

*how do you tie a knot in a piece of string
without letting go of the ends?*



solution >

*By picking up the string with your arms folded,
then unfold.*

**At CITEC, the creation of end-to-end
business solutions is achieved by using
our expansive array of services and the
latest in service delivery technologies.**

NATIONAL REVIEW

CITEC crafts and manages seamless, end-to-end corporate service solutions for our clients so they can focus on their core business operations. Whether clients require us to design a high level secure system, construct a network that improves internal processes or electronically access due diligence information, we'll work in partnership to develop the best corporate services solution. Our strength lies in our employees' extensive knowledge of a wide range of hardware, software and network environments, and unmatched experience in developing business solutions to meet client needs.

At CITEC, we know information technology - it's our core business but we realise it's not necessarily our clients'. That's why when we come to the table, we not only bring

over 35 years of technological expertise but tailored corporate services solutions specifically designed to streamline business processes and add value to the bottom line.

CITEC's branch structure provides a single, local point of management for all client dealings. CITEC's head office is located in Brisbane, with branch offices in Sydney, Canberra and Melbourne. During the year CITEC launched a concentrated sales growth program with the addition of specialist Business Development Managers in all states.

QUEENSLAND

CITEC continues to focus on establishing better client service as a result of the continued adoption of the reforms introduced to the branch management structure at the end of 2000. During the year Tony Smith was appointed to the position of QLD Branch Manager and four Business Development Managers were appointed to facilitate new business growth across the various vertical markets.

REVIEW OF OPERATIONS



CITEC's position in the Queensland market was reinforced in the past year with negotiation of several major contracts, which included:

- An enhanced three year agreement with Queensland Transport for IBM hosting, networks, storage management and business continuity support for their core registration and licensing application (TRAILS). Valued at over \$20m, the new agreement features increased system availability, towards 24x7, and a four-hour disaster-recovery capability. System performance will also be increased with a refresh of both disk and tape technologies.*
- SunWater signed a three year agreement with CITEC for the provision of Managed Network Services. Valued at over \$1m per year, contracted services include data network carriage, data network equipment, network services, mail gateway (including virus scanning), internet gateway (including proxy server and firewall), remote access solution and value added services.*
- In July 2001, the Department of Innovation and Information Economy, Sport and Recreation Queensland (DIIESRQ) placed their GovNet infrastructure under a Service Level Agreement for three years with a contract value of \$1.8m per year. Initially 15 servers were placed under Comprehensive Facilities Management (FM) with SILO backups and proactive monitoring. Today that has grown to 30 servers under FM. DIIESRQ have undertaken significant infrastructure upgrades and technology refreshes in the last six months. New services include the Services Directory - the primary government services locator for www.qld.gov.au. The hardware maintenance contracts for DIIESRQ's SUN and CISCO equipment are all managed by CITEC.*

QLD Branch delivered strong financial performance over the year and looks forward to 2002/03 with new marketing efforts centred around corporate services.



NEW SOUTH WALES AND VICTORIA

2001/02 was a year of consolidation and growth for the NSW and Vic Branches. Existing client bases in both states were maintained and further developed. In addition, a strong sales push to acquire new clients was initiated. The resulting outcome has been an increase in new business and an increase in sales for the year.

NSW and Vic continued to focus on business growth in the NSW Government, Vic Government, SAP market, Legal, Banking and Finance, Resources and Utilities and Corporate Sectors. Business Development Managers with domain knowledge in these sectors were recruited to ensure that we continue to meet our clients' business needs.

During the year, two new software management tools, Virtual Strategy and QPR ScoreCard Suite were identified for distribution in the NSW and Vic markets. Virtual Strategy enables management by facts and offers significant cost savings to organisations. The QPR ScoreCard suite is a breakthrough tool developed to help decision makers make better decisions faster. This tool assists in processing large amounts of information quickly and easily, allowing managers to direct their focus to the appropriate areas of concern.

Highlights for the year included NSW winning positions on two major panel contracts - the Office of Information Technology (OIT) for Networks, and Government Selected Application Systems (GSAS) for HR Services. Both NSW and Vic branches have hosted and participated in a variety of special events and promotional activities throughout the year, including industry trade shows and conferences.

New marketing efforts will focus on extending our corporate services offering, whilst continuing to support the three product areas of Application Access, e-Business and Integrated Infrastructure Management.

The NSW and Vic Branches look forward to 2002/03 and will continue to build on core competencies to enable clients to gain the benefits of dealing with an organisation that understands their business issues.

our clients



Ricoh is a world leader in the supply of copiers

"We chose CITEC based upon their proven and solid operations, their highly responsive and appropriate customer service and the stability of their account management team. CITEC's solutions have been the foundational layer to enabling Ricoh to effectively use information technology to service our customers.

"CITEC has a clear understanding of the Australian and New Zealand markets as well as local carriers, and they manage the relationships and service levels on our behalf so we can focus on our core business."

**ROB LIVINGSTONE, CHIEF INFORMATION OFFICER
RICOH AUSTRALIA AND NEW ZEALAND**

AUSTRALIAN CAPITAL TERRITORY

CITEC continues to have a strong presence in the Commonwealth and State (ACT and NT) government markets providing approximately 30 agencies with payroll and payments services. The ACT Branch negotiated a new banking arrangement for payroll and payment services with the Commonwealth Bank, which will have significant commercial advantages. These negotiations have provided the platform for a new and significant opportunity to enhance Queensland whole-of-government cash management arrangements.

In the last quarter of 2001, CITEC extended our hosting services by taking on a mission-critical system for the Department of Foreign Affairs and Trade. Our SAP hosting arrangements with Transport, and Family and Community Services are continuing to provide strong revenue to the Branch.



Over 2001/02, CITEC developed a range of new e-Business web financial trading transactions for both the ACT Government's Canberra Connect trading portal and the National Registration Authority's portal. Our representation on the Australian Payments Clearing Association's Bulk Electronic Clearing Stream Advisory Council shows acceptance of our credentials in the e-Business payments arena at a national industry level.

CITEC's business in supporting the Spherion Aurion HR bureau service has shown consistent growth over 2001/02 and will be the cornerstone of our business into the new financial year.

ACT Branch delivered stronger than expected financial performance over the year and looks forward to 2002/03 with new marketing efforts around corporate services, focused on extended HR capabilities, CONFIRM for Commonwealth Agencies and a range of other initiatives.