

Rust Report

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

November 23, 2007

THE RUST BUCKET

IT's future shock

IT LEADERS must be able to respond to change more quickly than ever before, according to Gartner analysts at this week's Gartner Symposium/ITxpo in Sydney. There is a need for flexibility and a need for agility, and CIOs should create two IT budgets for 2008, the analysts said. The business plans that you had in June are probably not going to address completely the changed conditions of business in December.

On a worldwide basis, IT spending continues to grow at a rapid rate in developing countries. In fact, one-third of IT spending now occurs outside North America, Western Europe, and Japan. This development will create innovation in IT, new competitors, new usage patterns, and continued cost improvement for users.

As IT moves east and south, it will mostly affect the growing areas of the industry. End-user spending will globally move towards software, services, and all aspects of mobility. These categories made up 57 per cent of spending in 2006, will become 60 per cent in 2008, and will grow to 63 per cent in 2011.

The analysts explained that 2007 is on pace to be a milestone year for the IT industry: IT spending worldwide will reach \$US3.12 trillion, an eight per cent increase over last year. Spending for 2008 is forecast to grow 5.5 per cent to a total of \$US3.3 trillion and is expected to grow to \$US3.79 trillion by 2011.

IT spending in the Asia/Pacific region has a forecast annual growth rate of nine per cent in the next three years. In Australia, IT spending is expected to top \$A57 billion in 2008, up slightly on 2007 numbers.

Gartner analysts examined how IT leaders can drive growth for their businesses. Business is telling IT loudly that it wants IT to be a business leader. More CIOs are coming from business backgrounds with no previous experience in technology.

Five major discontinuities are combining to force IT organisations to change long-standing practices for procuring and managing IT, according to Gartner. These trends, which will grow through 2011, include: Web 2.0; software as a service (SaaS); global class computing; the consumerisation of IT; and open source software. These five have the potential to completely disrupt vendor business models, user deployment models, whole market segments, and key user and vendor brand assumptions.

Gartner analysts also outlined how IT leaders need to attract and retain customers by taking advantage of efficient, secure, always-available communications. In the emerging strategies for communications, user control is critical and communications in context, at the right time and place, makes a significant difference.

— Len Rust RustOz@bigpond.com.au

UK health providers take Australian SaaS offering

A group of six National Health Service Trusts in the north-west of England have signed up to use the Oracle e-Business suite of software as a managed service provided by IB Solutions, a subsidiary of Australian health systems developer IBA Health. The five-year contract will be hosted by the company's data centre in Manchester.

IB Solutions provides financial and procurement applications and services to the NHS market in the UK. Its Integra Web-enabled financial application is in use at 105 NHS trusts, as well as 40 local government authorities, and several English police and emergency services, explained Gary Cohen, executive chairman of IBA. The company's Oracle managed service is used by about 140 NHS trusts.

"The consolidation of financial and e-business applications on to managed service platforms is an increasing trend across the European market," Cohen noted. www.imatech.com

HarvestRoad works on US uni pilot

Products from WA developer HarvestRoad have been selected as core components of a prototype development of the California State University Digital Marketplace. The aim of the marketplace is to enable the effective distribution of network-based digital goods and resources to support distribution of the university's academic program to 23 participating universities. HarvestRoad will provide its Hive digital repository system and the associated learning Resource List Management System.

"California is the fifth largest economy in the world," noted Grame Barty, managing director of HarvestRoad. "In that state alone HarvestRoad Hive could meet the learning needs of over 3.5 million students, but the opportunity also exists to be the core infrastructure application for the entire US public university system led by the team from CSU." www.harvestroad.com

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INSIDER EDITION

Comander wins WA Govt department

Its shares may be in trouble on the ASX, but Commander Communications keeps clinching high-profile contracts. The company's most recent success is a \$A1.5 million, three-year deal to provide Microsoft software licences throughout the Western Australian Department of the Premier and Cabinet.

The software covered by the contract involves the department's entire IT platform from desktop applications to server infrastructure, explained Michael Young, Commander's WA state manager. "Like many organisations of its size and scope, the Department of the Premier and Cabinet's software requirements are varied and occasionally complex," Young added. www.commander.com

Planned city to host CITEC ops

The planned city of Greater Springfield in Queensland is to host the computer operations of technology provider CITEC in its Polaris data centre (www.greaterspringfield.com.au). CITEC's existing operations are reaching capacity, and the move is scheduled to take place in December 2008.

It is expected that the Polaris data centre coupled with CITEC's existing CBD data centre will form a significant part of the Queensland State Government's data centre consolidation strategy, explained Maha Sinnathamby, chairman of the Springfield Land Corporation. www.citec.com.au

ACER scores well with TAFE order

Acer has been awarded a contract valued at more than \$A3 million to provide computers to Holmesglen TAFE in Victoria for three years. The sole-supplier contract involves the provision of Acer's ultra-small form-factor PCs, explained Frank Ugolini, national education sales manager for Acer.

Acer will work on the contract with its reseller Perfektcom. www.acer.com

Publicist picks Aussie doc solution

The Australian arm of Publicis Group, a multinational advertising, media, and marketing solutions provider, has selected Australian company ConnXion to manage accounts receivable communications with its customers. In the wake of the deal Publicis is considering the use of the ConnXion solution in other parts of its business in the near future, explained David Colvin, CEO of ConnXion. www.connxion.com.au

PolicyPoint covers emergency crew

PolicyPoint, the Australian developer of a Web-based compliance education system, has been selected for use by the Willoughby-Lane Cove State Emergency Service in Sydney. The organisation will use the PolicyPoint online policy education compliance platform to keep the emergency management skills of its volunteer staff up to date. The platform will be used following face-to-face training to help members with ongoing training revision, a spokesman said. www.policypoint.net

Office supplies provider buys BI

Office products and business technology provider Office National has selected ComOps to provide a business intelligence solution capable of linking multiple ERP systems in use by its independent outlets around Australia. The ComOps solution will begin by connecting Office National to the various information systems, making it easier to monitor trends and key performance indicators, said Andrew Boath, CEO of Office National.

"Purchasing information will be available on demand and one version of 'the truth' will be accessible across the entire organisation, from head office to the independent members spread throughout Australia," Boath explained.

Office National also intends to use ComOps for the provision of other systems, such as sales force automation, an online catalogue and e-commerce site, and an ERP consolidation project, he said. www.comops.com.au

Zylotech protects schools campus

Video surveillance specialist Zylotech has been awarded a contract to provide a system to protect staff and students at St John's Regional College campus in Dandenong. Zylotech will work on the project with its value-added integrator, Celltek (www.celltek.com.au).

The system will be based on Celltek's wireless BellyButton system, which has been integrated with Zylotech's SmartGuard, explained Nicholas Sikiotis, CEO of Zylotech. www.zylotech.com.au

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Bravura starts US scoping study

Australian developer Bravura Solutions has begun a four-month scoping study with The Bank of New York Mellon to assess the use of Bravura's Rufus global transfer agency solution within the bank. When completed, the study will identify the full extent of the system development and data migration streams required to consolidate the business held on two transfer agency platforms, explained Simon Woodfull, Bravura's group CEO and director of operations.

"In the event of positive findings, the scoping study could lead to the migration of the transfer agency book of business from The Bank of New York Mellon's legacy platform to the Rufus software," Woodfull added. www.bravurasolutions.com

Milestone marches into Aust sites

Australian developer Milestone Group has enjoyed recent successes with its pControl funds processing platform in the Australian financial sector. The product has been implemented by AMP Financial Services, and will be installed by NAB Custody over the next 18 months. www.milestonegroup.com.au

Investment group buys admin system

Australian Unity Investments (AUI) has selected DSTi as the provider of front and middle office administration systems. The solutions will cover modelling, dealing, pre- and post-trade compliance, performance and measurement, unit pricing, and client reporting, explained Ian Mathieson, CEO of DST International in Australia and NZ.

The systems are expected to allow AUI to automate a number of manual activities, enabling the further streamlining of businesses processes and increasing the consistency of internal analysis, Mathieson added.

— Orders & Installations —

- The futures division of Macquarie Bank is to implement a hosted global trading solution from Patsystems. From the first quarter of 2008 the system will be deployed to the bank's offices and clients globally, explained David Webber, CEO of Patsystems. It will be the first installation of Patsystems' Global Trading core, Webber added.
- English company FFastfill claims to have sold its Eclipse back office system to "a major Austria-based financial services company". The developer provides applications services to the derivatives community.

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

- **ENIGMA SOLUTIONS** provides customised enterprise resource planning (ERP) and financial management solutions. The company has integrated its thin client and multi-branch technology into Espresso Financials to give it distributed computing performance and functionality for single- and multi-site companies. Customers include Agricultural Societies Council of NSW, NSW Department of Health, NSW Treasury, Premiers Department, Qantas, Coca Cola Amatil, and KPMG. www.esol.com.au

- **ENTITY SOLUTIONS** operates in the professional engagement services industry. By combining consulting, management, engagement, and migration services, Entity eliminates the burden of concern and time outlays between independent professionals and the organisations engaging them. Clients include UXC, Reuters, Praxa, Cash Resources, Glotel, and Professional People. www.entitysolutions.com.au

- **FIRST WAVE TECHNOLOGY** delivers Internet services to businesses irrespective of data carrier or the Internet service provider. The company worked with Telstra on the development of the WAVE delivery on demand services platform, which can process and manage high volumes of e-mail and Web traffic, and allows filters and forensics to be applied selectively. First Wave Technology partners with the leading security vendors to ensure best detection, protection, and lowest false positive ratios available in the market. www.firstwave.com.au

- **MOBBIEXPRESS INTERNATIONAL** specialises in mobile micro payment facilitation to make electronic payment settlement and banking transactions simple for travelling tradesmen, mobile merchants, and taxi drivers. Mobbieexpress provides a variety of electronic micro payment solutions to suit the practical needs of a range of business operations — anywhere, anytime and with any size of business. www.mobbieexpress.com

- **MYWORKSPACE** is a Web-based business management and communication system. The company has built relationships with traditional small business service providers (accountants, etc.) and aims to take the hassle out of running computer systems and let its users focus on running their businesses. Key areas supported by its services include contacts, information, managing sales prospects, Web site building, managing e-mails, online ordering, and inventory management. www.myworkspace.com.au



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DEAL MAKERS

Training group opens in Singapore

IT technological training provider Excom Education has opened a training facility in Singapore and plans to offer its Express IT Program there. "Singapore is the epicentre of the ICT industry in South-East Asia and with new technologies being progressively integrated into businesses more rapidly, it made sense to bring our expertise and knowledge for producing highly-qualified IT candidates to Singapore," said Paul Koukounaras, managing director of Excom. www.excom.com.au

Intermoco agrees to buy again

Intermoco has continued its recent buying spree — which has so far involved Energy Made and Australian Meter Company (*Rust Report*, Nov 16, p5) — by agreeing to acquire energy management technology company Powersave. Powersave owns the exclusive Australian distribution rights to the Fluorsave micro-processor controlled energy saving technology for commercial lighting, explained Steve Black, managing director of Intermoco. www.intermoco.com

- To fund its recent acquisition of Energy Made and Australian Meter Company, Intermoco this week completed a share placement to raise \$A8 million.

Court sets date for Ipernica case

The Federal Court of Australia has set March 2008 as the date to begin hearing a case by Australian technology commercialisation company Ipernica (formerly QPSX) against Ericsson. www.ipernica.com

Fujitsu invests \$15m in Aust operation

Fujitsu Australia has ear-marked \$A15 million for a business transformation project that will focus on the development of industrialised offerings to take to market as well as on transformation activities throughout the business, including the development of new architecture design functions and an improved model for service delivery. "This investment represents a tangible commitment to delivery on our vision to lead the industry with a new standard for IT service delivery by industrialising our offerings and processes," explained Rod Vawdry, CEO of Fujitsu Australia and NZ.

One of the first industrialised offerings to be made available to customers will be a desktop-managed service offering for Microsoft's Vista operating environment, Vawdry said. www.fujitsu.com/au/

Aussie joins Sybase RFID alliance

Melbourne-based company Peacock Brothers has joined the Sybase Business Solutions Alliance and will market the Sybase RFID Anywhere product as part of its data capture solutions for the transport and logistics, manufacturing, and healthcare sectors. Peacock Brothers uses the Sybase product as the core RFID application of its wireless LANs and wide-area mobility solutions, explained Neil Crump, managing director of Peacock Brothers.

"The suite supports multi-vendor mobile devices, integrates easily with ERP systems through SOA and standards-based implementation, and allows enterprises to manage their mobile devices centrally with a Web-based architecture," Crump explained. www.peacocks.com.au

AIIA expands awards scheme

The Australian Information Industry Association will expand its iAwards scheme by setting up a series of state awards with the winners in contention for the national prize. "The 2008 iAwards will expand the event's profile across all states and provide a broader platform for members to demonstrate and publicise their innovations," claimed Sheryle Moon, AIIA's CEO.

"For Australia to remain a well-performing economy we must maximise our ability to innovate as this innovation underpins our prosperity and productivity. The iAwards honour those who are contributing to our global competitiveness." www.aiaa.com.au

Asus picks Myer for low end push

Asus — a Taiwanese manufacturer of computers, communications, and consumer electronics — has decided to sell its low-end Eee PC through Myer. The product, described as "the world's easiest PC", will be available through Myer stores from December 2 with a price tag of just \$A499.

Ted Chen, managing director of Asus Australia, explained that the Eee PC is a lifestyle gadget designed to allow Internet access and learning. "Asus has heard Australian consumers' calls and with Myer's support we will be able to distribute the Eee PC to the wider consumer community," Chen claimed. www.asus.com

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DEAL MAKERS

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NewSat plans require Feds' aid

A bold plan intended to launch Australian company NewSat into the world space community has one fairly major challenge — it requires a contribution of up to \$A200 million from the party that wins government at this weekend's federal election. The funds will help the company launch its own satellite to offer Ka band communications across all of Australia, New Zealand, Papua New Guinea, and Timor, explained Adrian Ballintine, CEO of NewSat.

Ballintine claimed that the plan was a natural progression and will build on the company's teleport infrastructure. "The benefits of this strategy should rapidly evolve NewSat from an on-ground satellite services provider to a complete satellite corporation with its own geo-stationary satellite," he said. www.newsat.com

Engin on-sells Unwired holding

The acquisition of wireless broadband player Unwired by Seven moved on apace this week as Unwired agreed to sell its holding in the company to Network Investment Holdings, a subsidiary of Seven. When the dust from the transaction has settled, Engin will have made a net profit of \$A4 million. www.engin.com.au

BUSINESS BRIEFS

- The NSW Pearcey Award presentation will take place at the Australian Maritime Museum, Darling Harbour, on December 6, between 5:30 and 6:30. Anyone wishing to attend should email vikki@slatteryitconsulting.com.au or phone Vikki on 02 9929-9511.
- ComOps has completed its raising of \$A8 million to fund the acquisition of HCS (*Rust Report*, July 6, p4) and provide a pool of funds for future acquisitions. www.comops.com.au
- Digital services company Hyro has launched a usability testing service, which allows users to identify problems in digital platforms. In addition to the Internet and intranets, the services on offer cover mobile Web, electronic and consumer devices, and virtual environments, explained Gary Bunker, head of usability at Hyro. www.hyro.com
- NZ company Value Added Distributor has been appointed a distributor of products and solutions from Network Appliance in NZ.

COMMS BITS**Verizon picks up Kiwi multinational**

New Zealand-based plastics giant Nuplex Industries has decided to consolidate the management of its global data communications infrastructure with Verizon Business. The company will connect 30 of its main sites in the Asia/Pacific region, Europe, and the US on a fully managed Verizon Private IP offering. The network provides a high-quality voice and data communications environment to support Nuplex's communications needs as it moves towards IP-enabled applications, explained Stuart Barry, CIO of Nuplex Australia and NZ.

Centrebet takes punt on mobile bets

Centrebet has launched a mobile phone wagering service to its users around Australia and hopes that at least half of its clients will be users of the service within two years, according to Con Kafataris, managing director of Centrebet.

The system, developed in collaboration with UK mobile technology developer Mfuse (www.mfuse.com), is provided to users as free software that allows mobile phones to be used to check the latest odds and place bets, Kafataris said. "Our research shows that the service will be seen as attractive to regular online clients on the strength of them being able to make bets both at and away from the computer," he added.

— Comms Briefs —

- Australian telco Telarus has launched the Telarus Mobile service, which includes a range of data, voice, and messaging offerings for home, business, and corporate customers. The offering is part of a complete wireless mobility solution when packaged with WiFi infrastructure and VoIP phone systems, claimed Jules Rumsy, managing director of Telarus. www.telarus.com.au
- Wireless broadband operator BigAir has entered an arrangement by which Seccom Networks has integrated BigAir wireless links into its disaster recovery, LAN, and WAN solutions. The offerings will be made available to BigAir customers as a data protection service. "We look forward to strong growth in the data recovery market," said Jason Ashton, CEO of BigAir. www.bigair.com.au
- Paul Budde is organising a four or five day tele-communications and digital media trade mission to China in May or June 2008. Details from <http://www.budde.com.au/conferences/public-workshop-details/china-program-jun2008.html>

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RUST e-RESEARCH

Users rein in IT budget increases

Large organisations are pulling in the reins on IT spending growth, according to a Computer Economics survey of 125 IT decision-makers in the US and Canada. Although 66 per cent of respondents expected budget increases next year, the size of those increases — only 2.5 per cent at the median — were relatively conservative when compared to the rising growth rates over the past three years.

"If these expectations prove accurate, this will be the lowest rate of growth in IT spending since 2004," said Frank Scavo, president of Computer Economics.

The survey results (a year-end update of the company's annual *IT Spending, Staffing and Technology Trends* study) indicated that spending overall held up well this year against the planned five per cent growth in IT spending for 2007. However, among large companies, there were signs of cutbacks — 33 per cent said they will spend less than budgeted, while only 22 per cent indicated they will spend more.

Looking toward 2008, companies are anticipating smaller budget increases. Large organisations, again, were the most conservative. The median anticipated budget increase was two per cent for large organisations.

"Our survey data indicates that IT executives have already scaled back their expectations for IT spending increases in 2008. If economic conditions worsen, we expect that median IT spending increases in 2008 will be flat compared to 2007," Scavo said. "We do not yet, however, see widespread IT spending cuts in 2008."

Online advertising powers ahead

Online advertising continues its strong growth with expenditure for the third quarter of 2007 totalling \$A347.75 million, the largest quarter ever recorded. The results, which were released in the IAB Online Advertising Expenditure Report prepared by PricewaterhouseCoopers, showed continued steady growth of 6.8 per cent over second quarter 2007 and an increase of 32.2 per cent from the third quarter of 2006.

The breakdown of advertising remained relatively unchanged, with general display advertising and classifieds advertising accounting for 28 per cent and 26 per cent of the total advertising expenditure for the third-quarter 2007, respectively, while search and directories advertising made up the remaining 46 per cent.

The finance, computers and communications, and motor vehicles sectors continued to be the dominant industries using general display advertising, comprising more than 52 per cent of the general display spending. Motor vehicles increased its share two points to reach 15.7 per cent while computers and communications decreased almost three points to 15.4 per cent.

Recruitment continued to be the leading category for classified advertising expenditure, followed by real estate, then automotive.

Patty Keegan, IAB Australia's general manager, commented: "The market is growing steadily and we anticipate that Q4 will again experience a seasonal

growth surge, which should ensure the reported market reaches the predicted \$A1.4 billion for the full calendar year.

"We are continuing to work on including additional contributors to the report so that we can capture the full extent of the online market and are delighted to announce that Adconion, Drive Performance Media and Network Ten have contributed for the first time to the report," said Ms Keegan.

Paul McNab, PwC's lead partner for technology, entertainment and media, said the report shows growth across all categories, with search and directories performing best. "The increased penetration of broadband Internet access enables content providers to offer a richer media experience, thereby enhancing the online offerings to consumers. This supports the growth of online advertising which is likely to continue to grow significantly more strongly than alternative forms of advertising."

Make way for the virtual generation

The customer-empowered virtual environments ushered in with Web 2.0 are about to disrupt B2C marketing, CRM, and BI analytics, according to Gartner. The sweeping changes include shifting away from traditional marketing practices, such as customer identification, age-based demographic profiling, and one-to-one targeted marketing campaigns. By 2015, more money will be spent marketing and selling to multiple anonymous online "personas" than marketing and selling offline. This transition in customer interaction is being driven by Generation Virtual, also known as Generation V.

Gartner predicted that in 10 years the largest influence on all purchases will be the virtual experience associated with them.

Speaking at this week's Gartner Symposium/ITxpo events, Gartner analysts said Generation V is the recognition that general behaviour, attitudes and interests start to blend together in an online environment. The idea of Generation X (and later Generation Y) was conceived as a way to understand new generations that appeared not to have connections to the culture icons of the baby boomers. Marketers use the categories of baby boomers, Generation X and Generation Y to segment the population for targeting products and services with a focus on age. However, as more baby boomers (who are living longer) and the younger generations go online and participate and communicate in a flat virtual environment, the generational distinctions break down. Customers will hop across segments at various times of life for various reasons and are likely to act like several generations at any given time.

"For Generation V, the virtual environment provides many aspects of a level playing field, where age, gender, class, and income of individuals are less important and less rewarded than competence, motivation and effort," said Adam Sarner, principal analyst at Gartner. "The opportunity for reputation, prestige, influence and personal growth provides a powerful social draw for the masses to spend more time in a virtual world."

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SIP services led by smart devices

IP networks deployed by fixed and mobile operators will lead to mainstream VoIP and Session Initiation Protocol (SIP) services, driven by the increasing popularity of smart devices such as PDAs and smartphones, according to ABI Research. Principal analyst Ian Cox explained: "New affordable price points and ease of use will allow consumers to benefit from SIP services such as instant messaging, video sharing, and conferencing, which will join VoIP as it takes over from circuit-switched voice."

SIP services will develop into the norm after 2010 and rapidly begin to dominate the world's telecom markets. By 2012, almost half of all telecom users will be using at least one SIP service, but likely will have many services from multiple devices able to communicate with other users and services across the Web and between enterprise and public networks. This will generate more than \$US150 billion in service revenue annually with cumulative infrastructure capital expenditure of over \$US10 billion by that date.

"Using SIP, telephony becomes another Web application, which can be integrated into other Internet services," said Cox. "It enables service providers to build converged voice and multimedia services."

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BY ASSOCIATION

USO must be modernised

Professor Reg Coutts*

WITH BROADBAND high on the agenda as a key election issue, the current review of the universal service obligation (USO) has an important role to play in delivering world-class telecommunications services for all Australians. However, to ensure that these services support our ability to innovate and compete internationally in a way that enables all our citizens to participate, the terms of the USO must be broadened to encompass new and emerging technologies and services.

When the current USO was written, a standard fixed line service was sufficient for all critical communications, but this is no longer the case.

With DCITA scheduled to begin reviewing submissions on this issue during November, the ACS believes the USO must recognise the roles played by broadband and mobile technologies as essential platforms for both personal and business transactions, the delivery of critical information and government services, social networking, and other communications.

We face a growing digital divide which is being aggravated by the huge discrepancy between the quality of telecommunications services provided in our cities and those available in rural and remote parts of the country.

The ACS wants more collaboration between government and industry to develop workable strategies for delivering high speed broadband to all Australians, encompassing both optical and wireless technologies.

We urgently need the government to allocate appropriate spectrum for wireless broadband since this is an essential element of any plan to deliver broadband services to the bush. This issue must be addressed in the next six-to-12 months if we are to maintain our global competitiveness.

The USO review must also consider the way mobile communications is developing as a universal information platform.

Consider the proliferation of Internet applications being created for mobile phones, and the innovative way mobile technology is being applied in developing nations like Bangladesh, where Grameen Phone is using cell phones to provide remote communities with reliable communications services.

Remote communities in the NT could benefit enormously from this approach as a way of overcoming problems with limited and unreliable fixed phone lines. In these remote communities, mobile phones make more sense because they are more personal and access can be pre-paid.

In communities where mobile phones are available, take-up has been huge, such as in Arnhem Land, where aboriginal people are prodigious users of mobile phones for voice, downloading video clips, and for online banking. With over 700 remote communities ranging from 250 people to fewer than 50 people, the NT has the nation's lowest population density and some major challenges in overcoming the digital divide.

While we recognise that the issue of cost must be addressed as an essential part of the review process, a more contemporary USO that recognises how technology is changing could be a key weapon in addressing this important challenge.

**Professor Reg Coutts is director of the ACS Telecommunications Board, chairman of the TSA, director of Coutts Communications and Professor Emeritus of Adelaide University.*



REVOLVING DOORS

CSC rings changes at the top

Mike Shove is moving from his role as president of CSC's Australia group to replace George Bell as president of the company's Asia Group. Bell is retiring and Shove, who had also replaced Bell as Australian chief in 2003 (*Rust Report*, Mar 21 2003, p8), will move to Singapore.

The Australian job will pass to Nick Wilkinson, who is currently vice president of chemicals, energy and natural resources in CSC's Global Outsourcing Services organisation.

Troubles at the top of Mincom

Just 10 months after guiding Mincom to an apparently satisfactory sale to Francisco Partners Richard Mathews has resigned as managing director. Although we have not been able to confirm details, it is understood that he gave six months notice.

Unconfirmed reports indicate that three other executives are also leaving the company. We hope to confirm the reports before next week's publication.

Sybase appoints new country head

Dereck Daymond has been appointed Sybase's managing director for Australia and New Zealand. He will be based in Sydney.

Before joining Sybase Daymond was with Teradata Australia, and he has also worked for Australian company Objective Corporation, Ascential Software (Informix) and Oracle.

Antal takes lead at MessageLabs

MessageLabs has promoted Andrew Antal to country manager for Australia and NZ. He has been with the company since 2005. Antal relieves James Scollay, vice president for Asia/Pacific, of the country responsibility. Scollay will continue as vice president but will concentrate on the Asia/Pacific region, and particularly on Japan.

Antal began his IT career in the US with IBM and also worked for Autodesk, Veritas, and Interwoven.

Allan Robertson joins MobileActive

Mobile phone content and entertainment provider MobileActive has appointed Allan Robertson COO. He has previously worked in senior roles with Optus and Telstra.

ReelTime begins search for MD

John Karantzis has resigned as managing director of ReelTime Media. A replacement is yet to be found.

St George Bank loses CIO

Peter Clare has resigned as group executive for group technology and operations at St George Bank and will leave the company at the end of the year. He had joined St George from the Commonwealth Bank in 2002. Clare's resignation came soon after Paul Fegan was confirmed as CEO of St George, replacing Gail Kelly, who has joined Westpac.

SA Govt's CIO quits after three years

Grantly Mailes has resigned as the South Australian Government's CIO after some three years in the role. It has been reported that he has found a new job to move to when his contract expires. No decision has been made yet about a replacement for Mailes.

AVG boosts executive team

Industry veteran Lloyd Borrett has joined Internet security software distributor AVG (AU/NZ) in the newly created position of marketing manager. Borrett has held a swag of positions with a number of companies, including ITR Group, Monash.NET (now Readify), Oakton, Expert Software Services (now Infosys), Protech Australia, MicroHelp, and HiSoft.

MailGuard recruits for growth

Australian company MailGuard has appointed Garry Hoover financial controller and Pieter Steetsel northern region partners sales manager.

Hoover joined the company from Carsales.com.au, while Steetsel was most recently with Autodesk, and has also worked for Apple Computer, MapInfo Australia, and Dataflow Computer Services.

— Around the Traps —

- Elizabeth Whitelock has been appointed NSW manager, commercial, telecommunications, and government, at SAS. She was previously briefly with CommSecure, and has also worked for MicroStrategy, IBM, Information Builders, and Computer Associates.

- Rob Fitzpatrick has been appointed director of commercialisation at NICTA. Fitzpatrick was a founder of online grocery ShopFast and has worked as a consultant for McKinsey & Company, consulting to clients in Australia, Europe, the US and Asia.

- Victoria Lord has been appointed a non-executive director of ComTel Corporation. She works for ComTel's largest investor, Belgravia Group, which helped ComTel obtain debt financing for its recent acquisition of Empowered Communications.