

Rust Report

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

October 30, 2009

THE RUST BUCKET

Pushing ahead

CHANGE is a hot topic these days and not just for our politicians. During the boom times the land grab mentality of most ICT vendors drove them into new products, services, channels, geographies, and customer segments. The changing market conditions, economies, strategic mistakes, new technologies, or shifts in customer demand have somewhat abruptly ended the boom. And some vendors that had grown unselectively now find themselves saddled with bloated costs and poorly-defined products and services.

The first requirement for such a vendor is to peel back the layers it added during the land grab phase (often through M&A) and to locate the distinctive part of its business — the part that once made it a market leader. This is usually the core product along with the customer and network relationships and the channels connected with it.

A Peter Drucker quote reminded me of the current ICT environment: "The first step in a growth policy is not to decide where and how to grow. It is to decide what to abandon. In order to grow, a business must have a systematic policy to get rid of the outgrown, the obsolete, and the unproductive."

Revitalisation is just one factor, companies also need to come up with new category-killers — products and services that will quickly gain market share. With these efforts to revitalise the business and to move with the times, companies are also drawing on the views of leading customers, partners and analysts.

Mergers and acquisitions have put tremendous challenges on market execution. The elephant in the room is normally how to marry the diverse cultures not just at head office but all around the world.

Microsoft is currently betting on Windows 7 being a success. The IT community, particularly the PC vendors, see Windows 7 as a start point for a long overdue refresh cycle. Oracle's pending acquisition of Sun will drive additional consolidation in the industry as IBM and Hewlett-Packard will probably step up acquisitions too.

Continued on page 2 >

PNG transport moves into the satellite age

Australian company MapData Sciences has joined forces with Pacific region systems integrator Data Nets to provide digital mapping and live fleet tracking services in Papua New Guinea. David Ryan, marketing manager of MDS, explained that a special challenge in PNG was that the digital network of roads was not as current or accessible as in other countries. "Data Nets and MDS built the digital road network," Ryan said.

"With the combined expertise, Data Nets is able to offer real time monitoring of a vehicle's location on up-to-date maps, alerting owners when a vehicle travels out of bounds or is driven outside predefined hours."

The first customer for the service is using it to protect fuel tankers for a major energy provider, Ryan explained. www.mapds.com

Service provider opens in Singapore

Managed services provider Harbour MSP, which is a subsidiary of Frontline, has set up a data centre in Singapore. The centre is housed in a facility owned by Harbour MSP's partner, Global Switch.

"We've had significant demand from a number of major Australian customers to provide services in Singapore," explained John Howl, CEO of Harbour MSP. www.harbourmsp.com.au

INSIDE THE RUST REPORT

Insider Edition	Page 2
• This week's orders and installations	
Aussies worth watching	Page 3
• Companies making waves at home and abroad	
Deal Makers	Page 4
• Mergers, acquisitions, & funny business	
Gust Spot	Page 5
• ICT wakes up to sustainability, says Andrew Milroy	
Rust eResearch	Page 6
• What the analysts said and did this week	
Revolving doors	Page 8
• Who's in work and whose jobs they took	



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INSIDER EDITION

3Q sells POS solution to UK retailer

Australian company 3Q Holdings has made the first sale of its Island Pacific Store point-of-sale solution in the UK to the USC clothing and footwear retail chain. The British company, which has been a customer of 3Q for 11 years, has now integrated the Island Pacific Store software with an Island Pacific merchandising solution it had previously installed.

A spokeswoman for USC said the new POS system enables the retailer to achieve better delivery and management of offers and promotions from its central head office. "USC will now have flexible real time reporting across the business on how stores are trading," she added. www.threeq.com.au

Gallery takes a Squiz for content

The National Gallery of Victoria has selected Squiz to provide a content management system based on MySource Matrix. The system will be at the centre of the gallery's redesigned Web site (www.ngv.vic.gov.au). "Squiz will be assisting NGV to move to its current site from one that merely presents information to one that invites interaction with the organisation and offers enhanced access for NGV visitors," said Steve Walker, corporate sales director of Squiz. www.squiz.net

Web and Flo boosts energy supplier

Workflow software developer Web and Flo has been selected to provide its Kontinuum app to automate business processes for Arrow Energy. The software will be used throughout Arrow to streamline, standardise, and control business processes. www.webandflo.com

RUST BUCKET

Continued from page 1

Michael Dell has also made it clear he is determined to change almost everything about the company he started 25 years ago.

If we are passionate about how we contribute to tackling the problems of the 21st century, such as health, education, and climate change, then we also need to look seriously at what it means to be a computing professional and at the skills and attitudes we need to generate collectively.

Healthcare today is a number one public policy concern of Australians. We are constantly fretting over the growing gap between the demands placed on our health care system and the resources we can muster to meet them. We hear a lot about pouring millions into the system, transferring millions from one government to another. But we don't see or hear much about the actual improvements in the system that sorely needs help. This cycle forms around other public policy concerns — crisis recovery, border efficiency, and the ongoing challenge to reduce the overall cost of government.

It's clear that ICT deserves to step out of the shadows. The drive to innovate and grow in ICT remains robust, it is a dynamic landscape. Our competitive advantage lies in the way we identify and capitalise on emerging technologies and what comes out of our innovative companies.

— Len Rust RustOz@bigpond.com.au

Developer adopts Aussie comms tool

Australian healthcare systems developer iSoft has selected Intranet Dashboard as the communications platform for its 4700 employees worldwide. The system will replace a number of other intranet systems that have been used since the merger of IBA Health and iSoft in 2007. "Our new intranet will be the single most important internal communications channel that the company will have at its disposal," said Martin Wilkinson, CIO of iSoft. "It will put key information within easy reach of all our employees."

Connie Pandos, director of Intranet Dashboard, said the product comes into its own for merging companies. "When two companies come together there's usually an enormous amount of information that needs to be brought under control. This is what ID does best." www.intranetdashboard.com

Frame puts ICT in airport picture

Technology services provider The Frame Group has completed a 20-year ICT infrastructure plan for Melbourne Airport. The project was undertaken to identify how ICT can support the airport's 20-year capital development plan, and Frame developed an enterprise service provider framework, focused on services, like wireless and e-mail, rather than their infrastructure components. www.framegroup.com.au

iTa recruits for next Aussie census

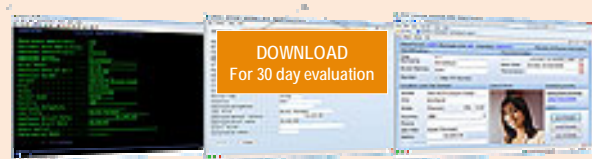
Australian company iTa has been selected to provide a call management system to help the Australian Bureau of Statistics recruit some 27,000 staff for the 2011 Australian Census. www.itaus.com.au

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TechOne passes uni's tests

Curtin University has gone live with a new Student Management system developed over two years as a joint venture between the uni and Queensland-based developer TechnologyOne.

Adrian Di Marco, executive chairman of TechOne, said the solution is the first on the market to treat curriculum as a product or set of products with a properly managed life cycle that could be planned, implemented, phased out, or discontinued. www.technologyonecorp.com

Orders and Implementations

- SC Johnson & Son, the Australian operation of the US cleaning supplies company, has renewed a contract for the SAM mobile salesforce automation system provided by ComOps. www.comops.com.au
- Telstra has been awarded a three-year contract valued at \$A4.5 million to provide a full business communications package to the Hamilton Island Enterprises tourist operation. The deal includes mobile, data, and voice services. www.telstra.com
- Fujitsu has been selected to design an energy trading management system for WA electricity generation company Verve Energy. The technology is .NET on an Oracle database. www.fujitsu.com/au/
- US company IdenTrust has been selected to provide high assurance digital identities to Commonwealth Bank of Australia. The digital identities will provide authentication and electronic signature capabilities for bank customers accessing online applications. www.identrust.com
- Stuart Alexander, an Australasian distributor in the fast-moving consumer goods arena, has gone live with an ERP application from Lawson Software. www.lawson.com
- Australian company Kings Transport & Logistics has selected US developer SunGard to provide its AvantGard Receivables system. The application will underpin Kings' plans to expand into international markets. www.sungard.com
- NAB's insurance company Aviva Australia Holdings has undertaken an enterprise-wide implementation of DST Global Solutions' AWD business process management solution. www.dstglobalsolutions.com

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

- HUBONE has developed the Enterprise Profile Management application which helps businesses store, search, update, and retrieve information on the experience, skills, and qualifications of their staff. The application helps businesses understand the capabilities of their workforce and put them to work where their skills and interests are best utilised. www.hubone.com
- CYARA has developed technology for contact centre simulation and testing which helps customers deploy contact centres quickly and with minimal risk. The company's technology helps users automate and test contact centre technology using real calls without impacting customers or agents. Cyara has clients all around the world. www.cyarasolutions.com
- OPERATIONAL SOLUTIONS MANAGEMENT provides access to a range of expertise in commercial, marine, and defence engineering, system design methodologies, and training skills. OSM provides a range of services to the Australian Defence Materiel Organisation, including naval system maintenance, installation, repair and logistic support services, training simulation systems, and surveillance and tactical software products. www.osm.net.au
- EXTEL has two lines of business: electronic contract manufacturing where the company manufactures electronic based products; and the provision of electronic service repair, technical support, and maintenance. Extel has designed and manufactured several generations of telecommunications equipment which has been exported to 15 countries. www.extel.com
- EYEFI offers closed circuit TV surveillance via a centralised telco-hosted application, 3G IP CCTV assets in the field, and Web browser access. This approach makes its system accessible from almost anywhere, offering location-based spatial data and environmental information. EYEfi has installed monitoring cameras on fire towers in and around Victoria's Yarra Valley. www.eyefi.com.au
- CPOS provides Restaurant Manager solutions as tools that can improve restaurant operations, reduce costs, and increase revenue. A reporting package provides real-time sales statistics, server sales, and other sales-related data, allowing staff to spend more time running the business. CPOS offers two lines to meet the needs of small to medium businesses and large multi-purpose venues. www.cposaustralia.com

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DEALMAKERS

Aussie phone apps hit world markets

Australian mobile developer BigTinCan is launching its smartphone applications onto the world stage through Californian company Cellmania, which operates a US-based directory of mobile applications. David Keane, CEO of BigTinCan, noted that Cellmania includes telcos like AT&T, Telstra, Orange, T-Mobile, and Sprint/Nextel on its list of carrier partners.

Keane added that BigTinCan now has more than two million users of its smartphone applications around the world but the deal with Cellmania opens its products to more than 200 million additional users in the US, Europe, and Asia/Pacific. "This agreement allows more users around the world to get access to our range of smartphone solutions in an easy-to-purchase and install way," Keane said.

www.bigtincan.com

US market ready for Aussie Smarts

Smarts Group, an Australian developer of financial market surveillance technology, has launched its Smarts.broker platform in the US, where it is monitoring all major US securities markets. The system has been in development for more than 12 months, noted Dr Andreas Furche, CEO of Smarts Group. "Smarts has built a platform capable of proactively keeping up with changing US regulatory requirements in a fast-paced market, all the while accounting for future growth in US trading volumes and transaction data," Furche added.

The system could well play a role in cleaning up markets around the world, Furche suggested. "With the increased focus on market integrity, the US can play a key role in raising the international regulatory standards and improving international co-operation."

www.smartsgroup.com

Control of ISP changes hands

Netregistry and Online Growth Solutions have gained a controlling stake in TPP Internet by buying out one of the ISP's founders. Chris Collinge will remain with TPP as CEO and a shareholder.

"We hope to provide additional ancillary services to TPP and across all our brands to provide a more complete online service," claimed Larry Bloch, CEO of Online Growth Solutions and Netregistry. "The Web is evolving incredibly fast and infrastructures need to evolve with it. Keeping up requires a great deal of investment, forward planning, and constant growth."

www.netregistry.com.au

Aust attracts another CMS provider

EpiServer, a US-based provider of platforms for Web content management, has opened an office in Sydney to support its Australasian operations.

Andreas Stjernstrom, country manager of EpiServer, said that Australian organisations are increasingly relying on an online presence to conduct business, but are looking beyond simple customisation and Web 2.0 technologies. "Instead they are demanding real-time tracking and interactive marketing capabilities that turn passive Web visits into dynamic, personalised Web experiences," he said. www.episerver.com

Consortium wins research grant

A \$A1.4 million grant to promote the development of semantic technologies has been awarded to Royal Melbourne Institute of Technology (www.rmit.edu.au) and an industry consortium facilitated by Fuji Xerox. The grant was awarded by the Australian Research Council (www.arc.gov.au) and the project will apply semantic technologies to sustainability reporting, explained Nick Kugenthiran, managing director of Fuji Xerox Australia.

"The project aims to develop systems that automate the sustainability reporting process and generate reports dynamically and in real time using semantic technologies to identify and analyse relevant data from multiple sources. If successful, this open source software solution could reduce the complexity and manual processes involved in sustainability reporting," Kugenthiran added. www.fujixerox.com.au

Thodey tries to calm shareholders

In the midst of the furore caused by the Federal Government's plan to split Telstra, the telco's CEO David Thodey has moved to provide some reassurance to concerned shareholders. Confirming the company's forecasts for the 2009/10 financial year, Thodey added that a "strategy refresh" would not lead to a change in the company's direction but that recent investments in upgraded technology should now be used to improve customer services, expand further into development and adjacent businesses, and offer online applications that will be valued by customers.

"At its simplest, the next stage in Telstra's long-term strategy is to focus on satisfying customers, invest in new capabilities, and drive growth in new businesses," Thodey said. www.telstra.com

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DEAL MAKERS

Continued from page 4

Mitrais strengthens SAP know-how

Mitrais, the Bali-based software house owned by Australian interests, has completed SAP NetWeaver certification and believes the process has provided it with additional customer appeal. "This will further strengthen the ability of Mitrais software engineers to develop systems for clients," explained Mike Page, vice president of Mitrais' software development business. "This will contribute to lowering IT costs through providing an enterprise architecture," he added. www.mitraissoftware.com

Business Briefs

- Australian Web content specialist Squiz has released the MySource Mini content management system under the GPL open source licence. John-Paul Syriatowicz, managing director of Squiz, said that in accordance with the GPL licence, Squiz will ensure that the My Source Mini code repository is publicly readable. See <http://mini.squiz.net>
- Sydney-based company eSavvy has been appointed the first Australian distributor of HR and payroll software from Kiwi developer ERMLive (www.ermlive.com). The software is built on and integrated with the Microsoft Dynamic CRM platform. www.esavvy.com.au
- Prologic, a Tasmanian subsidiary company of Techniche, has been appointed the distributor of the eMaintenance asset management system developed by UK company Urgent Technologies. In addition to being awarded exclusive Australasian rights, Prologic has been licensed to promote Urgent Technology in Europe, the Middle East, Africa, and Asia. www.prologic.com.au
- Mint Wireless has been appointed a distributor of a pocket projector from US company Microvision. The device is built on the laser-based PicoP display engine, explained Alex Teoh, CEO of Mint. The company has received an initial purchase order from Uniden for an OEM version of the project, which Mint will also supply to Australia and NZ. www.mint-wireless.com
- Lime Software (www.lime-software.com), a British company that has developed a licence, inventory, and metering engine for Oracle, has appointed Australian IT services company The Mastermind Group its distributor for Australia and NZ. www.tmg100.com

GUEST SPOT

ICT wakens to sustainability

By Andrew Milroy*

IN AUSTRALIA, most industries have been addressing sustainability issues, at least to some extent, for several years. IT, however, has traditionally perceived itself to be a clean industry and has been late to focus on sustainability. Over the last couple of years, IT's carbon footprint and ways of reducing it have become more of a focus.

Sustainable IT is made up of two components. Firstly, it consists of ways of reducing IT's carbon emissions through activities such as data centre consolidation or even small operational changes like power management for PCs. Secondly, it comprises ways in which IT and IT suppliers can enable whole organisations to reduce carbon emissions in non-IT specific activities.

In a recent survey undertaken by Frost & Sullivan, it was revealed that, despite the global financial crisis, IT professionals in Australia are placing more emphasis on sustainability initiatives than was the case a year ago.

Frost & Sullivan expects that over time, sustainability will be embedded within every IT process and purchase. It will become a much more significant choice determinant for products and services over the coming years along with other determinants like price, performance, and references. It will be assumed that sustainable IT offers cost benefits. This will lead organisations to seek accurate ways of determining payback periods, net present values, and returns on investment.

Key advances in technology use in Australia will complement the move to sustainable IT. The national broadband network will allow an increasing number of services to be provided over the Internet, further enabling service dematerialisation such as the elimination of CDs. The move to cloud computing together with server virtualisation will also create greater efficiencies and economies of scale in the data centre.

Australia has yet to implement e-waste legislation, which exists in many other mature economies. IT products and services contain comparatively large amounts of embedded energy, yet they have relatively short life spans. This suggests that the bulk of the IT industry still has some way to go before sustainable practices are embedded into all parts of the IT supply chain.

Nevertheless, IT stakeholders are becoming increasingly aware of the benefits and challenges associated with sustainability issues and sustainability is becoming a key component of, at least some, key IT-related decisions.

**Andrew Milroy is industry director, ICT Practice, Frost & Sullivan*

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RUST e-RESEARCH

New strategies needed for the cloud

IT services providers, particularly those offering systems integration (SI) services, need to adopt new strategies and approaches to ensure that the trend toward cloud computing services does not negatively impact their business, according to analysis by Ovum.

Although widespread adoption of cloud computing is slow to materialise, services vendors should take steps now to ensure that they can take advantage of any revenue-generating opportunities that the cloud computing services market will provide in the future. John Madden, Ovum's research director, said that these steps include becoming an innovator in the development of cloud computing services, and creating and supporting cloud services ecosystems among various IT vendors.

"In truth, services providers have no choice but to take such steps to keep up with customer interest and, more importantly, to blunt the technology's potential negative impact," said Madden. "Global systems integration firms in particular are worried that cloud services could irrevocably alter the SI business as we know it."

Madden added that the traditional SI model of tying together disparate IT systems is not going away any time soon due to cloud services, as the market for such services is still too young. "However, some customers that leverage cloud services in theory will no longer need an SI for complex, time-consuming and costly integration of their internal IT systems", Madden said. "Cloud services also could open up new opportunities for services providers to package SI services with consulting and outsourcing, as customers look for guidance and third-party expertise."

Web 2.0 reaches the mainstream

Almost one in three organisations have an enterprise Web 2.0 or departmental Web 2.0 deployment in place, according to a survey conducted in Australia by Open Text. Another nine per cent of survey participants are in the process of deployment, while 13 per cent are considering how best to implement an enterprise Web 2.0 solution. Only seven per cent of respondents have decided against deploying the technology in the foreseeable future.

Separate research by independent IT industry analyst Hydrasight found that almost one-third of organisations have adopted enterprise Web 2.0 solutions and that use of the technology is on the rise throughout the Asia/Pacific region.

The survey found that organisations have high hopes for enterprise Web 2.0 with 44 per cent believing that the technology is a must-have while a further 29 per cent consider it as something that would be nice to have. Only one per cent feel that enterprise Web 2.0 is more hype than reality.

The major benefits that organisations are seeking from their enterprise Web 2.0 applications focus on social aspects of the technology, including improved knowledge-sharing within the organisation (nominated by 80 per cent of participants) and the creation of communities involving employees, suppliers, customers and/or business partners (80 per cent). Secondary advantages include traditional business aims such as improved decision-making and employee productivity, improved employee record keeping and compliance practices, and the social benefit of enhanced connectedness among employees.

The three biggest barriers to enterprise Web 2.0 adoption are: concerns relating to organisational culture change (52 per cent), the need for executive sponsorship (35 per cent), and lack of a business case (30 per cent).

When it comes to actual deployment of Web 2.0 applications most organisations (67 per cent) believe that improved employee productivity and decision-making are important or very important factors. These considerations were closely followed by cost and value for money; ease of integration with other tools, applications or environments; and compliance to the organisation's existing technology architecture.

Changing face of hosted telecoms

Hosted telephony or IP Centrex was considered the next wave of leading edge communications services, earlier in the millennium, but never materialised in the mid and large enterprise (MLE) market in Australia. However, in recent times, Australian carriers and service providers have responded to prevailing market conditions, by offering hosted telephony/unified communication services, which encompasses feature-rich overlay.

"Hosted communication services have been around for many years, mainly servicing the small and medium enterprise (SME) market segment. However, hosted telephony/UC for the MLE market has re-emerged, offering a feature-rich environment that is potentially comparable to a CPE solution model," said Gary Tsang, an analyst for Telsyte.

Continued on page 7>>

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RUST eRESEARCH

Continued from page 6

"Carriers/service providers have reacted decisively to the current macro environment by offering a solution which offers the benefits of minimising CAPEX, transferring technological risks associated with major ICT investment, to incur costs in line with growth and to enable organisations to focus on their core business strategies."

Telsyte believes that hosted communication, as a fully hosted solution, will not be a mainstream alternative in the medium term, with Australian businesses currently having greater preference for a hybrid or on-premise deployment models. "Although hosted is not a preferred option for decision makers, they have shown a great willingness for conferencing and collaboration to be delivered as a hosted service, attributed to the competitiveness and the maturity of the service delivery model," Tsang said. "The key to the success of hosted communications, the second time around, will not be down to the technical specifications alone, the level of commitment to innovation and customisation on a segmented basis, shown by the provider is also extremely important."

Telsyte also studied the effect of cloud computing from a telecommunications perspective and identified a number of issues that business decision makers will need to consider. "Decision-makers need to consider the potential rise in cost for telecommunication services and undertake a comparison against the promised savings from the virtualisation of servers and the removal of on-premise computing equipment," said Tsang. "Cloud computing will increase the demand for bandwidth and introduce higher levels of complexities to the network architecture, that will need to guarantee the real-time delivery of data."

Collaboration tools change work

As organisations increasingly arm a global workforce with more sophisticated technology tools, their employees are changing the way they get their jobs done and are driving stronger business returns, according to a recently released Frost and Sullivan study.

The study showed how collaboration tools are playing a vital role in work life today and how attitudes can vary by region. Key trends included:

- VoIP is leading the way for delivery of advanced communications and collaboration applications. IT managers, once sceptical of VoIP compared with traditional telephony, today are leveraging.
- IP networking investments for more advanced forms of communication and collaboration tools. In fact, 92 per cent of IT managers surveyed indicated VoIP quality is at least as good, if not better than, traditional wireline phone systems. Chinese organisations are embracing UC&C technologies with 89 per cent using some form of VoIP as their primary phone service.
- Busy professionals report collaboration technologies can help manage stress and strain. More than 60 per cent of survey respondents around the world said they led busy professional lives with that sentiment highest in the United States, followed by India and Australia. More than half of respondents said collaboration tools allowed for greater balance

between work and personal life and helped them gain more control over their busy lives. More than half of professionals said communications technologies helped them stay in the loop and keep business moving forward, allowing them to take advantage of opportunities as they arose, because they are connected wherever they go.

- Workers sometimes have a love-hate relationship with technology. The study showed professionals today want more control of their lives with 58 per cent reporting there are times they don't want to be reached. At the same time, 52 per cent of respondents said the new communications devices allow workers to gain more control in their lives. Also almost half (47 per cent) said they could not do without the ability to conference remotely.
- Confidence in virtual meeting technologies is growing. Some 61 per cent saw collaboration technologies as reducing the need to travel for business (virtually unchanged from 60 per cent in 2006). More than half thought using conferencing tools – such as an audio conferencing, Web conferencing or video conferencing – was a good alternative to visiting business contacts face-to-face.
- Telecommuting is gaining traction. Almost half (47 per cent) of respondents reported having a formal telecommuting policy in place. However, less than a third (27 per cent) telecommuted at least once a week, and 22 per cent telecommuted on a daily basis. At the same time, 61 per cent of respondents said they like to work from anywhere. The results show India is the most telecommuting friendly country, with 59 per cent of its organisations having a formal telecommuting policy, and 48 per cent of its workers telecommuting daily, followed by Hong Kong, with 54 per cent of its businesses having a formal policy, and 26 per cent of its workers using it on a daily basis. The United States and China tied for third.

The culture of collaboration has regional personalities, Frost and Sullivan found. While the study identified global trends, it also found professionals worldwide displayed regional differences in how they liked to work.

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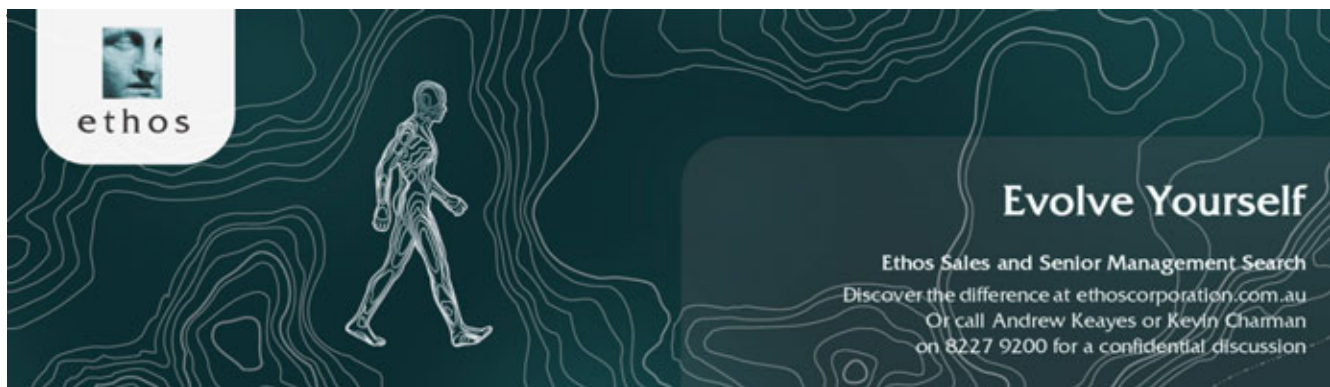
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The Rust Report is published by
Dialog Marketing Services Pty Ltd,
PO Box 437, Roseville, NSW 2069, Australia.

Publisher Len Rust
RustOz@bigpond.com.au or phone 0413 588 728

Editor Peter Scott
Rust-Ed@bigpond.net.au or phone 0413 544 609



REVOLVING DOORS

SAP vet joins Oakton venture

Sean Mathieson, one of the founding members of SAP Australia, has joined Australian developer Oakton to manage its SAP capability. The move came after Oakton entered a new vertical industry and government partnership with SAP, enabling the Aussie developer to provide SAP architecture and consulting services to enterprise clients and government agencies.

"This is an important strategic alliance that will provide considerable benefit to SAP's large commercial and public sector customers," claimed Neil Wilson, CEO of Oakton. "Oakton is aligned with SAP's growth initiatives and we expect to grow SAP's customer base in vertical industries by supporting existing customers as well as working with new customers."

Boys promoted within Techniche

Chris Boys has been promoted to the position of COO of Techniche. Previously the CEO of subsidiary company Prologic, Boys moved to the position of global business development manager for Techniche in August, when he was replaced by David Combes (*Rust Report*, Aug 14, p8).

"With our continued focus on further acquisitions, the board of Techniche determined it was appropriate to have [Chris] Boys responsible for the day-to-day management of our growing portfolio of business interests and allow appropriate time to focus on acquisitions and capital raisings.

Bill Brooks joins Connexion

Bill Brooks has joined Connexion Ventures as managing director of the Connexion Networks division. He will be based in Hong Kong and will be responsible for the company's activities in Australia, Asia, and China.

David McCann, managing director of Connexion Ventures, said Brooks has been involved in operational roles for 20 years with Fortune 500 public and privately held companies in the financial services, telecommunications, fast-moving consumer goods, and management consulting arenas. His employers have included Telstra, Barclays in the UK, China Mobile, and HSBC.

Oniqua appoints marketing head

Brisbane-headquartered asset management specialist Oniqua has appointed Steve Hermann vice president of global marketing and strategic alliances. He will be based in the company's office in Denver. A veteran of more than 20 years in the industry, Hermann has worked for Access Graphics (now Avnet) and Artemis International Solutions.

CSIRO boffins score PM's gongs

The CSIRO's Dr John O'Sullivan, who led the research team that solved the multipath problem that enabled the development of fast wireless networks, has been awarded the Prime Minister's Prize for Science.

His colleague, Dr Amanda Barnard, received the 2009 Malcolm McIntosh Prize for Physical Scientist of the Year for her work in the field of nanoscience.

eServGlobal appoints CFO in UK

eServGlobal, an Australian supplier of large-scale telecommunications software and services to telcos, has appointed Stephen Blundell CFO. He replaces Jonathan Macleod and will be based in London as part of the company's executive team. "The board has taken the strategic decision to locate our CFO closer to our customers and the senior field management team both in terms of time zone and location," explained Richard Mathews, CEO of eServGlobal.

Blundell was most recently part of the commercial EMEA team of Siemens, and has also worked in senior finance roles for Adobe and PeopleSoft.

Mikoh recruits PwC man

Australian technology developer Mikoh has appointed Ian Clark CFO. Before joining the company Clark spent 24 years with PricewaterhouseCoopers (previously Coopers & Lybrand), 10 of them as a partner.

"Ian's specific experience in advising ASX100 companies on strategies for, and value of, intangible assets, including brands, patents, R&D, and technologies, will be invaluable to Mikoh as we look to leverage our technical advantage in the market," said Matt Blomfield, managing director of Mikoh.

Around the Traps

- Nicholas Stavropoulos has joined the board of Mooter Media, replacing Greg Thomson who has resigned to pursue other business interests. Stavropoulos is managing director of Global Travel Specialists and Excite Digital Media.
- Alex Littlejohn, managing director of Adconion, has joined the board of IAB Australia for a one-year term.
- Nigel Pugh has joined industry analyst company Ovum as consulting director for Australia and New Zealand. He will be based in Melbourne. Pugh was previously director of business broadband products at Telstra and has also worked as a management consultant.