

Rust Report

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

October 23, 2009

THE RUST BUCKET

A changing world

Cloud computing is a natural evolution of the Internet, itself a cloud of networked equipment distributed globally in which the capacity of Internet service providers is offered to users at commodity prices. We are now moving to a 21st century computing model in which processing power is being made available on tap for a modest charge and minimal environmental impact.

This model will certainly challenge the current system of upfront investment in capital equipment, purpose-built facilities, and operating staff, which in many cases has tended to inhibit the rollout of IT enabled business services.

The cloud services global market, according to Gartner, is a \$US43 billion addressable market, on track to \$US143 billion by 2013 (four years). Cloud computing will significantly change data centres and IT organisations as well as the infrastructure and software vendors' business models.

Gartner's predictions clearly indicate that data centre efficiency and cost are forming massive waves for increasing data centre efficiency with virtualisation, better service utilisation, cost reductions through more efficient power utilisation and cooling, and the leveraging of open source software.

Start-ups and mega-vendors alike are rushing to position their cloud offerings and user organisations are also becoming increasingly active. It is clear that the concept of cloud computing is gaining traction. Although the cloud has had many incarnations, today's technologies and business models have combined to enable the potential for a genuine computing platform for the total enterprise, greatly improved infrastructure, virtualisation, and the proliferation of numerous vertical SaaS on-demand applications.

Is this the beginning of the end of the on-premise world? Of the systems integrators, software vendors, and services companies that previously held significant market shares? Will the infrastructure players take a larger chunk this time? Which players in the growing cloud value chain will take what share of the market?

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Canadian telco cuts costs with Aust tech

Canadian telco Rogers Communications has avoided the need to upgrade its hardware systems by calling on the services of Australian company CPT Global, which specialises in the provision of performance tuning and capacity management services.

The Australian company was called in after Rogers found that its roll-out of a customised version of the ClickSoftware Optimisation application for managing customer appointments and technician scheduling was suffering because of periodic performance issues and severe response time issues, explained Gerry Tuddenham, managing director of CPT. "CPT was invited to examine the application and database performance with a view to reducing CPU consumption and creating headroom," he said.

CPT initially analysed Rogers' systems remotely using its proprietary Perfmaster expert system to determine the scope of the onsite analysis required, and soon found a series of underlying issues. A number of changes were implemented.

"The results were extremely impressive," Tuddenham claimed. "Overnight the demand for back-end CPU was reduced by more than 60 per cent. End-user performance problems almost entirely disappeared," he added. Rogers saved more than \$US650,000 in hardware costs alone.

www.cptglobal.com

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INSIDER EDITION

Empired strikes large mining deal

WA-based services provider Empired has been awarded a large contract to provide services to Minerals and Metals Group (MMG), a Melbourne-based company that is owned by Chinese interests. Under the terms of the three-year deal Empired will provide a service desk and a range of other services, including desktop and change management.

"In addition to the base contracted services, Empired will also provide project services relating to MMG's IT systems and infrastructure," explained Russell Baskerville, managing director of Empired. "Empired is currently executing a number of business-critical projects for MMG relating to the implementation and migration of IT infrastructure and systems required to operate assets recently acquired through a major transaction with Oz Minerals." www.empired.com

Aussie Internet phones roll into NZ

PieNetworks, a West Australian manufacturer of public Internet access equipment, has installed its second generation of Hotspot Webphones in two Westfield shopping centres in New Zealand. The devices will be installed at all other Westfield shopping centres in the country over the next few weeks, explained Campbell Smith, managing director of PieNetworks.

A trial of the company's first generation Webphones being undertaken by PieNetworks in collaboration with Telecom NZ has been discontinued, Smith added. www.pienetworks.com

ASK trains Canon resellers

ASK Learning has provided a customised online training system for Canon resellers in Australia and New Zealand. The system includes a custom-designed reseller portal, training modules, and a range of selling tools, explained David Myers, platforms business manager at ASK Learning.

Canon expects that the site will reduce the cost of training from \$A52 per person in 2003, before the company used e-learning systems, to less than \$A1 per e-learning module this year, Myers claimed. "The underlying objective was to turn floor staff into true Canon experts." www.asklearning.com

RUST BUCKET

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The cloud's potential is seen as expansive, but the vendor community will need to step up in several areas to drive customer adoption of the model.

Several vendors are trying to shift the definitions of cloud services to fit their own views of the world and their own strengths. Frankly, the only thing that matters about the cloud are the real benefits it delivers to customers — significant cost savings, reduction in time-to-market, and innovation that drives their businesses for the future.

— Len Rust RustOz@bigpond.com.au

Developer uncovers new market

Remote metering specialist Intermoco has been signed up by a large property developer to provide managed embedded network services to an aged care facility in Melbourne. The network will include the provision of electricity, voice communications, and data services to all of the facility's residents, and will lead to the installation of Intermoco's Utiligy radio meter endpoints to all water meters at the aged care apartments.

"Already in the utility market the advantages of the Utiligy product are well known, but we are starting to see the same acceptance in the managed services arena," explained Ian Kiddle, director of business development for Intermoco. "This agreement is further evidence that the market sees real value in our service offering." www.intermoco.com

Aussie RFID tool hits South America

The Smart&Secure RFID tag security technology developed by Australian company Mikoh has been deployed in electronic toll collection systems in Brazil, Colombia, and Uruguay. The implementations are being undertaken by US company Sirit Inc, which was awarded a licence to the technology in October 2008 (*Rust Report*, Nov 7 2008, p4).

"We expect to see Smart&Secure increasingly adopted as governments around the world move into automated vehicle identification and electronic vehicle registration, both to ensure the expected return on investment and to protect and reassure the general public, who will be using the technology," explained Matt Blomfield, managing director of Mikoh. www.mikoh.com

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Qld agencies pick Sword Ciboodle

Two Queensland Government agencies — the Queensland Police Service and Smart Service Queensland — have selected European company Sword Ciboodle to provide CRM technology for a shared contact centre. The company will deploy a customer relationship management solution for the Policelink contact centre, and a platform to capture and maintain all content in the contact centre of SSQ, which is the "front door" to the Queensland Government, explained Brian Donn, Sword Ciboodle's managing director for Australia and NZ. www.sword-ciboodle.com

Last call for Sydney's old-timers

This is a last reminder that Mat Burnet's annual Computer Old-timers Reunion Lunch will be held on November 6 at the Little Snail Restaurant in Sydney's Darling Harbour. Sixty dollars will get you a three-course meal and a chance to swap war stories with guest speaker Wayne Fitzsimmons, former CEO of Data General Australia. Details from Max at mburnet@bigpond.net.au or phone 02 9484 6772.

Orders and Implementations

- The Information Technology Contract & Recruitment Association has outsourced management of its it2.com.au career portal to CareerOne.com.au, a joint venture between News Limited and Monster Worldwide.
- Independent mortgage broker Mortgage Choice is adopting the Google Apps suite of enterprise communication and collaboration tools. Staff and franchise network members are being transitioned to the Web applications, including Google Mail and Google Sites, which is being used for planning, collaboration, and information sharing. <http://google-au.blogspot.com/2009/10/guest-post-australias-mortgage-choice.html>
- The City of Nedlands in Perth has equipped its rangers with Panasonic Toughbooks. The devices are installed in council vehicles with in-car docking stations and are used in tablet form. www.toughbook.com.au
- The largest deployment of D-Link IP surveillance cameras in the Southern Hemisphere has been undertaken at an Ingram Micro warehouse in Auckland. www.dlink.com.au

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

- **DATAPOD** is an engineering and solution provider of energy-efficient data centre infrastructure products, professional services, and technical support. The company offers a system of modular infrastructure components designed to improve the adaptability, efficiency, and performance of data centres. www.datapod.com.au
- **PEERCORE IT** specialises in supply chain management solutions for small to medium enterprises and has created a set of solutions in the field of enterprise resource planning, supply chain management, and hiring management. The company focuses on low-cost ownership, short and easy implementation, and user friendliness and its Windows base solution provides core functions for back-office, selling and distribution, manufacturing, profitability analysis, and sales forecasting. www.peercore.com.au
- **BIGTINCAN** offers services at the intersection of the telco and smartphone worlds and provides custom development services to organisations looking to create new smartphone applications. The company's Maps product is a suite of Web and smartphone tools that lets people all over the world contribute to global maps from their smartphones. www.bigtincan.com
- **PREMIER TECHNOLOGIES** provides customer contact centre solutions and delivers its services throughout Australia, New Zealand, South-East Asia, and Europe. The company has a strong customer base in the banking and finance, superannuation, utilities, retail, and government sectors. www.premier.com.au
- **JDS AUSTRALIA** provides testing and monitoring solutions to ensure critical IT systems are available and performing as — and when — required. Its performance testing reduces the overall cost of testing while increasing the quality of applications delivered and the company provides specialist services to a broad spectrum of industries and market leading organisations. www.jds.net.au
- **HARDCAT** provides fixed asset management software and services and its software has been sold to more than 1000 corporate and government entities in more than 35 countries. The company develops fixed asset management software applications and provides a range of consulting, training, asset audit/data capture, and related services. www.hardcat.com

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DEALMAKERS

Search group tests Mid-East market

Australian search engine marketing company E-channel plans to test the markets of the Middle East and North Africa through a partnership it has entered with Dubai-based company Emergent Digital. Under the terms of the deal Emergent will use E-channel's Dynamic Creative technology as a platform to deliver search engine marketing services.

"By applying proven marketing principles to search engine marketing we can do in minutes what would usually take several people weeks to do manually," claimed Johnny Kairouz, E-channel's director of search. "As a digital agency solution, this has the capacity to reduce overheads and resources significantly, which reduces campaign time and costs for clients." www.e-channel.com.au

iSoft signs up BI alliance

Australian healthcare systems developer iSoft has entered an agreement with US company Rocket Software (www.rocketsoftware.com) that will enable it to include business intelligence and strategic management applications in its products.

"The solutions that this partnership is releasing to the market will enable iSoft users to manage the provision of patient care in a more effective manner and will provide an additional unique differentiator for iSoft," said Andrew Aho, a Sydney-based Rocket executive. www.isofthealth.com

CSIRO success boosts science

The Science and Industry Endowment Fund, which was created in 1926, has been reinvigorated by CSIRO with an investment of \$A150 million from the proceeds of its WLAN technology licensing program. The investment has enabled three initial grants:

- \$A2 million to fund a professorial chair in wireless research at Macquarie University;
- \$A7.5 million over three years to establish scholarships and fellowships with a focus on ICT, maths, and engineering; and
- Up to \$A10 million to expand research in wireless technology at CSIRO.

"The Science and Industry Endowment Fund will support projects in new and emerging areas of science, the creation of significant national research facilities, and research scholarships and fellowships," explained Dr Megan Clark, chief executive of CSIRO. www.csiro.au/

Commercialisation scheme launched

The Federal Government has formally launched Commercialisation Australia, a project that aims to get Australian ideas to market and create jobs. It will open next year with the aim of helping researchers, entrepreneurs, and innovative companies turn ideas into internationally competitive commercial realities, said Senator Kim Carr, Minister for Innovation, Industry, Science, and Research. "Commercialisation Australia is specifically designed to boost early stage commercialisation by leveraging private sector capital and expertise," Senator Carr explained. www.innovation.gov.au/commercialisationaustralia

Entellect spreads reach into Europe

Australian developer Entellect, which recently made its first foray into Asian markets (*Rust Report*, Oct 16, p4) has reached further afield by appointing a channel partner for the UK and Europe. Winningtons Financial PR will determine the collaborative and distribution options open to Entellect's vStars student reporting software and eMinerva student management system.

"This appointment in London is an important step in Entellect's strategy to expand internationally and continue to capitalise on the development of its enterprise products for education," explained Joe Younane, chief executive officer of Entellect. www.entellectsolutions.com

Partnerships the go for Tier-3

Australian security software developer Tier-3 is aiming to boost its market share through alliances it has set up with another Aussie, Seccom Global, and US developer McAfee (www.mcafee.com).

A partnership with Australian company Seccom (www.seccomglobal.com) will allow Seccom to offer Tier-3's Huntsman information security solutions under the SecureINTEL brand in the Asia/Pacific region. "Our platform will enable Seccom to deliver high-level managed security monitoring and response capabilities," explained Michael Livingstone, Tier-3's director of sales and marketing.

Tier-3 has also joined the McAfee Security Innovation Alliance, enabling it to integrate the Huntsman suite with the McAfee ePolicy Orchestrator platform to deliver data protection and integrated security management for environments not currently addressed by the ePO software, explained Peter Woollacott, CEO of Tier-3. www.tier-3.com



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DEAL MAKERS

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Azurn rounds up a further \$5 million

Azurn International, an Australian developer of business solutions and online publishing technologies, plans to raise up to \$A5 million to help with its expansion plans over the next 12 months. "Prevailing adverse global financial conditions contributed to affecting the availability of funds to grow the business and resulted in minor disruptions to a number of existing business arrangements," explained Ananda Rao, managing director of Azurn.

"With the funding secured, it provides the opportunity to restructure the company for growth." www.azurn.com.au

Business Briefs

- Integ Group, a subsidiary of UXC, has launched a conferencing system as a SaaS offering. "With the software-as-a-service delivery model, conferencing is within reach of all organisations, regardless of their telephone systems or data networks," explained Ian Poole, CEO of Integ. www.integ.net.au
- Communications integrator NSC has selected technology from Australian company Inference Communications as its preferred speech recognition and biometrics system. NSC will sell Inference products as standalone packages or as part of a total solution, explained Kirsty McCarthy, director of Inference. www.inferencecommunications.com
- Australian security solutions provider SecureServ has been appointed a distributor of enterprise security solutions from US company Microdasys. "Their solutions will become a valuable part of our portfolio," said Vic Whiteley, managing director of SecureServ. www.secureserv.com.au
- Corporate Market Intelligence, an Australian marketing services agency, has been appointed a regional agent for the DistriBute enterprise desktop deployment product from Dutch company 4M88. <http://cmintelligence.com.au>
- Software testing organisation Planit has been appointed the Australian partner of Learntesting, an online hub that provides a global network of training resources. Planit's course materials will be included in an expanded Learntesting portal. www.planit.net.au
- BI consultancy Logro Consulting has joined the SAP Partner Edge Program. www.logroconsulting.com

BEING GREEN**Big guns join green program**

Some big names in the consumer electronics field have joined a push to move away from the use of toxic chemicals in the manufacture of their products. The companies — Apple, Sony Ericsson, Seagate, Iridium, plastics manufacturer DSM Engineering Plastics of the Netherlands, laminate manufacturer Nan Ya of Taiwan, and Silicon Storage Technology — were featured in a report into measures to reduce the use of brominated and chlorinated chemicals. The report was prepared by environmental organisations ChemSec and Clean Production Action.

Bromine and chlorine are used in flame retardant and plastic resin applications, but have been linked to the formation of highly toxic dioxin compounds. www.cleanproduction.org

Green IT push goes wimpy

A fast but energy-efficient server architecture developed by researchers at Carnegie Mellon University and Intel Labs goes by the somewhat improbable name of Fast Array of Wimpy Nodes (FAWN). Tests have shown that an experimental computing cluster based on FAWN was able to handle between 10 and 100 times as many queries for the same amount of energy as a conventional disk-based cluster. Now a next-generation FAWN cluster is being built with nodes that include Intel's Atom processor.

"FAWN systems can't replace all of the servers in a data centre but they work really well for key-value storage systems, which need to access relatively small bits of information quickly," explained David Anderson, assistant professor of computer science at Carnegie Mellon. <http://www.cs.cmu.edu/~fawnproj/>

Power management cuts costs

Ninety-three per cent of IT professionals believe desktop power management has the potential to reduce overall IT costs, according to a survey conducted for systems management appliance company Kace. The survey further showed that for IT professionals who manage computer power, desktop management has surpassed data centre power management in importance. Although the vast majority of survey participants believed there was an opportunity to save energy and reduce costs by practising power management, less than half actively did so. The main reason for not implementing a power management strategy was the need to keep computers running at all times for patching and upgrades.

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Regional SaaS market booms

Enterprise spending on software-as-a-service (SaaS) in the Asia/Pacific (excluding Japan) region is expected to grow at 46 per cent between 2008 and 2012, pushing the market to \$US2.25 billion by 2012, according to Springboard Research.

Springboard found that more than 50 per cent of SaaS adopters had evaluated an on-premise application before ultimately choosing a SaaS solution, indicating that SaaS applications have begun to eat into the on-premise applications market across the region. Nearly a third of adopters claimed to have had a SaaS application replace an on-premise one.

"The ongoing economic slowdown and interest in cloud computing have emerged as the primary factors driving increased interest in subscription-based SaaS solutions throughout the region," said Balaka Baruah Aggarwal, senior research manager for emerging software at Springboard. "SaaS-related services and consulting revenues will grow substantially over the next 18 to 24 months as more partners enter the ecosystem," Aggarwal added.

Springboard found that the highest SaaS penetration in Asia/Pacific (excluding Japan) was among large enterprises (more than 1000 employees). This runs contrary to the popular belief that SaaS primarily appeals to the SMB sector. In terms of verticals, SaaS penetration is strongest in the telecom sector, and then evenly spread across other major sectors, including education, infrastructure and construction, professional services, and retail.

"Large enterprises are typically more experienced and IT savvy and are hence better prepared to leverage innovative technologies or approaches like SaaS to reduce costs," explained Michael Barnes, vice president of software research at Springboard. "On the other hand, we are witnessing a growing penetration of SaaS solutions among a new segment of users, most of whom previously could not afford expensive, on-premise software applications."

Springboard also found that while Australia continues to be the most mature SaaS market in the region, India and China are becoming hotbeds of SaaS activity. However, the Chinese market is encumbered by the language and localisation challenges for global SaaS vendors, even as it holds potential similar to India. The report also noted that despite a very strong current demand, the growth rate of SaaS market will naturally flatten somewhat as the market matures.

Aust smart phone market soars

Converged device (smartphone) shipments surged 29 per cent year-on-year in the first half of 2009, with data-centric converged devices (those with a touchscreen or QWERTY keyboard) up 235 per cent, according to research by IDC.

For the first time ever, data-centric converged devices exceeded voice-centric, accounting for 51 per cent of all converged device shipments in the first quarter of 2009. By the end of the second quarter data-centric penetration had risen further to 65 per cent.

"Touchscreen and QWERTY keyboard-based converged devices have grown phenomenally since 12 months ago, when the segment comprised only 25 per cent of all converged devices shipped," said Mark Novosel, telecommunications market analyst at IDC.

Traditional mobile phones, which currently comprise 66.9 per cent of the total Australian mobile device market, have also performed well, growing 11.5 per cent in the year.

The Australian mobile market has excelled throughout the worst of the global financial crisis and now, with increased optimism returning, IDC expects the market will continue performing strongly in the coming years.

"IDC has upgraded its five-year forecast in response to two strong quarters of growth, with Australia's converged device market now expected to grow at a CAGR of 13 per cent over the next five years," said Novosel.

"The Australian Dollar has recovered strongly over the past six months, meaning consumers can expect converged device prices to soften in the second half of the year, ahead of the Christmas spending season," Novosel added.

IT spending to rebound in 2010

The IT industry is exiting its worst year ever, with worldwide IT spending on pace to decline 5.2 per cent, according to Gartner. Worldwide enterprise IT spending will struggle more, with IT spending dropping 6.9 per cent. However, the IT industry will return to growth with 2010 IT spending forecast to total \$US3300 billion, a 3.3 per cent increase from 2009.

While IT spending will increase next year, Gartner cautioned IT leaders not to be overly optimistic.

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"While the IT industry will return to growth in 2010, the market will not recover to 2008 revenue levels before 2012," said Peter Sondergaard, senior vice president at Gartner. "2010 is about balancing the focus on cost, risk, and growth. For more than 50 per cent of CIOs the IT budget will be zero per cent or less in growth terms. It will only slowly improve in 2011."

The computing hardware market has struggled more than other segments with worldwide hardware spending forecast to total \$US317 billion in 2009, a 16.5 per cent decline. In 2010, spending on hardware will be flat.

Worldwide IT services spending is expected to total \$US781 billion in 2009, and it is forecast to grow 4.5 per cent in 2010.

Worldwide software spending is forecast to decline 2.1 per cent in 2009, and the segment is projected to grow 4.8 per cent in 2010.

On a regional basis, emerging countries will resume strong growth. "By 2012, the accelerated IT spending and culturally different approach to IT in these economies will directly influence product features, service structures, and the overall IT industry. Silicon Valley will not be in the driver's seat anymore," Sondergaard said.

From a budget perspective, there are three important items that IT leaders must consider in 2010:

- A shift from capital expenditure to operational expenditure in the IT budget. Concepts such as cloud services will accelerate this shift. IT costs become scalable and elastic. CIOs need to model the economic impact of IT on the overall financial performance of an organisation. For public companies, they must show how IT improves earnings per share (EPS).
- Impact of the increased age of IT hardware. With delayed purchases of servers, PCs, and printers likely to continue into 2010, organisations must start to assess the impact of increased equipment failure rates, and if current financial write-off periods are still appropriate. Approximately one million servers have had their replacement delayed by a year. That is three per cent of the global installed base. In 2010, it will be at least two million. "If replacement cycles do not change, almost 10 per cent of the server installed base will be beyond scheduled replacement by 2011," Sondergaard said. "That will impact enterprise risk."
- IT must learn to build compelling business cases. 2010 marks the year in which IT needs to demonstrate true line-of-sight to business objectives for every investment decision. IT leaders can no longer look at IT as a percentage of revenue. CIOs must benchmark IT according to business impact.

US consumers keen on green

Approximately seven per cent of adult mobile phone users in North America would be willing to pay a premium for an environmentally-friendly handset, according to studies by ABI Research. A further 40 per cent would choose a green handset over a conventional one if all else was equal.

"These survey results mean that almost half of those surveyed were at least committed in principle to use of a green handset," said analyst Michael Morgan.

"However the public is largely uninformed about their availability: only four per cent said they were very familiar with green handsets".

Is that "equal in price" condition a deal-breaker? Not necessarily. Some recyclable components may be slightly more expensive, but the vendors have in most cases offered handsets with comparable functionality while keeping costs down. Generally the price differential between green and non-green models is not remarkable.

The cost to handset manufacturers can be, though. Creating a verifiably green handset can mean revamping the whole supply chain and retooling the production process. Watchdog groups such as Greenpeace are on the alert for green-washing. "There's an avalanche of information to be managed, just to prove that you're green," said Morgan.

Legislation and regulation play roles too. The EU has the most comprehensive regulations in place, with targets which the most proactive handset vendors such as Nokia, Samsung, and Sony Ericsson view as worth meeting globally.

However, Morgan noted that there's a difference between being merely compliant and being truly green. "The three key factors are: using recyclable or renewable materials; ensuring that handsets are in fact recycled after use; and introducing low-power chargers. Even more crucial for the long-term is leveraging the lessons learned in this process and applying them right through entire handset portfolios." As these lessons are applied, ABI believes, the percentage of properly recycled handsets will grow from eight per cent in 2009 to 17 per cent in 2014.

Older workers rule social technology

While e-mail and desktop computers are ubiquitous, few other applications or devices are, and more experienced employees — not Generation Y — are the leading users of social technology on the job, according to research by Forrester.

Forrester found that the desktop still dominates the workplace. Three out of four i-workers use a desktop, and 63 per cent of desktop users spend four or more hours per day on it. However, more than one-third of respondents use more than one device at least weekly.

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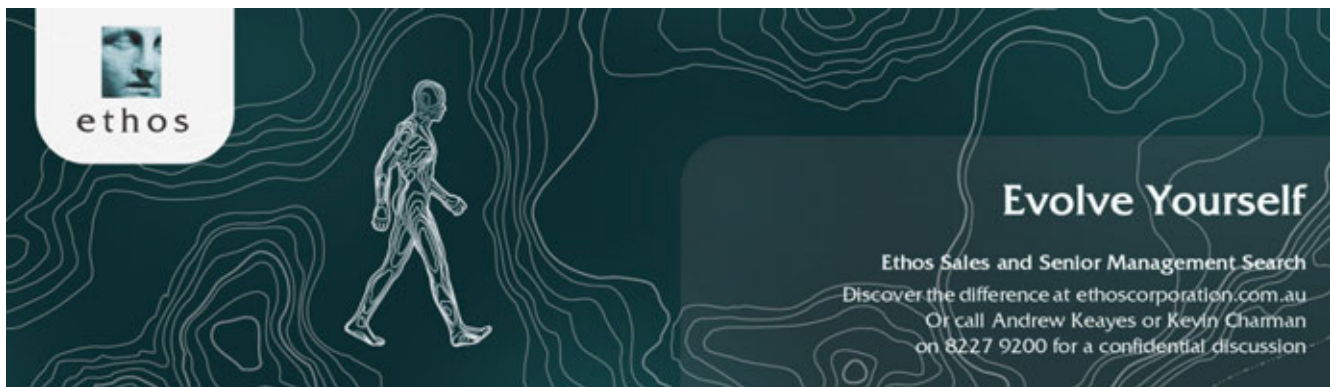
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The Rust Report is published by
Dialog Marketing Services Pty Ltd,
PO Box 437, Roseville, NSW 2069, Australia.

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RustOz@bigpond.com.au or phone 0413 588 728

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REVOLVING DOORS

Sam Skontos to head Sybase 365

Mobile commerce specialist Sybase 365 has appointed Sam Skontos regional director for Australia and New Zealand. He will be based in Sydney.

Skontos was previously with Sagem Australasia as general manager of sales for Australasia. He has also worked in sales roles for Virgin Mobile, Optus, IntelliSys Corporation, Mitsubishi Electric Australia, and Texas Instruments.

Regional appointments at Intermec

Intermec has made three hires in its Asia/Pacific operation, including Penny Chai as director of marketing, Cary Noah as senior director of Asia operations, and Andrew Chew as senior director of printer engineering.

Chai, who will be based in Singapore, was most recently with Dell and has also worked for Hewlett-Packard and Texas Instruments.

Noah, who is responsible for supply chain operations in the region, has previously worked for Hewlett-Packard, Fluke Corporation, and Agilent.

Chew has responsibility for a team of 50 people in Asia and the US. He previously worked for Dell and Hewlett-Packard.

Gupta runs Mahindra Satyam sales

Bobby Gupta has been appointed Mahindra Satyam's head of sales and new business development for Australia and New Zealand. Gupta has worked in the IT industry for more than 18 years, and for the bulk of the past decade has been with IBM in the Software Group and Global Business Services, and most recently with its Global Technology Services, where he ran the telecom expenses management practice for Asia/Pacific.

Savellis and Kuhrmann join D-Link

D-Link has appointed Robert Savellis commercial business manager for Australia and New Zealand, and Joan Kuhrmann marketing communications executive. Both will be based at the company's headquarters in Sydney.

Savellis was previously business development manager with Netgear and has also worked in marketing for Ingram Micro.

Prior to joining D-Link Kuhrmann was a marketing analyst with Dematics, a multinational systems integrator of material handling and logistics solutions. She has also worked for Siemens Logistics & Assembly Systems, and Siemens Automation and Drives in Germany.

Len Walter joins Vocus as CIO

Len Walter has been appointed CIO of Vocus Communications, a provider of wholesale voice and IP transit to telcos and ISPs in Australia, New Zealand, and the US. Walter has worked with Comindico, Soul, and TPG.

James Spenceley, CEO of Vocus, said an immediate area of focus for Walter will be to assess the company's proprietary applications to ensure customers have easy access to accurate, up-to-date information through a new customer portal. Vocus also expects to add four more staff over the next three months, Spenceley said.

Infotronics boosts staff

IT distributor Infotronics has appointed Ron Singham channel manager for NSW and the ACT, and Joel Hasan pre-sales engineer.

Singham began his career in the telecommunications sector before moving into electronics with RS Components.

Hasan has experience in the telecommunications and networking sector and was one of the lead personnel on the Telstra NGN backbone roll-out with Alcatel-Lucent.

Around the Traps

- Adrian Di Marco has been named Brisbane's Business Person of the Year. Judges of the award noted that the success of Di Marco's company, TechnologyOne, had contributed to Brisbane's international profile and reputation.
- Nick Neal has rejoined ServicePoint as NSW project manager. He had previously worked for an audio/visual integrator in the UK before returning to start work with ServicePoint. He has now come back to the company to run its Sydney Project Management Office.
- Allan Davies will leave the board of QMaster at the company's AGM next month. The board will recommend he be replaced by mining company executive John Wasik.
- In the UK Standard Chartered Bank has selected Australian company Talent2 to provide recruitment processing outsourcing services for its European operations. The initial contract, which will cover about 500 positions a year, will involve some 14 Talent2 staff, explained Andrew Grant, Talent2's European CEO.
- As a result of an alliance with Entity Solutions, the Recruit Me Now career Web site will host a contractor board. www.recruitmenow.com.au