products and services globally. Our technology and consulting services are tightly coupled to provide elegant, simple solutions for complex mining problems.

RUST: Who are your major customers?

KINNANE: Our customers are among the top 20 mining companies in the world, including Rio Tinto, Barrick Gold, Xstrata, Anglo Coal, BHP Billiton, Vale, and Peabody.

RUST: What are your top priorities for the next 12 months?

KINNANE: Our focus for 2009/10 year is consolidation as we continue to progress towards becoming a truly globally integrated mine technology services company with high standards, leading-edge intellectual property, and integrity of work ethics. We will ensure our global business is more effective in leveraging our knowledge, our people, and our capacity to innovate. Achieving this will ensure that the customer experience we deliver is consistent, of high quality, and complete with access to our entire technology and skill set. Engagement at all levels with our customers to ensure that our services are delivering what the customer wants will be the top priority.

RUST: Where do you expect to see the company five years from now?

KINNANE: In five years time, Runge will be the dominant mining technology services company with a complete global footprint of major mining locations and mining corporate headquarters. We will have aggregated those companies that can fit into the Runge technology suite, which will deliver to customers simple and elegant solutions that give them order and control in their lives.

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RUST e-RESEARCH

Trials and tribulations of CIOs

Three out of four of companies in Australia and New Zealand came through the economic crisis without cutting IT budgets or IT staff, according to recent results from IDC's annual survey of ANZ CIOs. Cost savings were achieved in key organisational areas such as administration and operations (45 per cent) and ICT (11 per cent).

The survey also showed that IT spending growth remained at steady levels.

"In 2008 CIOs already faced a difficult situation dealing with an onslaught of disruptive technologies transforming IT such as SOA, SaaS, convergence, and others. However, in 2009 this transformation was taking place in an economic pressure cooker. While we used to talk about using IT as a tool for business transformation, it was generally considered voluntary. However, thanks to the global economic crisis, there is business transformation whether CIOs like it or not," said Melissa Martin, market analyst with IDC.

Adam Lee, another market analyst, at IDC added that the operational budgets of ANZ CIOs are experiencing a shift. "Some confirmations: hardware and software refreshes are stretched, and a close watch placed on maintenance fees as they become significantly lower. Some contrasts: outsourcing is falling slightly, network spend is up, and planning for internal and external staffing increased."

"Moving forward, this disruption and change equals opportunity for the CIO — an opportunity to review IT systems; staff setup and knowledge; assess products and services offered; examine vertical market opportunities; and capitalise on competitive strengths," concluded Martin.

Other highlights from the IDC's survey included:

- The top three CIO priorities in 2009 are reducing costs (27.6 per cent), recruiting and retaining staff (10.3 per cent), and meeting users' expectations (10.2 per cent).
- The importance of IT persisted even during the economic crisis — 58.2 per cent of survey respondents in 2009 believed that IT contributed to the operational capacity of their business. A further 33.8 per cent viewed IT as a source of competitive advantage.
- The top three areas of IT investment over next 12 months will be: systems infrastructure, including security, storage, network, middleware etc, 18.6 per cent; back-office including ERP, 16.1 per cent; and front-office, such as CRM, 14.7 per cent.

- CIO reporting lines are changing. Due to the greater focus on reducing costs and doing more with less, CIOs are now reporting to CEOs (50.1 per cent) COOs (17.5 per cent), and CFOs 14.7 per cent). This contrasts greatly to last year's results where 78 per cent were reporting to CEOs and only 5 per cent to CFOs - providing yet another way to show how companies are responding to the current economic crisis and the increasing importance of controlling and monitoring operations and costs.

Virtualisation marches on

A depressed economy has done little to stifle the uptake of virtualisation in Australia, according to IDC. The company's surveys found that Australia has the fastest uptake and penetration of server virtualisation in the Asia/Pacific region. Initial uptake of the technology was centred on server and operating system consolidation, however, many businesses are deploying virtualisation in more sophisticated roles such as desktop virtualisation, business continuity and disaster recovery. More recently this has extended to dynamic IT and internal cloud computing.

Technologies like virtualised, multi-core blade chassis have increased the complexity of infrastructure. End-users are finding this increase in complexity is driving them to adopt additional services to ensure business continuity and service levels are maintained. This is particularly disruptive in the Australian marketplace, which is a text book example of a small and medium business-driven economy. These SMBs do not have the same level of technical expertise that large enterprises have in their IT departments and are less able to keep up with the rapid increase in technical intricacy.

The impact of this amplification in complexity is the need for many businesses to source skills externally to maintain their business systems. This translates into an increasing reliance on dependable service arrangements with increasing levels of coverage.

"While virtualisation is the darling of the infrastructure market, questions are being raised about its suitability for mission-critical computing. The fundamental driver behind virtualisation has been to increase server utilisation, however, research shows that in virtualised environments, as utilisation increases, stability decreases," said Matthew Oostveen, services research manager at IDC.

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RUST eRESEARCH
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Behind Australia's NBN

The decision to launch a \$A43 billion national FttH broadband network is a clear indication of the Australian government's belief that an open broadband infrastructure is essential to the digital economy – that it will fulfil a national purpose as its trans-sector multiplier effect delivers massive social and economic benefits in healthcare, education, energy, and the environment, and that it can only be built by a utility (NBN Co).

Telecoms analyst Paul Budde noted that while questions certainly arise about the business model and investment strategies, widespread support exists for the visionary plan. During 2010 the business model needs to be developed, taking into account the socio-economic benefits the infrastructure can deliver to the country.

Economic and trans-sector innovations are now key items on the political agenda in other countries around the world but, thanks to government leadership, Australia was the first to get the vision right in terms of a national purpose.

After the vision comes the actual design and rollout of the national broadband network. There is no silver bullet for this and each situation generates its own unique alternative, which in turn informs others involved in similar national projects. Social and economic strategies need to be formulated and taken into account in the design and architecture of the infrastructure. Pragmatic solutions should be developed to maximise the use of existing infrastructure and other resources. Un(der)served areas need to receive priority and local communities and councils can play a key role in this. Wireless broadband can play a major role as well.

"The NBN is going to change the nature of competition," Budde said. "The government has published a far-reaching regulatory regime change that leaves no room for doubt that there is no way back to the old days, when the incumbent was able to game the regime by creating endless delays and stifling competition."

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BY ASSOCIATION

Green ICT – a key to wider engagement

By Ian Birks*

The Korea Australia New Zealand broadband summit in Auckland last week served as a reminder of the many success stories in our ICT sector. Australia is emerging as a great content developer, entrepreneurial and savvy. Not in just games (in which we excel, which was high praise indeed from the Korean industry) but also in areas that are central to our own national agenda, such as health and education. World-class SMBs are emerging across the country in these sectors.

AIIA delivered a green ICT paper to the summit. Green ICT is a significant growth area for Korea, and Australia is one of the key nations that it is looking to for leadership in this area, along with others such as the US.

It is a testament to the skills base and innovation talent in our industry that we are now seen as a green ICT leader by our international peers – and it might well come as news to the wider business community in Australia.

This situation describes one of the key challenges faced by the ICT sector across the board. Particularly as high-speed broadband is rolled out and we begin the work of shaping a genuine digital economy. The ICT industry must begin to champion the enormous range of benefits that intelligent technology is promising all levels of the economy and the community.

We need to shift the prevailing view of IT as backroom enablement to one that sees technology as a driver of boardroom transformation.

Green ICT will be one of the areas that leads this charge. Its relevance goes far beyond reducing the environmental footprint of ICT infrastructure alone; our industry stands to make major contributions to environmental sustainability across the entire Australian economy through better waste management, less water consumption, and more efficient energy use that reduces greenhouse gas emissions.

These outcomes will be increasingly important to Australia's aspirations in the future. Generating a wider understanding of technology benefits will be one of the keys to our success in making significant contributions to the entire community and establishing a rich content base for the development of a national digital economy.

Meanwhile, green activity within the industry continues to gain pace.

The recent EPHC announcement of a national product stewardship scheme is a landmark decision that strongly supports the requirements put forward by AIIA and the ICT industry. We will now be working with our members to quickly develop a representative Producer Responsibility Organisation. The Australian Government is also progressing industry consultation on sustainable procurement guidelines.

And AIIA has released an e-book promoting an understanding of how to create a greener and more efficient company through smart technology – *Greening Your Business Through Technology*.

Growing the continued influence and success of the ICT industry will depend on how well every other sector of the Australian economy comes to understand the almost limitless possibilities that technology is offering. Green ICT is rightfully on the leading edge of that process and we need to promote its benefits at every opportunity.

*Ian Birks is CEO of the AIIA www.aiaa.com.au



REVOLVING DOORS

Wild start for OpenSymmetry

OpenSymmetry, a company that provides outsourced incentive management and reward technology solutions from offices in Texas and London, has opened an operation in Sydney and appointed Mark Wild managing director. Wild, who started his working career at BP Oil in New Zealand, has since worked for Australian ICT companies such as IT Results, Intervest Global, and Telegroup Australasia.

Wild claimed that the new office has already secured a major client and will be providing incentive management services to one of the Big Four banks.

Strang takes regional position

Colin Strang has been promoted to solution architect for Lawson Software's equipment service management and rental (ESM&R) industry vertical in the Asia/pacific region. He has been with the company for 15 years, working with the heavy equipment and mining industries for the past two years.

Savvis appoints regional MD

US company Savvis, which provides outsourced Internet infrastructure services, has appointed Suan Soon Cheng managing director of its Asia/Pacific operations. He will work from the company's regional HQ in Singapore.

Prior to joining Savvis, Suan Soon was vice president of managed services in Asia/Pacific and Japan for Hewlett-Packard. He has also held senior regional positions at EDS.

Fuji Xerox revamps channels team

Fuji Xerox has made a number of changes to its A/NZ printer channel sales team.

- Ken Kozak has been appointed SMB acquisitions and consumables manager. Before joining the company he was with Kalk Online and has also worked for NetComm and Sierra Brands.
- Peter Chambers has been appointed national distribution manager. He was previously with Lexmark.
- Greg Vlahos has been promoted to the position of channel sales manager, and David Borg has moved up to the position of general manager for Australia and NZ.

Moffat takes early leave

David Moffat will leave Telstra at the end of this month rather than in five months as had previously been announced. He will be replaced as group managing director of Telstra Consumer by Glenice Maclellan until a replacement can be appointed.

Michael Lee chairs Comms Alliance

Michael Lee has been appointed independent chairman of the Communications Alliance and will take up the position on January 1, 2010. He will replace Neville Stevens, who will stand aside after seven years as chairman.

From 1984 to 2001 Lee was Federal Member for the NSW seat of Dobell, and he was Minister for Communications and the Arts from 1994 to 1996. Currently he is chairman of the NSW TAFE Commission board and a director of Country Energy, M&P Airports, Diversified Utilities and Energy Trusts, and Superpartners.

Buckley joins Symantec

Symantec Hosted Services Australia and New Zealand (formerly MessageLabs) has appointed Keith Buckley sales director.

Buckley started his ICT career with Dell in Ireland and moved to that company's Australian operation in 2005. He later became national sales manager.

Around the Traps

- CDC Software Australia, a subsidiary of Hong Kong company CDC Software Corporation, has appointed Edward Balfour channel manager. He was previously channel manager for Maximizer Software Solutions.
- John Marshall has been appointed channel manager of Wavelink Communications, a value added distributor of business IP telephony and wireless solutions. He will join the company from Zylotech, and has previously worked for Kyocera Mita Australia and Epson Australia.
- Carolyn Sutton has been appointed CFO of Melbourne IT and will take up the position in February 2010. She will join Melbourne IT from Lonely Planet, which was recently sold to BBC Worldwide, and has also worked for Palmer Corporation, Lincraft, and Tanner Menzies.
- CA has appointed Tom Garske its Queensland enterprise account director. He has been with CA for almost four years.
- Quest Software has appointed Emma Skelly application and database management systems consultant in Sydney. She was previously a freelance database and application server administrator, and has also worked for IBM in France, Bank of Ireland, Vodafone, Microsoft, and in the public sector.