

*What holds water
yet has many holes?*

Sponging
solution > A sponge.

**Our ability to think laterally produces
total business solutions for our clients.**

RESULTS, HIGHLIGHTS AND ACHIEVEMENTS

FINANCIAL

CITEC finished the 2001/02 financial year with a significant improvement in earnings on the 2000/01 result. The 2001/02 fiscal year saw a before tax profit of \$1.895 on total revenue of \$125m. This was a \$5.31m turnaround in profit from the previous financial year.

CITEC acquired a controlling interest in the Aurion Corporation Pty Ltd (Aurion) in April 2002. The Aurion Corporation owns, develops and markets the Aurion human resource (HR) and payroll application. This ownership further strengthens CITEC's position as a significant national HR and payroll services provider.

CORPORATE GOVERNANCE

In January 2002, the Minister for Innovation and Information Economy, the Honourable Paul Lucas MP, appointed a Business Enterprise Board to provide business expertise to CITEC management. The Board's primary responsibility is to review the strategic direction and business policies proposed by CITEC management and to make recommendations to the Managing Director, the Director-General and the Minister as appropriate.

SALES

A National Bid Team was formed in March 2002 to support CITEC sales efforts nationally. A highly qualified team now works with the branches to win business for CITEC through the provision of competitive, accurate and timely bids. The Team comprises Project Management Services, Business Solutions Services and Bid Support Services. With an establishment staffing level of around 30 in Brisbane including another four in Sydney, CITEC's ability to produce quality bids has been significantly enhanced.

Some significant bids won since the National Bid Team was established include:

- *Local Government Association of Queensland - Web Enabled Service Delivery;*
- *Queensland Transport - Transport Registration and Integrated Licensing System (TRAILS) Contract Renewal; and*
- *Family and Community Services - SAP Facilities Management Upgrade.*

PARTNERSHIPS

In May 2002, CITEC became SAP's first Australian accredited Hosting Partner. This accreditation validates CITEC's extensive skills in the delivery of SAP hosting solutions for clients.

In June 2002, CITEC achieved the Virtual Private Network (VPN) and Security Specialisation from Cisco Systems, Inc. This Specialisation surpasses and replaces CITEC's previous Advanced Security Specialisation, and recognises CITEC's ability to plan, design, implement and support Cisco VPN and Security solutions. This latest specialisation confirms Cisco's ongoing relationship with CITEC for its deployment of Cisco enterprise solutions to clients.

CITEC has substantially increased its Microsoft technical skills, placing CITEC in a leading position to provide enhanced desktop support capabilities to clients.

OPERATIONAL

Over the year, CITEC has:

- supported more than 100 SAP R/3 systems throughout Australia;
- disbursed payroll for more than 165,000 employees Australia-wide;
- delivered over 4.2 million online business transactions; and
- managed more than 10,000 network devices internationally and nationally.

CORPORATE VIEW



COMMUNITY

CITEC continued to support organisations and initiatives that enhance business, the ICT industry and the local community. Sponsorships included Queensland Theatre Company, Young Achievement Australia, Women in Technology and the Asia Pacific ICT Awards. CITEC employees also personally supported a range of local charities throughout the year.