

Our Business

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CITEC is a national information and communications technology (ICT) service provider with offices in Brisbane, Sydney, Canberra and Melbourne, and is a fully commercialised business of the Queensland Government.



CITEC is Queensland's largest ICT provider and our clients include local, national and multinational organisations. Founded in 1964, CITEC is the second largest Australian-owned ICT service provider (Source - IDC, 2002).

CITEC manages two high security data centres in Brisbane and Sydney and has approximately 610 employees located across Australia. CITEC owns, through our investment company CSI Holdings Pty Ltd, a majority interest in Aurion Corporation, a HR/Payroll software development company. CITEC's core solutions encompass the following areas:

Information Brokerage

- Online access to government and corporate information on a fee for service basis.

ICT Professional Services

- Consultative, strategic and technological services based on CITEC's core competencies of information brokerage, infrastructure management, business process outsourcing and applications management.

Business Process Outsourcing and Applications Management

- Hosting and applications management services for a range of financial, HR/Payroll and enterprise applications.

Infrastructure Management

- End-to-end solutions including security, network connectivity and management, server management and hosting, storage management and hosting, and managed desktop solutions.

The CITEC Difference

Experience

- CITEC has nearly 40 years of proven experience in information and communications technology. Our Queensland Government shareholding guarantees a global best practice ICT environment and accountable and transparent operations. We pride ourselves on being a platinum service provider with a personalised service approach.

Independence

- CITEC seeks the best solutions, based on the needs and budget of each and every client. Unlike many of our competitors, we are not locked in to using a particular vendor. Rather, CITEC seeks the best solutions from a wide range of vendors. We work with our clients' existing applications and infrastructure to identify the best solution. We leverage these where possible, and also investigate new and evolving solutions without simply pushing proprietary or off the shelf products. At CITEC, we aim to maximise value and the return on investment for our clients.

Accreditation, Partnerships and Alliances

- We actively strive to achieve accreditation and certification in best practice procedures and frameworks that are recognised internationally. Using the Information Technology Infrastructure Library (ITIL) operating framework ensures that CITEC delivers best practice benefits to clients.

We only partner with leading vendors and have certification, accreditation or alliances with: Accenture, Aurion, Avnet, BEA, Cisco Systems, Citrix, Docent Asia Pacific, EMC, Gartner, Hitachi Data Systems, Hewlett-Packard, IBM, IDC Research, Interwoven, Legalmart, MessageLabs, Microsoft, Optus, Oracle, Equinix Pacific, SAP, SBI, Spherion, StorageTek, Sun Microsystems, Synergy Plus, Technology One and Telstra Wholesale.

Security

- CITEC has a proven track record of minimising clients' risks through high levels of both technical and physical security. Our two high security data centres in Brisbane and Sydney provide clients with state of the art security for their infrastructure and systems. CITEC is currently implementing the security standard AS/NZS 7799.2:2003 and we are also ISO 9001:2000 accredited.

Service

- CITEC is committed to achieving the highest possible levels of client satisfaction and continually exceeding our clients' service expectations. We do this by ensuring consistent direction, focus and alignment across our service improvement programs and projects. CITEC embraces a balanced, best practice approach to controlling the three key organisational elements of People, Process and Technology in order to provide a solid framework for growth and continued success. This is our Service Improvement Framework and is the way in which we continually improve strategic, tactical and operational processes. Testimony to our service excellence is our high level of customer loyalty and minimal customer turnover.